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| **JOB IDENTIFICATION**

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| **Job Title:** | **Operational Support Officer - Compliance** |
| **Responsible to:** | **Head of Strategic Planning and Health Improvement** |
| **Department:** | **Strategic Planning and Health Improvement** |
| **Directorate:** | **Renfrewshire Health and Social Care Partnership (HSCP)** |
| **Last updated** | **June 2023** |

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| **2. JOB PURPOSE** |
| The post-holder will provide support to the Head of Services with lead responsibility for areas of compliance performance; such as Health and Safety, Statutory and Mandatory Training, Professional Registration, Induction and Professional Development. The post holder will plan to ensure the delivery of policy, planning, service change/development, redesign, project management and evaluation to support effective implementation of national and local strategies in relation to health and safety.The post-holder will oversee and manage the day to day co-ordination and delivery of varying work streams. This role will focus on project and performance management, handling complex information, undertaking research, analysis and audit and producing high quality reports. The post-holder will support the improvement of compliance performance across a range of functions and services in Renfrewshire HSCP.  |
| **3. ROLE OF DEPARTMENT** |
| Renfrewshire HSCP is responsible for the planning and operational delivery of a range of health and social care services to Renfrewshire residents. This role is to support operational services with performance management on all compliance measures, including training compliance, reviewing management systems and other organisational policy and statutory requirements within the HSCP. This includes ensuring that associated compliance monitoring is reported and highlighted including where improvement measures are required in line with HSCP, Renfrewshire Council and NHSGGC requirements.  |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Services in Renfrewshire are delivered by Renfrewshire HSCP and joint voluntary sector working in an integrated setting. This post will support the delivery of clinical and non-clinical work streams. The post-holder will directly support the work programme of the planning structures across the range of joint servicesRenfrewshire HSCP provides a range of community health and adult social work services to the population within the area defined by the local authority boundary of Renfrewshire Council (approximately 178,000). We have 29 GP practices, 35 general dental practitioners, 44 community pharmacists and 19 community optometrists.**Budget:** Gross expenditure of £210m**Staffing:** 2,000 FTE**Population:** 178,000 in RenfrewshireThe purpose of the Health and Social Care Partnership is to:* Manage local primary care, community health and social care services;
* Improve the health and wellbeing of its population and work to address the inequalities gap;
* Play an active role in community planning;
* Achieve better specialist care and develop wider services to meet outcomes;
* Achieve strong local accountability and the engagement and involvement of its community;
* Develop and deliver a highly effective and engaging strategic planning process taking into account the strategic aims of the Council’s Children’s Services, Criminal Justice Services, strategic partnerships and the wider Council and NHS priorities;
* Engage effectively with service users/patients/carers;
* Work collaboratively and positively with relevant public, third and independent sector organisations in Renfrewshire.
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| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Service Improvement Projects*** Manage and coordinate an agreed programme of work; managing a range of projects at any one time within defined timescales and to meet required outcomes. This will involve planning, implementing as well as adjusting and delivering on projects on a day to day basis.
* Facilitate and/or manage projects to an agreed level across a range of HSCP services. This will involve monitoring progress to ensure achievement of agreed objectives within timescales allowed, escalating delays or advising where there are potential blockages to the Service Manager or Head of Service.
* Project manage identified programmes of work across a range of services using approved service and project management techniques.
* Support the delivery of policy, planning, service change/development/redesign to assist the implementation of national and local strategies as they emerge.
* Directly support the work programme of planning structures across the range of services to promote and facilitate the development of interagency collaboration.
* Work directly with managers within a range of seniority to promote, support and facilitate effective working relationships to ensure a high standard of performance management.

**Information management, data analysis and reports*** Collate business sensitive data and information to populate a range of reports using the suite of Microsoft packages to report to committees and boards.
* Core elements of the role will include sourcing, analysing, and presenting information in a variety of formats, as well as making recommendations and report writing.
* The post holder will have responsibility to develop, implement and facilitate the introduction of systems to monitor and support activity and performance of the HSCP.
* Ensure that appropriate distribution systems for documents, reports and newsletters are developed and implemented. This requires maintenance of appropriate and accurate distribution lists.
* Design and develop programmes of databases and spreadsheets for the purpose of local audits and surveys. Has responsibility for the maintenance of these databases, their update and redesign where this is required and also for ensuring their removal when required.
* Support and manage local processes developed to achieve national and local targets in relation to performance reporting of operational services.
* The post holder will be required to prepare and present papers relevant to current projects to formal HSCP groups and committees, such as Health and Safety Committee, Senior Management Team and Executive Governance.
* Working with Heads of Service/Service Managers, undertake research of national guidelines, benchmarking information on performance indicators which support continual service improvement and development, to assist the HSCP to meet its priorities.

**Communication and engagement** * The post holder will have responsibility to co-ordinate specific service user, carer and public initiatives which includes promoting and supporting such initiatives. This will also involve having the responsibility to design and implement patient/service user questionnaires and surveys, analyse results and compile reports outlining outputs and making recommendations based on best available evidence.
* Support the implementation of delivery plans in relation to health and safety and assume an active and participative role in the HSCP meetings and committees, specifically in terms of planning and performance, and undertake any required training.
* Develop, support and maintain effective relationships and networks with colleagues in other HSCPs and wider NHS Greater Glasgow and Clyde, Local Authorities, independent contractors and external agencies to support the operational delivery of the HSCP Health and Safety agenda.
* Influence, co-ordinate and contribute to meaningful engagement and consultation across a range of services and staff.

**Personal development and workload management*** Work autonomously to plan, manage and deliver on work streams.
* Compile project and work plans to prioritise workload for self to ensure achieved outcomes within agreed timescales.
* Maintain a personal development plan which ensures continuous knowledge/skills updating in accordance with role outputs and organisational requirements.
* Work within and adhere to the HSCP’s policies and procedures e.g. health and safety, business operational standards, data protection, confidentiality etc.
* Provide leadership and mentoring support for a defined group of administration staff related to performance management responsibilities including the presentation of data and the monitoring of progress against local targets.
* Responsible for the delivery of training to the B4 and B3 on the introduction of new data management programmes.
* Responsible for performance targets related to Health and Safety performance.
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| **7a. EQUIPMENT AND MACHINERY** |
| * Have good knowledge and application of all relevant office equipment including telephone, voicemail, fax machine, binder, photocopier, shredder, guillotine and laminator.
* Be able to use a Personal Computer/laptop to design and produce audits, leaflets, graphs, input and analyse complex data, write reports and produce staff/public information literature.
* Be familiar with equipment used to deliver presentations for example, multi-media projectors, overhead projectors etc.
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| **7b. SYSTEMS** |
| * Have a good knowledge base of Microsoft applications including word, excel, access, publisher and outlook e-mail, Intranet and Internet Systems
* Have a good knowledge of web based content management systems to allow the design and upload of documents/reports onto web based content management systems.
* Have knowledge of Internet Explorer to obtain, extract, research information from Information Services Division (ISD), Datix, Local Authority, NHS Confederation journal articles.
* Use of electronic diary to ensure attendance/appointments are recorded and managed.
* Ensures documents and reports produced by the department follow a standardised approach.
* Use of SharePoint and Teams content management system to obtain data and to upload documents.
* Use of NHS Source database in order to obtain information and data to improve the understanding of historical patterns of service and to provide a basis for strategic planning within Renfrewshire.
* Other specific data sources used regularly to obtain information and data
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| **8. DECISIONS AND JUDGEMENTS** |
| This post is managed rather than supervised and the post holder will prioritise their workload to enable deadlines and targets to be met and will plan and pro-actively manage their own workload. This will require a high level of motivation and time management skills. The individual is required to have highly developed interpersonal and communication skills and is expected to take the initiative to achieve results. Work generated comes from both staff and public in the form of a request for information or solutions to problems. The post holder is expected to independently identify and resolve problems, using tact and discretion, while maximising support from colleagues at all levels. The post holder will work with the Heads of Service/Service Managers and others to achieve agreed service objectives. To achieve this, the post-holder will be required to anticipate and manage problems using their own initiative and sound judgement. The post holder will work towards achievement of annual, measurable objectives relevant to the post. The post holder will operate within broad parameters to proactively identify areas and solutions that will support the HSCP Management Team and service leads to deliver both local and national objectives.  |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| This post requires communication with a range of internal and external contacts. Internally, there is an ongoing requirement to work closely with the Senior Management Team, Heads of Service and Service Teams. There is a requirement to present performance data and reports, and these often include business sensitive information relating to targets and deadlines for specific project initiatives. In terms of external contacts, these will include elected members of the local council, staff in other agencies, voluntary organisations, independent contractors (e.g. GPs etc. and their staff) as well as patients, service users, their families and carers. There is also regular contact with service user groups and their representatives. Communication often involves using tact and diplomacy, persuasion and negotiation skills. These are often required when communicating proposed service changes during consultation periods. When working with colleagues from other services or external agencies, the post holder may have to overcome difficulties related to differing priorities and/or conflicting deadlines, using their communication skills to reach agreements.  |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Advanced keyboard skills required for manipulation and extraction of data when preparing reports. Requirement to use visual display unit continuously on most days. In-depth concentration required for high level analytical skills and the ability to undertake complex data research and analysis. Due to the nature of the role, there are frequent requests for information at short notice and these require the post holder to change activity to meet deadlines. Able to prioritise workload to meet agreed targets/timescales whilst coping with frequent interruptions. Occasionally required to transport and set up equipment for public events, e.g. projector, laptop, flipcharts, publicity stands, materials, etc. Motivational, influencing and negotiation skills required to take forward the HSCP Agenda with different staff groups/public/agency/contractor staff, particularly where there is resistance to change and possible conflict. Dealing with complexities of individual and group relationships.  |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Complexity of working within a multi-faceted team environment.
* Maintaining an overview of issues arising and priorities in a highly complex and geographically diverse organisation.
* Ensuring that information provided from internal and external contacts is accurately recorded.
* Develop effective working relationships across a complex range of services and organisations.
* Maintenance and development of effective relationships with external partners where priorities and deadlines may differ from that of the HSCP.
* Delivering against targets in areas of conflicting priorities.
* Managing time effectively, prioritising work to meet competing and changing demands.
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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Training and/or qualification(s) required:* Educated to degree level or equivalent in business administration, project management or similar discipline or can demonstrate a similar level of knowledge gained through a significant period of work in an NHS organisation or similar.
* Can demonstrate an ability to use project management techniques and processes
* Specialist knowledge of web based content management systems
* Has experience in database management and reporting using analytical skills
* Knowledge of and competent in the use of Microsoft office and keyboard skills
* Excellent problem solving skills
* Skilled in communication with a range of audiences and preparing presentations and reports using research, audit, analytical and statistical techniques
* Excellent written, oral and interpersonal skills
* Awareness of the HSCP’s priorities, agenda and objectives
* Knowledge of organisational policies and procedures.
* Ability to work on own initiative
* Excellent planning and organisational skills
* Ability to work to challenging deadlines
* Flexibility and commitment.
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