

Job Description

Project Support Officer	
Team	ICB Workforce Team
Directorate	ICB People Directorate
Pay Band	Band 6
Accountable to	Associate Director of People & System Workforce Transformation
<p>Job Summary</p> <p>The Project Support Officer is a key role within the N&W ICB Workforce team. Working with the ICS People Director and ICS Workforce team, the post holder will help support programmes of work designed to integrate workforce planning across a system to ensure the delivery of comprehensive workforce development plans and use these to inform the development of the ICS and regional workforce strategy/People Plans.</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • Support and, in some instances, lead the provision of workforce planning and contribute to ICB workforce projects and programmes of work. • They will provide specialist knowledge and dedicated workforce support to the system acting as a change agent when appropriate. • They will use their expert knowledge of recruitment and/or human resources to support the Workforce Transformation team and system partners to drive change forward. • The post holder will work with designated system partner leads and Finance (including clinical and medical as well as operational) to support, challenge and drive change. • They will support services to complete strategic workforce programmes and create innovative workforce solutions to deliver and expand high quality care for patients. • They will provide tools and access to data to support and inform workforce planning decisions. • Support the development of workforce planning at a strategic level across an ICS system with a focus on supporting the development of a system workforce plan and transformation plan informed by the workforce modelling and provider workforce priorities <p>The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.</p>	

<p>Functional responsibilities</p> <ul style="list-style-type: none"> • Work with Programme Managers and other members of the Senior Management Team as required to provide project management assistance to project • Work collaboratively with stakeholders to establish the appropriate support to ensure successful project delivery. • Support the successful delivery of the key outputs and benefits of the project, which support service improvement initiatives.
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- Ensure appropriate plans, documentation and procedures are in place when handing a project over to business as usual as part of project closure.
- Use their skills, knowledge and experience of recruitment or human resource to suggest ideas, constructively challenge and drive improvements.
- Attend meetings to discuss project priorities, report progress and resolve issues.
- Work with national and local strategies, policies and guidance and develop plans, through collaborative working, which lead to the successful delivery of projects.
- Liaise, as necessary, with senior managers, service leads, clinicians and other stakeholders as well as external NHS organisations.
- Plan and organise the allocation of work with Teams in such a way that makes best use of resources

Project Management

- To support the team in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.
- Develop cohesive and operationally sound plans for the transition period which is consistent with the overall project timetable which meets the strategic direction of the team and minimises unnecessary disruption to stakeholders involved in the process.
- Pro-actively manage stakeholders responding to and resolving conflict between different stakeholders through facilitation or other appropriate mechanisms when this arises.
- Be responsible for a high standard of work supporting the delivery of projects on time to quality standards and in a cost-effective manner.
- Maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Be responsible for the planning and organisation of numerous events/meetings.
- Ensure that communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner.
- Demonstrate effective stakeholder management across different departments and at all levels.
- Support other project managers as and when required.
- Take into account the impact of any change the project will have on the business and oversee handover of any projects to ensure full ownership and buy-in within the business.

Planning and Organisation

- Problem solving skills and ability to respond to sudden unexpected demands.
- Ability to analyse complex facts and situations and develop a range of options.
- Understand decisions on difficult and contentious issues where there may be a number of courses of action and to review with senior stakeholders
- Strategic thinking – ability to anticipate and resolve problems before they arise.
- Contribute to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with Clusters and Sector priorities.
- Contribute to short, medium and long term business plans, achieving quality outcomes.

- Have the ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales.

Experience and Knowledge

- Knowledge of healthcare education and training policy and systems.
- Knowledge and understanding of the Reservist programme
- An understanding of current health and care policy and the impacts on Integrated Care Systems.
- An understanding of Supply Improvement Strategies and approaches
- Understanding of Continuing Professional Development (CPD) funding and implementation.
- Experience of supporting the delivery of initiatives simultaneously in rapidly evolving, political and high-pressure environments including effective management of risk.
- Experience of working with colleagues in a range of organisations
- Detailed knowledge of maintaining confidentiality and implementing data legislation requirements including information governance.
- Analysis, interpretation, and production of complex and multiple reports including financial returns.
- Experience of managing a financial budget including reporting and taking action on variance.
- Experience of the use of knowledge and information including the acquisition, organisation, and provision of the data.
- Knowledge of evaluation models and application to programme management.
- Knowledge of strong governance arrangements.
- Experience of stakeholder management.

Communication and Working Relationships

- Senior clinical and managerial colleagues and stakeholders across the system, including CCGs, providers, locality authorities, HEIs, NHSI/E, voluntary and community sector, General Practice and other primary care providers.
- Nurture key relationships and maintain networks internally and externally, including national and regional networks.
- Liaison with the Communications and Patient Engagement teams on engaging with the public, staff and stakeholders where relevant.
- Matrix work across all other teams to address inter-dependencies and ensure alignment of mutual objectives
- Establish good working relationships with colleagues to ensure delivery of workstreams.
- Develop, communicate and present plans and how they contribute to partner workforce plans to senior management and other groups such as the Local People Board.

Management & Leadership

- Responsible for supporting project and strategy development and management as outlined above
- Contribute to the development of a range of non-registered, non-clinical roles to support the Reservist function in times of surge demand
- To raise awareness of workforce programme through professional forums and networking
- To raise awareness and understanding of equality and diversity to ensure an inclusive learning environment that will support all learners in practice

Information Analysis and Judgement

- Undertake benchmarking against best practice and national guidance when developing projects to include effectiveness, productivity and performance when proposing changes.
- Provide and receive sensitive and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Collate and interpret appropriate quantitative and qualitative data in order to prepare reports, communication complex information to a wide range of stakeholders.
- Co-ordinate hard data and soft intelligence ensuring it is visible and utilised by the workstream.
- Support the use of research material on good practice and benchmarking in delivering the workstreams

Planning and Organisation

- Use project management skills to effectively plan the projects and workstreams to deliver on time, within budget and to excellent standards.
- To take responsibility for the planning of the work of the workstreams and ensuring that this is delivered within the project timescales.
- Ensuring that actions associated with the workstreams are appropriately assigned and completed, requesting additional resource if necessary.
- Organising the work for any additional staff utilised to deliver the project – e.g. admin staff.
- Ensuring regular reporting requirements are fulfilled, using appropriate documentation.
- Identifying any risks associated with the project and ensuring these are raised with the steering group in a timely manner.

Financial Responsibilities

- Act in a way that is compliant with standing orders and standing financial instructions in the discharge of this responsibility
- Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget

Service Improvement

- To ensure that the projects and workstreams ultimately improves systems and supports workforce transformation
- To make recommendations for further service improvements as a result of the project, providing rationale and costings for these.

Other Duties

To provide cover for other members of the team as appropriate to ensure an effective service is provided at all times.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual's performance review/appraisal. There may be a requirement to undertake other duties as may reasonably be required to support the ICS in accordance with your grade/level in the organisation. -

PERSON SPECIFICATION

POST TITLE: Project Support Manager

BAND: 6

Criteria	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ▪ Evidence of continuing professional development ▪ Educated to degree or equivalent level of experience of working at a senior level in specialist area ▪ Knowledge and experience of methodologies in workforce transformation. ▪ Recruitment or Human Resources experience or training ▪ Able to demonstrate knowledge of Recruitment or Human Resources change or improvement ▪ Experience in managing programmes and projects through to delivery. ▪ Experience of programme management in health/social care ▪ Experience of collaborative with a range of stakeholders. ▪ Experience of developing and delivering improvement and efficiency plans 	<ul style="list-style-type: none"> ▪ Experience of working in partnership with clinical / system leaders

	<ul style="list-style-type: none"> ▪ Experience of delivering against competing priorities and deadlines while also directing the work of teams/individuals. ▪ Experience of budgetary responsible, including budget setting with evidence of working knowledge of financial processes ▪ Management of staff/ functions 	
Experience & Knowledge	<ul style="list-style-type: none"> ▪ Must demonstrate knowledge of the current health and social care issues ▪ Clear understanding and grasp of current national health policy and structure ▪ Knowledge and experience of the challenges of clinical placements in NHS and other providers of health and care sectors. ▪ 	<ul style="list-style-type: none"> ▪ Knowledge health and social care issues in Norfolk and Waveney
Skills & Abilities	<ul style="list-style-type: none"> ▪ Ability to translate strategic direction into achievable objectives and plans ▪ Skilled communicator and negotiator - provide and receive complex, sensitive and contentious information ▪ Highly developed communication skills for delivering key messages to a range of stakeholders both internal and external to the organisation including those at a very senior level ▪ Takes decisions on difficult and contentious issues where there may be a number of courses of action. ▪ Plans and organises a broad range of activities, formulating and adjusting plans to reflect changing circumstances. ▪ Demonstrable experience of delivering results through the development and management 	

	<p>of teams to ensure success and use a range of levers in the absence of direct line management responsibility</p> <ul style="list-style-type: none"> ▪ Ability to build effective cross functional working relationships across a diverse range of stakeholders to drive organisational / system agenda 	
Personal Attributes	<ul style="list-style-type: none"> ▪ Demonstrates and embeds the Core NHS values; Working together for patients; Respect and dignity; Commitment to quality of care; Compassion; Improving lives and Everyone counts ▪ Demonstrates knowledge of the Equality Act 2010 and of the protected characteristics ▪ Must be able to demonstrate energy, enthusiasm and confidence ▪ Able to be tenacious and follow through on multiple strands of work simultaneously, and in the face of competing pressures and demands ▪ Ability to work under pressure and with resilience ▪ Commitment to continuing professional development ▪ Ability to maintain confidentiality and trust ▪ Must be able to demonstrate ability to work well within a team ▪ Innovative thinking and complex problem solving. ▪ Good emotional intelligence and personal resilience ▪ Ability to work as part of a team ▪ Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients. ▪ Demonstrable commitment to partnership working with a range of external organisations. 	

	<ul style="list-style-type: none"> ▪ Demonstrates knowledge and understanding of equality of opportunity and diversity taking into account and being aware of how individual actions contribute to and make a difference to the equality agenda. ▪ Values diversity and difference operates with integrity and openness. 	
Other	<ul style="list-style-type: none"> ▪ The post holder will be required to use the usual range of computer packages to do their job, including use of a keyboard. ▪ Manage an unpredictable work pattern, with frequent interruptions and responding to deadlines. ▪ Be required to concentrate for long periods of time on involved and complex tasks. ▪ The post holder should be able to provide own means of transport and be prepared to travel to venues off-site when and as required. 	