

SINGLE CORPORATE SERVICES

Improvement Team

Job title:	Delivering Excellence Support Officer	<i>To be completed by HR</i> <i>Job Reference Number</i>
Reporting to:	Head of Continuous Improvement	
Accountable to:	Head of Continuous Improvement	
Pay Band:	5	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust has a vision that drives the ambition of the organisation:

“Working together to deliver excellence in care for our patients and communities”

Both Trusts are actively working towards the achievement of this vision through organisational improvement and change initiatives. Central to this ambition is the ability to deliver that excellence through its day-to-day actions, functions, processes and behaviours.

This approach, *Delivering Excellence*, seeks to embed a whole organisation operating model based on operational excellence, that provides a clear approach to the planning, delivery, control and continuous improvement of the quality of all our services. Building on the improvements made so far this approach develops and embeds a mature approach to quality assurance that moves away from a compliance and inspection approach. Developing beyond standalone quality improvement activities, this connects all staff, every day, to a shared vision for excellence in care.

The ambition for Delivering Excellence is that all staff are able to say:

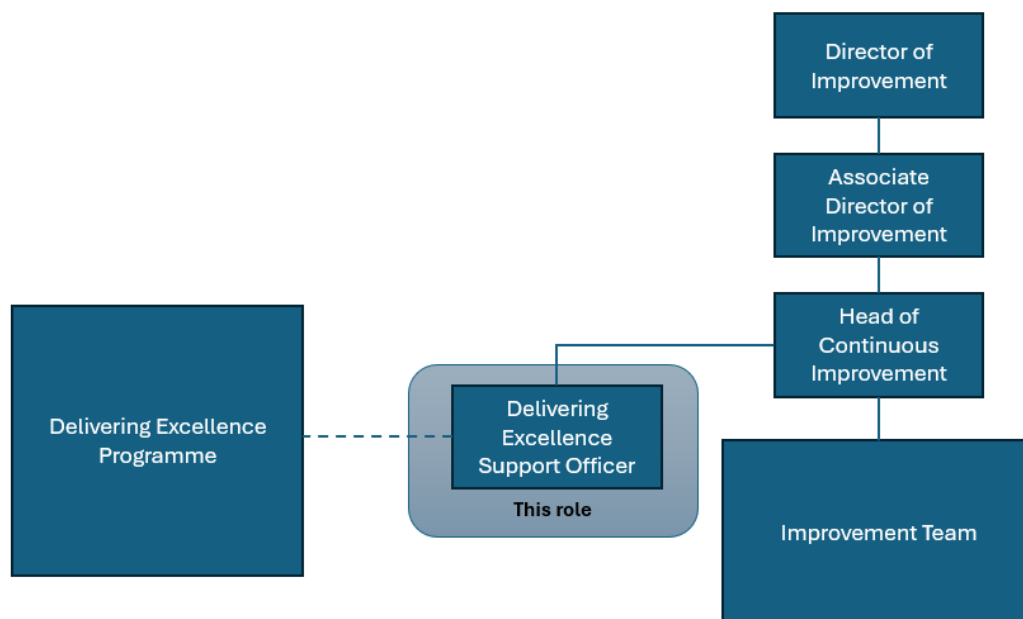
- I know what is expected of me and why
- I know how I am doing and whether I’m delivering the standards expected
- I am able to make improvements and am supported to problem solve

This role supports the wider Delivering Excellence programme and the Improvement Team.

Job summary

As part of the Delivery Unit, The Delivering Excellence Support Officer will provide project support to the Delivering Excellence Programme and the Director of Improvement and Improvement Team, to support the implementation of the Delivering Excellence framework (our quality management system). The role will support the efficient operations of the team, ensuring that a comprehensive and responsive administrative and project management service is in place.

Organisational Chart



Specific Core Functions

Project Administration

- Provide a comprehensive administration service to the Delivering Excellence programme team to ensure that the team can operate efficiently and responsively, including taking of action notes, setting up of meetings and booking of rooms and resources.
- Develop and maintain project data and information in soft and hard formats - ensuring that key reporting teams have access to timely data and that visual management is supported.
- Maintain the Teams programme planner, including taking responsibility for scheduling key activities and maintaining a plan of available team resources.
- Prepare and maintain Delivering Excellence resources, such as training materials, shared drives or SharePoint and other documentation.
- Support the set-up, preparation and delivery of training events or other Delivering Excellence group events through the provision of suitable virtual and physical environments.
- Contact, agree and negotiate with local venues to ensure secure the dates required in addition the best price / package of services to support the training event including accommodation for any external providers.

- Build relationships with these venues such that you are able to work seamlessly with them.
- Ensure relevant orders are raised to support booking of these venues, in a timely fashion.
- Maintain log/tracker of all events, their location, costs etc so that there is traceability of all expenses against the Delivering Excellence budget.
- Present a positive professional and welcoming manner to staff or patients working with the Delivering Excellence team.
- Maintain programme documentation and plans, , including risk logs, tracking of key performance measures and programme milestones.
- Provide accurate data and information about Delivering Excellence work as and when required, re-directing as necessary to the appropriate subject lead.
- Regular requirement to create reports and presentations from both data provided and data collected by yourself using Trust software packages.
- Support development of Delivering Excellence core communications material and the development of the team's intranet and external web resources
- Support the use of social media at events and activities.

Support to Director of Improvement

- Provide a comprehensive administration service to the Director of Improvement to ensure that they can work efficiently and effectively.
- Plan the time of the Director of Improvement without direction to:
 - Facilitate the meeting of deadlines and statutory requirements.
 - Maximize the effective use of Director of Improvement's time.
 - Ensure a balance is made between meetings and workload demands.
- Understand the Director of Improvement's workload to a high level in order to:
 - Recognise and act on key themes without direction.
 - Make informed decisions regarding Director of Improvement's needs and requirements.
 - Re-arrange and re-prioritise the diary to support the Director of Improvement's prioritised objectives.
 - Prepare papers and presentations for meetings, external adjudications, and other audiences on behalf of the Director of Improvement to ensure that Delivering Excellence is presented professionally to other partners and stakeholders.
 - Manage efficient systems to ensure the Director of Improvement is prepared for meetings and able to access necessary data or other information.
 - Manage and maintain an efficient electronic filing system, which supports timely response, and which meets the requirements of the Data Protection Act and the Freedom of Information Act and Trust policy.
 - Respond to telephone calls, post, and emails in a timely and professional manner.
 - Prioritise and re-schedule diaries or team activities at short notice, if required, due to operational priorities.
 - Understand work procedures, IT programmes, specialist functions, virtual meeting facilities and diary management to support the operational efficiency of the Deputy Director of Improvement.

General

- Support the preparation and delivery of training and development including arrangement of venues, liaison with venues and external providers, standard work for event management

and delivery, administration and preparation of workshop materials, and liaison and welcoming participants.

- Implement policy, practice and procedures, applicable to own post and contribute to the implementation in the department and across the wider Trust.
- Taking and transcribing of action notes and maintenance of any visual management board set up for or by the Director of Improvement as directed.
- Undertake audit as required for own work; or securing information or databases on behalf of unit staff under close supervision.
- Use MS Office software effectively to handle data, produce documents, design materials and maintain contact details.
- Provide general administrative support such as printing, scanning, following up of actions and making arrangements for new starters.
- Support and maintain ESR and Health Roster, for Team and Director of Improvement.
- Support the training and induction of new colleagues in the team.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising

- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills

- The post has minimal demand for work related physical skills.

Policy and Service Development

- The post holder is responsible for the implementation of policies for a team/department and proposes policy or service changes which impact beyond own area of activity.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder records personally generated information.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<ul style="list-style-type: none"> • 5 GCSEs including Maths and English or an equivalent good standard of education at similar level. • European Computer Driving Licence or equivalent. • High level of computer literacy and knowledge of software packages. Experienced in using Windows-based operating systems with knowledge of MS word processing, spreadsheets, databases and presentation software. • Comprehensive experience of using internet systems and MS Office or equivalent 	<ul style="list-style-type: none"> • 2 A levels or equivalent. 	

	<ul style="list-style-type: none"> • Knowledge and use of virtual meeting platforms e.g. Teams / Zoom etc. 		
Experience	<ul style="list-style-type: none"> • Experience of working within an office environment – with teams on site and remotely. • Working knowledge of MS packages eg Excel and manipulation of data. • Confident in working within strict deadlines which may create conflicting priorities. • Ability to work unsupervised and manage own deadlines. • Able to evidence decision making carried out without direct instruction. • Works well in team environment supporting and assisting to provide a harmonious workplace. • Organised and rigorous in the maintenance of data, logs, updates etc to ensure traceability and auditability of the Transformation Team. • Management of the logistical aspects of supporting training programmes both on and off site. • Management of diaries, maintaining and updating as required. 		
Knowledge	<ul style="list-style-type: none"> • Ability to organise both self and Director of Improvement. • Ability to make administrative/procedural decisions and judgements. • Competent at diary management for self and Director of Improvement. • Track record of delivery to tight deadlines when working under pressure. • Able to prioritise work to ensure all deadlines met and all customers receive a positive experience. • Ability to communicate effectively, tactfully and sensitively in writing and orally. • Proven skills in logging, tracking, and managing to closure actions. • Manage meetings by taking action notes, drafting agendas, managing 	<ul style="list-style-type: none"> • Overall understanding of current health service sector issues. • Knowledge of the organisational structure of the health service. • Experience of training organisation, ie book venues, set up and manage PHU calendar bookings to support and as necessary prepare resources for 	

	<p>attendees and papers, diarising items and taking follow-up actions on behalf of the chair of the meeting.</p> <ul style="list-style-type: none"> • Ability to deal with a high volume of emails and telephone calls. • Ability to act quickly and effectively at all times, referring to other team members as appropriate • Adaptable and flexible and able to cope with change and support the Improvement Team and Trusts as requested • Maintain confidentiality • Ability to produce documents / presentations etc in appropriate Trust formats • Ability to understand and work within PHU's financial, purchasing, administrative and personnel processes and practices. • Strong customer service skills. • Manage own time to sustain a high level of productivity, concentration and focus despite frequent interruptions and unpredictable workload • Organised and efficient in all aspects of work ensuring full traceability and auditability is retained and data can be quickly and easily located by others in common filing system. 	<p>trainers & attendees.</p>	
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to: Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.



This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.