

**SCOTTISH AMBULANCE SERIVCE**

**JOB DESCRIPTION**

*Should you require any assistance in completing your job description form please contact your regional HR representative who can assist.*

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| 1. **JOB IDENTIFICATION**

The information required in primarily for administration.Please complete all sections apart from the job description reference; job holder(s) should not be named. It is intended that the job descriptions will be anonymous for grading purposes.  |
| **JOB TITLE** | **STRATEGY PROGRAMME OFFICER Department(s): Strategy & Quality Directorate Job** |
| **JOB DESCRIPTION REFERENCE** | MLPR126 |
| **DEPARTMENT** | Programme Management Office |
| **NO OF JOB HOLDERS** | 1 |
| **DATE JOB DESCRPTION AGREED** | 29 Nov 2023 |

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| 1. **JOB PURPOSE**
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|  To be responsible for providing full support to the Service’s Strategy Delivery Programme, Portfolio Manager, Executive Leads and Portfolio Leads, by establishing, developing and maintaining a portfolio support infrastructure, in line with agreed project and programme management methodologies.  To ensure systems allow clarity and visibility across the Service of all programme and project activity.  To support the management of SAS strategy related consultations, which will include communications and events planning.  To establish and deliver robust portfolio and project administration functions.  The post holder will also undertake corporate administrative responsibilities in supporting committees and meetings as required in consultation with the Portfolio Manager |

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| 1. **DIMENSIONS**
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|  The post holder will be required to work across all areas of the Service to support multiple portfolios, programmes and projects, requiring an understanding of all aspects of the Service operation.  The post holder will be expected to produce information which will be available in the public domain and as such is responsible for ensuring that all published information is accurate, can be clearly understood and appropriately contextualised.  The post holder will be expected to engage at every level in SAS and excellent communication skills are required. The post holder must be confident in understanding and interpreting the needs of users from Board and Executive level through to individual staff.  |

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| ORGANISATIONAL POSITION (please insert organisation chart) |
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| 5. MAIN TASKS, DUTIES AND RESPONSIBILITIES  |
| 1. To establish, develop and maintain a portfolio support infrastructure, in line with agreed portfolio management methodologies .
2. To ensure all portfolio, programme and project documentation and reporting can be managed within a controlled environment.
3. To maintain the Strategy Portfolio Reporting function, managing the cadence of reporting through collation, quality checking and distribution of progress reports and reporting packs to Strategy Steering Groups, Executive Leads and other members of the Service.
4. To maintain and provide administrative support to Service Strategy delivery meetings

 1. Assist the Portfolio Programme, Project Managers and Project Leads with the maintenance of project plans and critical dependencies for each Programme or Project.
2. To provide advice and support to Portfolio Programme, Project Managers and Project Leads in preparing project status and progress reporting information.
3. Monitor key activities identified as requiring action, prompting early action, and reporting on whether action has been carried out.
4. To ensure that all project risk & issues logs are appropriately documented for subsequent investigation and resolution.
5. Manage documentation for change control procedures for each programme or project.

 1. Ensure that an accurate procedures register is maintained for all relevant aspects of the Projects where policy or procedural matters must be followed.
2. Ensure that an accurate correspondence register is maintained for all correspondence entering or leaving the Portfolio Office.

 1. Ensure that all drawings and schematics that are produced during the life of the various Programmes are clearly identified and stored within the agreed systems.
2. Ensure a proactive approach to all Portfolio, Programme related communications.
3. Maintain all portfolio information through SharePoint strategy programme site.
4. Work closely with all externally appointed contractors and suppliers.
5. Support the management of SAS strategy related consultations, including effective communication and events planning
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| 6 EQUIPMENT AND MACHINERY |
| * PC / Laptop
* Smartphone
* Presentation equipment e.g. Projectors
* Pool Car (as necessary)
* Microsoft Word
* Microsoft Excel
* Microsoft PowerPoint
* Microsoft Visio
* Microsoft Publisher
* Microsoft Project
* Microsoft Teams
* Other Microsoft 365 apps
* PECOS
* Network Backups – this is specifically ICT related
* Maintain SharePoint strategy portfolio site
* Electronic Mail and Microsoft Outlook
* Datix
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| 7. SYSTEMS |
|  Detailed Portfolio, Programme & Project Plans.  User Surveys. Excel spreadsheets for risk, issue, action log and decision management Project Configuration Management encompassing: * + Risk and Issue Logs/Product Descriptions/Deliverables and Status Reports/Change Control Procedures.
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| **8. DECISIONS AND JUDGEMENTS** |
|  Regular Portfolio Meetings with Executive Leads and Project Leads.  Majority of working time is unsupervised and relies upon a degree of autonomy where problem solving and prioritisation between various portfolios, programmes or projects are required.  Confidential or restricted nature of some aspects of portfolio, programme or project delivery which could impact on patient care, such as outputs from reporting, risk assessments and project issue logs which will require to be tightly controlled.  Involvement in commercial tender evaluations requires high degree of confidentiality.  Determining conflicts in priorities between the portfolios, programmes or projects  Establish potential resourcing issues.  Assisting Portfolio Leads, Programme or Project Managers or Project Leads in meeting the overall objectives of their projects with agreed timescales. |

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| **9. COMMUNICATIONS AND RELATIONSHIPS** |
|  The post holder will be required to work as an integral part of the Programme Management Office, Portfolio Management and many internal and external teams to develop strong working relationships with colleagues. This will require flexibility and a shared responsibility for service delivery at all times.  Direct interface with: * Executive Team – to arrange meetings and pass on information requests.
* Senior Management Team – meeting requests, provision of information and requests for information.
* SAS National and Divisional Partnership Forum – to arrange meetings and pass on information requests. -–
* Scottish Government – to arrange meetings and pass on information requests.
* NHS24 – to arrange meetings and pass on information requests. ???
* NHS Boards and wide range of other stakeholders as determined by each Project – to arrange meetings and pass on information requests, co-ordination of diaries and information, as a representative of the SAS and Portfolios, building good relationships.
* Portfolio Board Members, Senior Leaders, Programme & Project Managers, Project Teams and Leaders – co-ordination of diaries, events planning, and heavy involvement in provision of advice and guidance, degree of complexity involved in problem solving and managing dependencies, issues and risks across programmes and projects.
* Patients/PFPI – handling information, providing clear programme information, co-ordinating events and building good relationships. All Staff – providing clear portfolio, programme or project information, co-ordinating events and building good relationships.
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| **10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB** |
|  The working conditions will be those associated with an office environment.  Work as an integral part of many internal and external teams, including multi-agency programme boards.  Extensive periods working on computer undertaking detailed work. Due to the nature of the work, it is also to be expected that there will be exceptional demands and deadlines placed upon the post holder at certain points.  The post holder will be able to determine what appropriate breaks and changes to working patterns are required to meet the needs of the job.  The post holder will be required to travel around Scotland for meetings and events with a reasonable degree of frequency. |

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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
|  The large scale of the SAS strategy and Portfolio Management - this is a series of major programmes of work involving all areas of the Service and will require clarity and consistency of approach to support complex, interdependent programmes, projects and work streams.  There is a need to maintain positive, proactive communication and relationships across all levels internally and externally.  An ability to work under pressure and for self-directed quality work is required. Flexibility to meet demands and work as part of a team. |

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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
|  Office administration experience is essential with proven practical experience of Project Management Administration.  Proven practical experience under Prince2 project management methodology or similar.  Fully experienced in Microsoft Office integrated package of software.  Must hold full drivers licence to enable attendance at meetings at any prescribed location. Ability to communicate clearly and concisely with all internal and external stakeholders.  Ability to find ways of solving or pre-empting problems.  Good numeracy skills.  Good literacy skills.  Clear thinking – ability to prioritise.  Must be capable of working to set goals within defined timescales and with frequent disruption. |