

SINGLE CORPORATE SERVICES

STRATEGY

Job title:	Project Support Officer	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Programme Manager	
Accountable to:	Head of Strategic Planning	
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

To provide high quality, comprehensive and effective project and administrative support to the function in order to facilitate the effective management of the Strategy Portfolio.

The post holder also undertakes discrete projects as required and plays a key part in supporting, facilitating and monitoring ongoing projects across various workstreams, and supporting drive performance improvement in these areas.

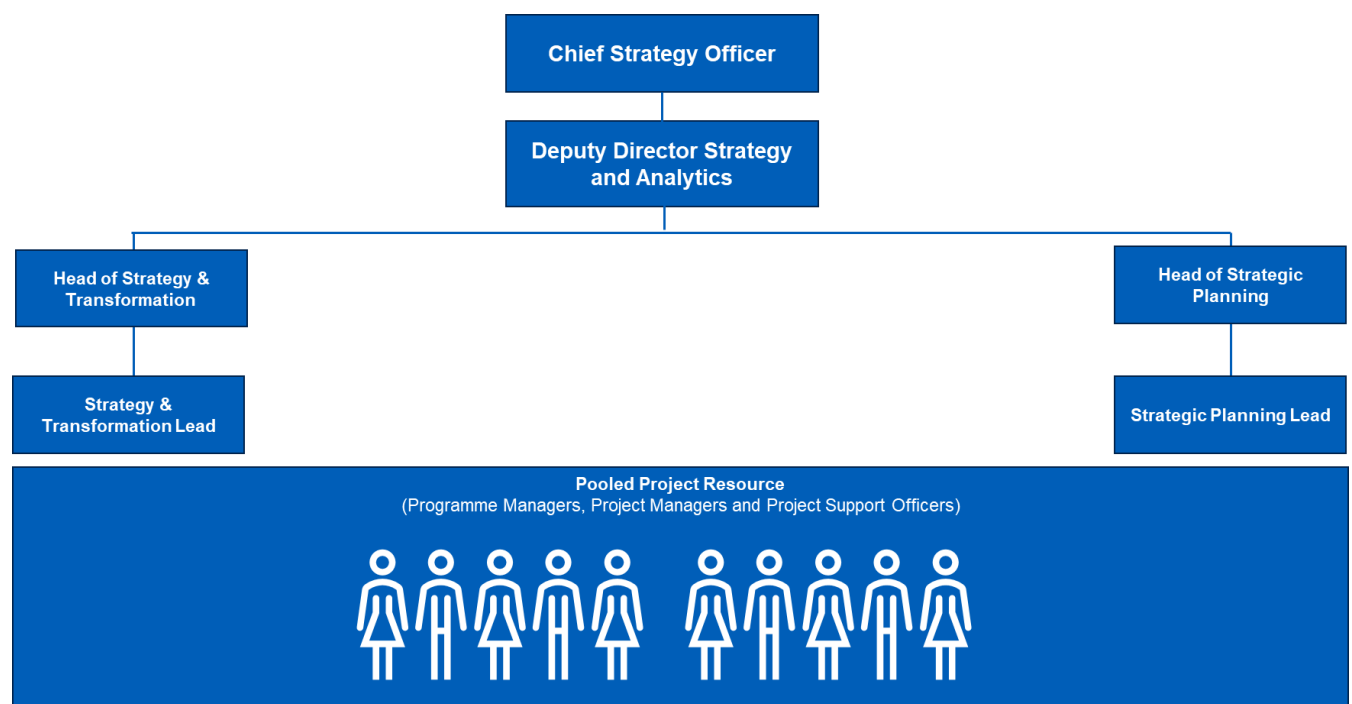
Job summary

The Project Support Officer will play a key role in supporting the Strategy function across the breadth of its portfolio. This will range from:

- Overseeing and managing the administration of the Joint Business Case Review Committee (BCRC) process by supporting the Programme Manager and Head of Strategic Planning. Ensuring Business Cases progress through the correct approvals and delivery routes, scheduling meetings, logging and tracking the approval outcomes, tracking progress and realisation of associated Benefits whilst maintaining data in an easy and usable format to provide governance and assurance to the Trust Leadership Teams (TLT) that Business Cases are delivering benefits to the Trust as outlined in the Business Case.
- Supporting of the Trusts' Strategy Deployment, PMO and Transformation teams, with ensuring governance and assurance arrangements are in place and adhered to and that all projects support the delivery of the Trust's Strategy and operational objectives. By providing and coordinating an effective, high quality document writing, collation, administrative and process service to the Strategy function, in order to facilitate the effective management of the portfolio.
- Working in collaboration across IWT and PHU NHS Trust, to support the implementation of a single set of governance processes helping to reduce duplication and efficiently deliver Single Corporate Services across both organisations.

- These functions and responsibilities will be shared between the Project Support Officers, with each taking a particular lead in certain aspects and coordinate with the relevant Programme Manager(s).

Organisational Chart



Specific Core Functions

The Project Support Officers, working as one, in a single Strategy function, under the leadership of the Heads of functions, will specifically (noting these tasks will be allocated across the team to provide broad coverage, and enable cross working and cover):

- Manage the end-to-end process of Business Case submissions on behalf of the Business Case Review Committee and TLTs as required; schedule Business Case submissions, action log management and driving actions to a close, administer meetings including preparing agenda, providing documentation, minute taking.
- Support the maintenance of Trust wide benefits realisation trackers with the Programme Managers, extraction of benefits from Business Cases and Project Charters into the Benefits Tracker, quarterly updates and reporting on progress of achieving benefits and provide accurate reporting information to the appropriate trust committees in a timely manner.
- Support the maintain and update Trust projects Matrix register, with the Project and Programme Managers, as projects progress through the approvals and delivery lifecycles
- Administrative responsibility for managing and maintaining the Business Case and Trust Projects submission and approvals process. Including updating forward plans, coordinating submissions of paperwork and preparing Agenda packs for Trust committees as required, together with ongoing action management.
- Support with the maintenance and development of portfolio resources such as; workbooks, templates, intranet sites, shared drives and other documentation
- Provide data input and analysis into regular reports and data files maintained and updated as required.
- Support with the maintenance and development of reporting and the creation and circulation of standard reports and documentation for the strategy portfolio
- Provide support to implement a single set of governance processes helping to reduce duplication and efficiently deliver Single Corporate Services across both IWT & PHU NHS Trusts.
- Provide accurate data and information about Business Cases, Trust Projects and Programmes as and when required, re-directing as necessary to the appropriate subject lead.
- Support with the design and implementation of new governance processes to support changing requirements.
- Plan and organise own time within standard operating procedures and with reference to the Programme Manager(s).
- Undertake routine duties and other tasks as required.
- Implement policy, practice and procedures applicable to own post and contribute to the discussions on how to implement these within the function and Trusts.
- Undertake audit as required for own work; or securing information or databases on behalf of the Team under close supervision.
- Support the training and induction of new colleagues in the team.
- Through continuing professional development maintain an up-to-date knowledge of project management methodologies, standards, procedures and national guidance.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

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 requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

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 be an authorised signatory for small cash/financial payments.

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 is responsible for taking and transcribing formal minutes,
- The post holder will regularly use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD), or (c) responsible for maintaining one or more information systems where this is a significant job responsibility.
- The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

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	Degree Level or equivalent experience in a related subject area Evidence of additional on-going training and development in-line with the specific requirements of this role	Working towards Project management qualification, PRINCE2, ITIL, MSP etc. Or equivalent	
Experience	Experience of working within an office environment Working knowledge of IT tools including MS Office, to manipulate and present of data as required Working effectively to strict deadlines with conflicting priorities Ability to work unsupervised and manage own deadlines Experience of project management support and an appreciation of best practice project management and improvement methodologies Ability to work independently, with awareness of knowing when to escalate or seek advice Good analytical, problem solving, organisational and interpersonal skills. To successfully work within a Team – offering support and assistance, sharing of experiences and knowledge	Experience of working successfully with clinicians and managers to implement change projects	

	Ability to work flexibly across programmes and projects, with the ability to prioritise own workload – would be an advantage Ability to receive and communicate information of a highly confidential and/or sensitive nature using discretion and integrity. Forward thinking, confident and highly motivated with strong organisational skills		
Knowledge	Excellent communication skills both written and oral. Ability to communicate complex information effectively with all levels of staff. Computer literate and familiar with Trust information systems. Skilled at word processing, spreadsheets, database and presentation software. Good knowledge of excel, working with charts and macros Ability to understand and work within financial, administrative and personnel processes and practices. Strong customer service skills. Knowledge of NHS specific software and applications Ability to prioritise workload against competing demands Ability to liaise at all levels		

	both internally and externally to the Trust including clinical and administrative staff Effective time management with the ability to use initiative, analyse and solve problems		
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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.