

JOB DESCRIPTION

1. General Information

JOB TITLE:	Project Support Officer
GRADE:	Band 5
RESPONSIBLE TO:	Programme Director
ACCOUNTABLE TO:	Director of Strategy & Performance

The Health Innovation Network (HIN) is the South London Academic Health Sciences Network (AHSN). It is a membership organisation, driving lasting improvements in health and wellbeing across South London by spearheading the adoption of innovation into practice across the health system and creating wealth.

We are focusing on health priorities for our local communities across a number of clinical areas and cross-cutting innovation themes, to deliver service improvement and sustainable change across shared challenges.

We are proud to be collaborating with our members, which include NHS organisations, universities, local government, community organisations, industry, the third sector, and prioritising involvement from service users and the public, to drive innovation and best practice across South London.

Academic Health Science Networks

The Government has established 15 AHSNs across England to pioneer new, innovative ways of working. AHSNs aim to close the gap between best practice and current practice through collaboration with patients, the NHS, academia and industry to co-develop solutions to joint challenges in our local areas.

The Health Innovation Network has a number of distinctive features:

- Strong **public health ethos**, and integration of mental, physical and social care
- Builds on local **academic expertise**, with a rigorous approach to **evaluation**
- Integral involvement of **patients and public** and third sector
- New **industry relationships** across all aspects of our work

Collaborators

The post holder will provide project support to the Patient Safety and Capacity Building themes within HIN, working together with Member organisations and other organisations.

2. Job Summary

The post holder will provide and contribute to a comprehensive and high quality project support service to the HIN, specifically to support the Patient Safety and Capacity Building Themes.

The post holder must also be able to set up, manage and report on a variety of projects. The post holder will be required to undertake a range of tasks that require the exercise of initiative to a significant level within defined limits and will include the deployment of secretarial and organisational skills.

The post holder will be responsible for providing a high level of administrative and project support and coordination for the wider Patient Safety and Capacity Building Themes within the HIN (including provision of executive assistant services to the respective theme Programme Directors, clinical/academic leads supporting the themes, as well as other members of the team, such as project managers and fellows). The post holder is also a member of the administrative and communications teams within the HIN and provides additional support to other projects and emerging initiatives as required.

3. Key Relationships

Internal

- Programme Directors, HIN
- Leads from partner organisations
- HIN and partner organisations communications teams
- HIN and partner organisations administrative teams

External

- HIN membership
- Industry contacts
- National AHSN development team
- NHS England
- Other AHSNs

4. Duties and Responsibilities

Programme Coordination

- Support the development and management of implementing new projects within the Patient Safety and Capacity Building Themes.
- Support, monitor and report on project activities, including bids, tenders, recruitment, training and research
- Provide support in the writing and finalising of funding bids, reports and business cases, collating relevant information and preparing appropriate costs where necessary
- Assist in the development and implementation of project and research strategies
- To provide a pivotal communication link between the HIN and external organisations
- Ensure that all planned activities are practical and co-ordinated at all times. This requires frequent forward planning, attention to detail, lateral thinking, diplomacy and perseverance
- Maintain accurate and up-to-date databases pertaining to projects
- Responsible for establishing, adapting, designing and maintaining information systems, both computerised and paper-based to support projects. This should include recommendations for improvement as appropriate
- Preparation of general presentation materials as appropriate, for e.g. posters, PowerPoint, articles
- Organise, attend and minute meetings (occasionally evenings). Co-ordinate speakers, distribute agenda, papers and minutes as appropriate. Book venues, catering and equipment for events. Setting up rooms when necessary
- Organise travel and accommodation arrangements
- Responsible for overseeing the day-to-day maintenance of the Patient Safety and Capacity Building Themes' print and web-based information, drafting and uploading new material

Executive Assistant (EA) Service

- Provide full administrative and PA/secretarial service for the Patient Safety and Capacity Building Themes, ensuring high levels of accuracy and proficiency in Microsoft packages: Publisher, Word, Excel and Access
- To act as administration lead for all incoming issues and dealing with these appropriately before forwarding on to relevant managers and Directors
- Co-ordinate and plan project activities. Resolving complex and conflicting commitments requiring resolution
- Support set up for new project staff and internal/external consultants, including induction and diary management for introductory meetings

Financial responsibilities

- Authorised signatory up to £1,000

- Support, monitor and report on project cost centres, both revenue and capital as appropriate
- Raise invoices. Responsible for sorting queries regarding invoices and other information with the finance department and suppliers, liaising with HIN EAs as appropriate. Responsible for ordering equipment, consumables, stationery etc. liaising with HIN EAs as appropriate

Information and Database Management

- Coordinate the collection, collation and analysis of data for projects and programmes of work in order to inform and contribute to strategic planning and decision making within the Patient Safety and Capacity Building Themes.
- Create and maintain accurate databases and run various reports and queries from this database as requested and required
- Maintain up to date information, including contacts and an accurate record of current activities
- Management of office systems to ensure effective delivery of the service

Communication

- Communicate with a range of internal and external groups and individuals to provide advice, guidance and often interpretation of complex business information and data requirements
- Use persuasion and negotiation to secure information in line with competing deadlines
- Attend a range of meetings with senior staff to present data or information gathered, take questions or find further information to strengthen business cases
- Provide first point of contact for a range of project and business initiatives requiring excellent customer service communications skills.
- Manage and communicate business sensitive personal information in a secure manner
- Maintain up to date, accurate and comprehensive contact details for key stakeholders associated with the Patient Safety and Capacity Building Themes.

Other

- To meet regularly and work closely with the Project Managers with regards to all Patient Safety and Capacity Building Theme activities
- Provide cover in the absence of the Executive Assistants
- Supervise office staff if necessary
- Provide Front of House cover where required providing a courteous, helpful and efficient point of contact for users and visitors, both face to face and over the telephone
- Occasionally assist the EAs and HIN team with events and event set up

- Identify own development needs and take responsibility for personal development
- To attend study days and training as deemed appropriate to the grade and nature of post and to participate fully in the appraisal system
- To undertake any other duties to ensure the smooth running of the HIN and deemed appropriate to the post holder's grade and level of responsibility
- General duty of care for the health, safety and well-being of work colleagues, visitors and patients within the hospital

Hours

37.5 hours per week to be worked flexibly between the hours of 9:00am to 5:00pm Monday to Friday. There may be occasions where flexibility is required for meetings outside of these core times.

The post holder is required to follow local HIN policies and protocols and Guy's & St Thomas' Foundation Trust (host organisation) policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Flexible Working

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within Trust buildings and vehicles.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

PERSON SPECIFICATION

Project Support Officer Band 5

Requirements

	ESSENTIAL	DESIRABLE
Qualifications/ Education	<ul style="list-style-type: none"> • Educated to graduate level or equivalent Experience and qualification • ECDL or excellent PC literacy including knowledge of all Microsoft Office packages Ability to learn new packages/databases as required • Advance keyboard skills and able to type at least 50wpm 	<ul style="list-style-type: none"> • Minute-taking • Office management qualification
Previous experience	<ul style="list-style-type: none"> • Experience in a busy office dealing with all aspects of admin work • Experience of working in a large organisation • Experience of working in the health, local government or university setting and associated procedures and practices • Significant experience as PA/Secretary at senior manager/executive/board director level • Experience of complex diary management • Relevant experience of management including recruitment/retention/appraisal/ first line disciplinary and knowledge of budget management issues 	<ul style="list-style-type: none"> • Office and environment management • Experience of organising large events/conferences

Skills/Knowledge/ Ability	<ul style="list-style-type: none"> • Professional manner and mature approach to dealing with confidential matters • Practical and well organised • Ability to work within a team environment and display initiative when necessary • Fast and accurate typing skills • Able to produce accurate and detailed work • Evidence of excellent communication and interpersonal skills to develop and maintain effective relationships with a variety of staff/external bodies – both written and oral • Ability to prioritise, screen and handle calls on behalf of Directors • Ability to implement new process and systems • Ability to work unsupervised as well as part of a team and prioritise with a willingness to accept responsibility workload/meet/set deadlines • Flexible and adaptable and able to cope with frequent and unpredictable interruptions and shifting priorities • Ability to produce high quality work • Able to use intra and internet • Able to sustain prolonged (sometimes intense) concentration 	<ul style="list-style-type: none"> • Good understanding of the demands of a busy NHS/local government/university senior management environment
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October 2014