





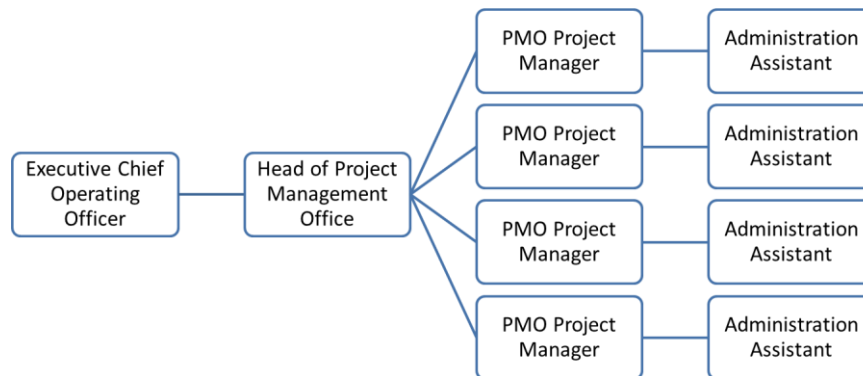
Job Description

1. JOB DETAILS	
Job title:	PMO Administration Assistant
Accountable to:	
Managerially	PMO Project Manager
Professionally	Head of Performance Management Office
Location:	TBC
2. JOB SUMMARY	
<p>All staff are expected to work to the Trust Values:</p> <div>  Kindness – Kindness and compassion cost nothing, yet accomplish a great deal. </div> <div>  Respect - We are respectful to everyone and are open, honest and fair – respect behaviours. </div> <div>  Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners. </div> <div>  Collaboration – We are stronger and better working together with and for our patients. </div> <p>The post holder will provide secretarial and administration support to the Programme Management Office and Service Improvement. This includes organising meetings, diary management, typing letters and reports, filing, general office duties and reacting to the needs of the department administratively as they occur.</p> <p>To support the Head of PMO in the organisation of PMO and Service Improvement admin functions.</p> <p>To support Service Improvement and the PMO in the delivery of agreed projects.</p> <p>This role will involve some cross site working and attendance at meetings at both Carlisle Infirmary and West Cumberland Hospital</p>	
3. ROLE OF DEPARTMENT	
<p>The PMO team will work together engagement, reporting, planning and delivery of service reconfiguration, CIP realisation and improvement projects across a range of operational areas</p> <p>You will be part of a small team that will work across departments to ensure high quality patient centred service delivery across the organisation.</p>	

You will be required to work closely with the project leads to ensure the administrative functions within the team support the work programmes to function in the most efficient and effective way.

You will be a key part of the Trust's Project Management Office and you will be accountable to the PMO Project Manager.

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

PMO Lead
 PMO Project Managers
 Operational teams
 External admin teams
 Information department teams

6. DUTIES AND RESPONSIBILITIES OF THE POST

- To support the PMO Project Managers and PMO Lead in the planning, management and coordination of all aspects of administrative and secretarial functions of the PMO and Service Improvement including project management documentation.
- To provide administrative support to the PMO and Service Improvement.
- To undertake the typing of letters, memoranda, presentations and reports as instructed and circulate to the necessary parties as required in a timely fashion.
- To manage / organise diaries and arrange meetings or events, liaising with all levels of attendees throughout the Trust and externally with Suppliers, other NHS Organisations as required by the PMO and Service Improvement.
- To assist by attending meetings and take Minutes / Notes. To produce the Minutes / Notes and circulate to the necessary parties as required in a timely fashion.
- To be responsible for general filing and the maintenance of filing systems both paper and software package based within the PMO and Service Improvement
- To undertake any work related tasks as agreed with the management team.
- To support the Service Improvement Team in ensuring that service improvement projects impact positively on patient services and are in alignment with local and national priorities.
- To support the Service Improvement Team in the delivery of agreed projects.
- To assist in the provision of regular reports using recognised Lean tools and techniques and to provide clear and regular feedback to the Head of PMO

<ul style="list-style-type: none"> • To support the measurement and improvement progress within the PMO and Service Improvement and report progress against identified measures • The post holder may be required to provide ad hoc secretarial support to staff within the PMO. • To identify and work with processes in line with the governance structures of the PMO. • To provide the above support and services utilising IT software packages suitable to the needs of the PMO and Service Improvement.
7. WORK SETTING AND REVIEW
<ul style="list-style-type: none"> • Works under the supervision of the PMO Project Manager. • Is based in the Project Management Office
8. INDIVIDUAL RESPONSIBILITIES
<p>The post holder is expected to</p> <ul style="list-style-type: none"> • adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies • attend mandatory training as identified by the Trust • adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections
9. CONFIDENTIALITY
<p>The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.</p>
10. HEALTH AND SAFETY
<p>Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.</p>
11. RISK MANAGEMENT
<p>All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.</p>
12. EQUALITY AND DIVERSITY
<p>All employees of the Trust have responsibility to:</p> <ul style="list-style-type: none"> ▪ Act in ways that support equality and value diversity. ▪ Treat everyone with whom they come into contact with dignity and respect. ▪ Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.
13. SAFEGUARDING
<p>All employees have a duty for safeguarding and promoting the welfare of children and</p>

adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION

POST TITLE: **PMO Administration Assistant**

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to NVQ Level 3 in Administration or equivalent experience Demonstrate an excellent working knowledge of Microsoft Office software (Word, Excel, Project and Outlook particularly). 	<ul style="list-style-type: none"> Knowledge of NHS agenda Good working knowledge of MS PowerPoint.
Experience	<ul style="list-style-type: none"> Experience of coordinating administration work of a team. 	<ul style="list-style-type: none"> Experience of e-Procurement system.
Knowledge	<ul style="list-style-type: none"> Ability to organise and prioritise workload. Good time management skills. Ability to work competently unsupervised. Persuasion and influencing skills Ability to work under pressure 	<ul style="list-style-type: none"> Experience within a large complex organisation.
Skills and Aptitudes	<ul style="list-style-type: none"> Ability to communicate and relate effectively, clearly and professionally at all levels. Adopts a courteous, approachable and helpful manner when dealing with customers, staff and the public. Ability to receive and relay messages accurately. 	
Personal Circumstances	<ul style="list-style-type: none"> Ability and willingness to undergo further training and continual professional development. 	
Other requirements	<ul style="list-style-type: none"> Ability to travel independently across Cumbria. 	<ul style="list-style-type: none"> Driving licence.

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.