# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Project Support Officer**

**Responsible to: Business manager**

**Department(s): Ambulatory, Diagnostics and Theatres**

**Job Reference: BN-AS-425**

**2. JOB PURPOSE**

To provide an effective and efficient project support and administration service to the Service Manager, Business manager and Project Team(s) to support meeting project deadlines on an ongoing basis throughout project lifecycles.

To provide a full range of administrative support of a consistently high standard to the Business manager *I* Team including acting as first point of contact for any enquiries and responding or referring on as appropriate.

To be responsible for maintaining all project databases and systems, including training users in their operation.

To assist in the provision of a comprehensive service to NHS Forth Valley on all aspects of NTC and NECU external provision projects providing specialist knowledge, guidance, expertise to support relevant user departments.

**3. DIMENSIONS**

**4. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

Communicate appropriately and sensitively with patients attending NHS Forth Valley from external Health Boards

.

* **Policy and Service**

**There is a responsibility to:**

Provide departmental administrative support including developing departmental processes and procedures to facilitate cohesive and effective project delivery. · .

Develop and implement office procedures and protocols and ensure compliance with all other project and relevant NHS Forth Valley policies.

* **Finance and Physical Assets**

**There is a responsibility to:**

Support procurement and budget management process in the department.

Undertake day to day administration and monitoring of the project budgets including maintaining records of all financial correspondence relating to the project. e.g. placing orders in PECOS, payments to external Health Boards, training and travel.

Responsible for monitoring and ordering stationery and supplies for the Department.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Provide education and sharing of information relating to the project.

* **Information Resources**

**There is a responsibility to:**

Maintain all project databases and systems, including training users in their operation.

Develop electronic and. paper systems within the office, for the safe storage of documents and other information related to the projects and for use during both internal and external audit purposes. This is to support tracking of stages of the entire project from inception to completion.

Contribute to the development of the project website and to update this as required.

Support the Service Manager and Business Manager in the ongoing development and preparation of the project plan and take forward work streams as delegated, eg assist with preparation of business cases and other documents, preparation of briefing documents, assisting with the preparation of Room Data Sheets, room layout drawings, and equipment lists.

Manipulate and input data.

Use spreadsheets and other software for storing and presenting project and other information/financial data – Microsoft Office Suite.

Use e-mail (NHS Mail Outlook) for communication.

Use the intranet/internet for up to date policy and procedural material, eg accessing the SHOW and Health Facilities Scotland websites.

* **Research and Development**

**There is a responsibility to:**

Assist with internal and external audit as necessary

**Skills**

* **Physical**

**There is a requirement to:**

Possess good keyboard skills

Use spreadsheets and other software for storing and presenting project and other information/financial data – Microsoft Office Suite.

Be proficient in use of Microsoft Office software, e.g. Word, Excel, Access, PowerPoint

* **Communication**

**There is a requirement to:**

Assist in the provision of a comprehensive service to NHS Forth Valley on all aspects of capital projects providing specialist knowledge, guidance, expertise to support relevant user departments

Support effective communication and reporting on behalf of the department to the wider organisation, partners, patients and· the public.

Deal with enquiries, which may be by telephone, e-mail or written correspondence, recording and proactively taking follow-up action including confidential enquiries, initiating and co-ordinating responses where appropriate, prioritising correspondence for action as required and ensuring the recording and monitoring system is organised and up to data and Service Level Agreements.

Provide project training· to end users in systems *I* processes relating to the project.

Acting as the first point of contact for senior staff and their teams, be expected to communicate with a wide range of people, , including the most senior personnel , both internally and externally.

Prepare and communicate project updates for service users in either written or presentation format ensuring that all stakeholders are kept fully informed at all times.

Possess developed communication skills as tact and diplomacy are necessary when responding to enquiries. Communication is a key part of the post and can be verbally, in writing or electronically. There is access to confidential information and, therefore, will need to retain the trust of management.

In consultation with the Service Manager and Business Manager, liaise with external agencies, e.g. CfSD, National Elective Care Unit, in relation to specific information required for the projects/campaigns.

* **Analytical and Judgements**

**There is a requirement to:**

Provide an effective and efficient project support and administration service to the Service Manager, Business Manager and Project Team(s) to support meeting project deadlines on an ongoing basis throughout project lifecycles.

Provide a full range of administrative support of a consistently high standard to the Business Manager *I* Team including acting as first point of contact for any enquiries and responding or referring on as appropriate.

Assist in the provision of a comprehensive service to NHS Forth Valley on all aspects of External Provision projects providing specialist knowledge, guidance, and expertise to support relevant user departments.

Provide a comprehensive administrative and project support service including managing the Service Manager, Business Manager *I* Team diaries avoiding conflict commitments and ensuring adequate preparatory time is built in for meetings, as well as acting as a point of contact for the department including in times of annual leave/absence from the office of the other team members

Provide a range of administrative support for the co-ordination of events (e.g. workshops, Health Board meetings, SLA sign off). This includes e.g. selecting ·and organising venues and catering prior to the event, liaising with facilitators and participants, preparing materials for use on the day, capturing outcomes and feedback.

Deal with enquiries, which may be by telephone, e-mail or written correspondence, recording and proactively taking follow-up action including confidential enquiries, initiating and co-ordinating responses where appropriate, prioritising correspondence for action as required and ensuring the recording and monitoring system is organised and up to date.

Make decisions in relation to work streams they are responsible for within the project to ensure outcomes are achieved within timescales set and monitor progress of the work streams against the project plan flagging areas of concern to the Service Manager or Business Manager

Confidently make decisions on a daily basis and be proactive using own initiative to take responsibility for decisions relating to workload priorities. Given the range of competing demands made on the teams, information relayed on behalf of senior staff and their teams when dealing with enquiries, including ·those from the public requires tact and careful consideration to ensure that only appropriate information is ·disseminated and when managing diary conflicts of the team, including arranging someone to deputise for the manager.

* **Planning and Organising**

**There is a requirement to:**

Provide an effective and efficient project support and administration service to the Service manager, Business Manager and Project Team(s) to support meeting project deadlines on an ongoing basis throughout project lifecycles.

deals with supporting the delivery of External Provision projects/campaigns that will vary in terms of timescales to progress from inception through Business Case development to procurement and implementation

Provide a comprehensive administrative and project support service including managing the Service Manager, Business Manager *I* Team diaries avoiding conflict commitments and ensuring adequate preparatory time is built in for meetings, as well as acting as a point of contact for the department including in times of annual leave/absence from the office of the other team members

Co-ordinate, organise and service a wide range of meetings with a number of internal and external organisations including the ·collation and preparation of agendas, minutes, papers and other relevant information in advance of meetings, taking minutes and forward follow up action.

Provide a range of administrative support for the co-ordination of events (e.g. workshops, Health Board meetings and SLA sign off). This includes e.g. selecting ·and organising venues and catering prior to the event, liaising with facilitators and participants, preparing materials for use on the day, capturing outcomes and feedback.

Support the Service Manager and Business Manager in the ongoing development and preparation of the project plan and take forward work streams as delegated, eg assist with preparation of business cases and other documents, preparation of briefing documents, assisting with the preparation of Data Sheets, service delivery model, and equipment lists.

Prepare and communicate project updates for service users in either written or presentation format ensuring that all stakeholders are kept fully informed at all times.

Undertake day to day administration and monitoring of the project budgets including maintaining records of all financial correspondence relating to the project. e.g. placing orders in PECOS, Invoicing to external Health Boards, training and travel.

Achieve timescales for completion of work and be able to respond timeously to changing demands.

Cope with the diversity and complexity of the work and the range of different tasks required, e.g. when organising an event this involves preparation before the event, tasks for the actual event on the day and the follow up work that is required afterwards

**Effort and Environment**

* **Physical**

**There is a requirement to:**

Sit for prolonged periods at a desk for reading of documentation, computer use, report writing and correlation of material.

* **Mental**

**There is a requirement to:**

Concentrate when manipulating and inputting data and dealing with enquiries.

Cope with an unpredictable workload due to changing priorities.

* **Emotional**

**There is a requirement to:**

Communicate sensitive issues with the multidisciplinary project team(s).

Liaise between groups of coll.eagues in different departments or organisations who may have conflicting agendas and ways of working.

* **Working Conditions**

**There is:**

Continuous use of a VDU.

A requirement to attend meetings/working across multiple sites.

**5. FREEDOM TO ACT WITHIN THE JOB**

Work is generated by Service Manager, Business Manager, and members of the AD&T Team or arising from meetings, mails or other correspondence.

Work autonomously, prioritising work and using initiative in order to achieve the goals set within the agreed timescales.

Objectives will be agreed annually with the Service Manager. Review and development will be through NHS Forth Valley’s agreed process for Personal Development Review in conjunction with the Business Manager.

Make decisions in relation to work streams they are responsible for within the project to ensure outcomes are achieved within timescales set. There is a requirement to monitor progress of the work streams against the project plan flagging areas of concern to the Service Manager or Business Manager.

Expected to confidently make decisions on a daily basis. The post holder must be proactive and use their own initiative to take responsibility for decisions relating to workload priorities, given the range of competing demands made on the teams, information relayed on behalf of senior staff and their teams when dealing with enquiries, including ·those from the public; this requires tact and careful consideration to ensure that only appropriate information is disseminated and when managing diary conflicts of the team, including arranging someone to deputise for the manager.

**6. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**There is a requirement to posses:**

HND. level ·qualification in business administration/other relevant s:ubject and experience in a similar administrative role.

Proficiency in use of Microsoft Office software, e.g. Word, Excel, Access, PowerPoint. Knowledge of intranet/internet editing software.

Experience of servicing groups/ committees as required on an ongoing basis, including minute-taking. Good keyboard skills

Experience of engaging and working effectively with colleagues of all disciplines.

Previous .experience of working in a project environment including supporting financial management processes.

**7. DEPARTMENT ORGANISATION CHART**

Business Manager

Service Manager NTC

Head of Service AD&T

Director of Acute Services

Service Manager 1

Service Manager 2

**Project Support Officer**

**Project Support Officer**