

Project Support Officer at Health Innovation Network and South West London Academic Health and Social Care System (SWLS)

The Health Innovation Network (HIN) and the South West London Academic Health and Social Care System (SWLS) have an opportunity for a Project Support Officer for three months, up to the end of March 2017.

The successful candidate will provide wide ranging support to 2 different teams. For half the time they will be based in HIN's office in London Bridge, working within the Business Support Team, and for half the time working at St Georges University working with the SWLS project manager.

This provides a great opportunity for someone at the beginning of their career to gain a range of experience within a dynamic and innovative organisation.

Please look at our websites to give you an overview of our work:

<http://www.hin-southlondon.org/>

<http://www.swlondonssystem.org/>

We are looking for someone who:

- Someone who is organised, gets things done, gets on with people.
- Someone who is happy to take on a range of different tasks as needed.

Some things to note:

- Ability and organisation will be more important in our evaluation than specific experience.
- We are looking for someone who can start in early January

If you would like further information or an informal conversation about this role please email Dan Dartington dandartington@nhs.net

To apply please send your CV and a Cover Letter explaining how you would organise your work when there are conflicting deadlines (no more than 400 words).

JOB DESCRIPTION

1. General Information

JOB TITLE: Project Support Officer

AREA/SPECIALITY: Business Support and South West London Academic Health and Social Care System (SWLS)

GRADE: Band 4

DEPARTMENT: Health Innovation Network (HIN) (the role will include 0.5 WTE support to SWLS)

RESPONSIBLE TO: SWLS Project Manager and HIN Business Support Manager

ACCOUNTABLE TO: Director SWLS and HIN Head of Finance

Department Information

The Health Innovation Network is a membership organisation, driving lasting improvements in health and wellbeing across South London by sharing innovations across the health system and capitalising on teaching and research strengths.

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.

We are collaborating with partners from the NHS, universities, local government, industry, the third sector, and prioritising involvement from service users and the public to reduce variability in health outcomes

We are focusing on 5 priority clinical themes: diabetes, dementia, musculoskeletal, alcohol and cancer.

The SW London AHSC System is a membership organisation established in 2009 and funded by subscriptions from our health, local government and higher education members. Our focus is on cross boundary working in the areas of research, education and service improvement and our work programme is determined by the priorities of our members. During 2016/17, the SWLS and HIN are in the process of integrating the organisations, building on their respective strengths for the benefit of people living and working across south London.

An opportunity has arisen within the Health Innovation Network for the role of Project Support Officer to work within the Business Support Team. The other 0.5 WTE of this post will be dedicated support to the South West London Academic Health and Social Care System.

Project Support Officer Job Summary

The post-holder will be expected to provide all aspects of project and business which will involve working closely with the Project teams and other members of the Health Innovation Network and the South West London Academic Health and Social Care System. The post-holder will ensure that projects are adequately planned, resourced and supporting the team in delivering to high standards, on time and within set budget.

The post-holder will be expected to undertake a wide variety of tasks including communicating with stakeholders, assisting with planning the delivery of current and new projects, organising meetings, preparing agendas and minutes, updating the contact & content management system and contributing to the online collaboration portal.

The post will be based for half the time at the Health Innovation Network's offices ideally situated between the River Thames and Borough Market. The other half will be based with the South West London Academic Health and Social Care System offices at St Georges University.

Organisational Values:

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- **Put patients first**
- **Take pride in what they do**
- **Respect others**
- **Strive to be the best**
- **Act with integrity**

Our values and behaviours framework describes what it means for every one of us in the Trust to put our values into action.

2. Job Summary

Manage and coordinate the administrative aspects of the Business Support team and SW London AHSC System, making proactive decisions that will help the team deliver to the agreed timescales.

The post holder will have the following key responsibilities:

- Provide high quality administrative support to HIN Business Support team and to the South West London Academic Health and Social Care System.
- Provide project support to Project Managers, Programme Manager, Innovation and Darzi Fellows and Clinical Director.
- Provide project updates and reports via Excel and any other tracking systems as required.
- Carry out meeting administration – including booking rooms, equipment and taking minutes.
- Diary management for Director, SW London AHSC System
- Support to event planning and design where accuracy and working to strict deadlines is essential

- Communicate with external collaborators regarding arrangement for meetings.
- Support other strands of the programme of work as and when required

3. Key Relationships

- **The South West London Academic Health and Social Care programme team**
- Business Support programme team
- HIN Communications team
- Allied Health Professionals in acute and community services across South London
- Commissioners
- GPs and Practice staff
- Service User Groups
- HIN Informatics team

4. Duties and Responsibilities

Communications

- Work with colleagues and provide high quality administrative support
- Arrange meetings, liaising with the programme teams and collaborators.
- Coordinate training course attendees and oversee all elements of course organisation, including building marketing materials.
- Take formal minutes of meetings for the programme steering group, forming part of the audit trail.
- Build effective relationships within the team
- Communicate accurately and diplomatically with internal and external colleagues and collaborators via Twitter, Jive and email.
- Deal with sensitive and contentious issues and ensure these are dealt with in an appropriate manner.
- Provide timely information and updates on arrangements to the team and external collaborators.
- Work on own initiative on a day-to-day basis, autonomously, escalating any issues that may arise to appropriate person.
- Ensure all members of the programme follow all relevant HIN policies and procedures relating to the programme.
- Comment on procedures to identify where improvements can be made and introduce local processes to ensure that the project runs smoothly

Financial and physical resources

- Co-ordinate and meet stationery requirements

IT and information resources

- Enter data on electronic systems and contribute to discussions as appropriate, regularly updating spreadsheets on progress and providing summaries as required.
- Support the development of project schedules and plans.
- Build, format and disseminate progress reports for the project.

Research and Development

- Support the other key strands of the project as required (e.g. updating content for the web and social media, basic online research)
- Undertake any other duties commensurate with the post that could be reasonably required.

The following statement forms part of all job descriptions:-

The post holder is required to follow Trust 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

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust 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

	Essential	Desirable
Education/ Qualifications	Diploma or relevant equivalent experience and/or training.	Bachelor's degree
Previous experience	<p>Experience of providing high quality project administrative support or recruitment administration</p> <p>Experience of working in high pressure environment showing effective prioritisation and co-ordination of a varied workload under pressure and to deadlines.</p>	<p>Experience of administrative support to programmes at the academic/health service interface</p> <p>Experience of using contact/content management systems and online collaboration portals</p>
Skills/ Knowledge/ Ability	<p>Excellent knowledge of Microsoft Office applications e.g. Word, Excel, Outlook, Access, PowerPoint etc.</p> <p>Advanced keyboard skills</p> <p>Knowledge of administrative procedures including IT systems.</p> <p>Highly organised with excellent attention to detail.</p> <p>Excellent communication skills, verbal and written.</p> <p>Excellent telephone manner.</p> <p>Able to analyse problems and work around obstacles, offering a range of appropriate solutions.</p> <p>Able to work under pressure and maintain high level of concentration</p> <p>Able to work individually as well as part of a team</p> <p>Ability to maintain confidentiality.</p> <p>Calm and flexible approach to work.</p> <p>Willing to learn new skills.</p>	<p>Prior experience of basic online research and experience organising and collating a range of information from different sources in a logical, structured manner.</p>