

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title:	<b>Innovation Project Support Officer (Band 4)</b>
Responsible to:	<b>Innovation Project Team Manager</b>
Department:	<b>East Region Innovation Office</b>
Directorate:	<b>Research and Development</b>
Operating Division:	<b>Waverley Gate</b>
Job Reference:	<b>076822</b>
No of Job Holders:	<b>1</b>

## 2. JOB PURPOSE

To provide an effective and efficient project support and administration service to the Project Manager and Project Team to support meeting project deadlines on an ongoing basis throughout the project lifecycle.

The post holder will provide a full range of administrative support of a consistently high standard to the Project Team Manager / Team, including acting as first point of contact for any enquiries and responding or referring on as appropriate.

The post holder will be responsible for maintaining all project databases and systems, including training users in their operation.

## 3. DIMENSIONS

The post holder will be a key member of the East Region Innovation Office which has been set up to create and deliver an Innovation Test Bed model for NHS Lothian, NHS Fife, and NHS Borders.

The role will involve taking lead responsibility for providing routine administration functions as well as organising events and conferences, booking travel, setting up collaboration meetings between NHS staff and industry partner representatives etc. Please note that all meetings and events are currently being run virtually due to the global pandemic.

Communication will be with a wide range of people at different levels, including senior colleagues across the East Region, with others from across NHS Scotland and with external partners including industry and academia representatives.

Other Key work areas include:

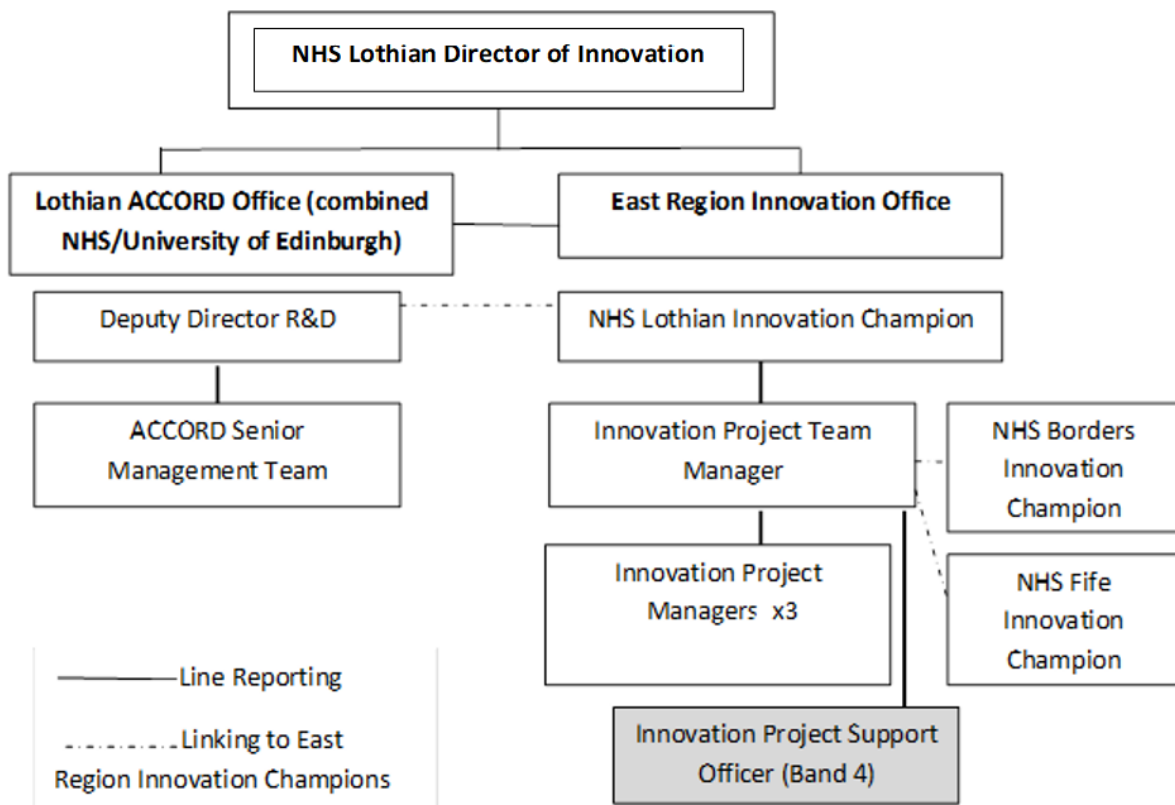
**Financial/Budgetary:** Ordering supplies, arranging purchase orders and processing invoices in close liaison with the NHS Lothian R&D Finance Department.

**Staff leave /absence recording:** Ensuring the timely updating of electronic HR systems for the East Region Innovation Office.

**Website management:** Managing the Health Innovation South East Scotland (HISES) website, ensuring content is up to date and relevant for key audiences.

The post holder is employed within NHS Lothian and there may be a requirement to work flexibly across the East Region.

#### 4. ORGANISATIONAL POSITION



## **5. ROLE OF DEPARTMENT**

ACCORD has corporate responsibility for the management of Research and Development throughout NHS Lothian, and the University of Edinburgh, College of Medicine and Veterinary Medicine. This function is conducted on behalf of Lothian Health Board. ACCORD provides the following services:

- Facilitating good quality, well managed research; providing support and building systems which encourage a broad and dynamic research culture within NHS Lothian and the College of Medicine and Veterinary Medicine.
- Implementing the NHS Lothian and College R&D strategies, and providing input to the Board to inform future development of policies.
- Implementing Research Governance initiatives and delivering the Local Research Governance Implementation Plan across NHS Lothian and the College of Medicine and Veterinary Medicine.
- Ensuring Researchers, College of Medicine and Veterinary Medicine and NHS Lothian are fully compliant with all legal responsibilities associated with Sponsoring and hosting Clinical Trials, and other clinical research.
- Facilitating the building and development of regional research networks, encouraging well-governed research collaborations and supporting state-of-the-art clinical research facilities.
- Bidding for, managing and reporting on the R&D infrastructure funding received by NHS Lothian from the Chief Scientist Office (currently standing at £9M).
- Managing commercial research, negotiating appropriate agreements with commercial (and non-commercial) partners, administering research income and ensuring financial probity.
- Identifying, managing and commercialising appropriate Intellectual Property, in collaboration with Scottish Health Innovations Ltd and Edinburgh Innovations.

## **6. KEY RESULT AREAS**

1. Provide a comprehensive administrative and project support service including, managing the Innovation Project Team Manager / Innovation Team diaries avoiding conflict commitments and ensuring adequate preparatory time is built in for meetings.
2. Responsible for co-ordinating, organising and servicing a wide range of meetings with several 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.

3. Provide a range of administrative support for the co-ordination of events (e.g. conferences, workshops and seminars). This includes selecting and organising venues and catering prior to the event, liaising with facilitators and participants, preparing materials for use on the day, and collating evaluations into a presentable format. Please note that all meetings and events are currently being run virtually due to the global pandemic and most organisation is setup virtually via the MS Teams function.
4. Deal with enquiries to the East Region Innovation Office, 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.
5. Support the Innovation Project Managers in the ongoing development and preparation of the project plans and take forward workstreams as delegated by the Innovation Project Team Manager.
6. Responsible for the development of electronic and paper systems within the office, for the safe storage of documents and 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.
7. Responsible for preparing and communicating project updates for service users in either written or presentation format ensuring that all stakeholders are kept fully informed.
8. Responsible for developing and implementing office procedures and protocols and ensure compliance with all other project and relevant NHS Lothian policies.
9. To contribute to the ongoing development of the HISES website and to update this as required using the Content Management System (CMS) to upload and review content and images.
10. To work with the Project Team Manager to prepare monthly newsletter communications using MS Publisher and the online CMS system.
11. To provide project training to end users in systems / processes relating to the project.
12. On behalf of the Project Managers undertake day to day administration and monitoring of the project budgets including maintaining records of all financial correspondence relating to the project, e.g. payments to contractors, training and travel.
13. Responsible for monitoring and ordering stationery and supplies for the project team.
14. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

## 7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Use of a range of general office equipment on a continual basis, including:

- Personal Computer
- Laptop and projector
- Photocopier (including scanner)
- Laminator, guillotine, binder, shredder
- Telephone

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Regular use of the Internet, Intranet, Outlook email system and Microsoft Office software – Word, Excel, Publisher, PowerPoint, Teams, Visio.
- Established database systems, e.g. contact/ mailing database, etc
- Editing software for the development of the intranet/internet pages

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

Work is generated by the Innovation Project Team Manager, and members of the Project Team or arising from meetings, emails or correspondence.

The post holder is required to work autonomously, prioritising work and using initiative in order to achieve the goals set within the agreed timescales.

Performance is reviewed by the Innovation Project Team Manager against objectives agreed at annual appraisal.

## **9. DECISIONS AND JUDGEMENTS**

The postholder will be required to make decisions in relation to workstreams they are responsible for within the project to ensure outcomes are achieved within timescales set. The postholder will be required to monitor progress of the projects against the project portfolio plan flagging areas of concern to the Project Manager.

The postholder will be expected to confidently make decisions on a daily basis. He/she must be proactive and use his/her 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.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Dealing with the extensive range of information related to the projects and being able to identify, access and utilise the information appropriately.

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

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.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

Acting as the first point of contact for senior staff and their teams, the postholder will be expected to communicate with a wide range of people, including the most senior personnel, both internally and externally. Developed communication skills requiring tact and diplomacy are necessary when responding to enquiries on behalf of the team. Communication is a key part of the post and can be verbally, in writing or electronically. The postholder will have access to confidential information and therefore will need to retain the trust of management.

### **Internal**

Linking with patients and staff of varying levels of seniority from across all areas of NHS Lothian and the four Health and Social Care Partnerships.

The post holder will liaise with service users and personnel relating to the project regarding the gathering, collation and dissemination of information related to the projects.

### **External**

Linking with patients and staff of varying levels of seniority from across all areas of NHS Borders and NHS Fife and their respective Health and Social Care Partnerships.

Linking with a range of external partners including the public, Scottish Government, industry, academia, the third sector, Scottish Enterprise and funding bodies.

In consultation with the Project Team Manager the post holder will liaise with external agencies, e.g. Local Authority Planning Department, in relation to specific information required for the projects.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical:**

Sitting at desk for reading of documentation, computer use, report writing and correlation of material for long periods of time.

### **Mental:**

Concentration required when manipulating and inputting data and dealing with enquiries; workload unpredictable due to changing priorities.

### **Emotional:**

Communicating sensitive issues with the multidisciplinary team.

Liaising between groups of colleagues in different organisations who may have conflicting agendas, and ways of working.

### **Environmental:**

Continuous use of a Visual Display Unit (VDU).

Attending meetings/working across multiple sites (Currently working remotely).

### **Travel:**

There will be the requirement for travel across the East Region in support of innovation events that are being run by the East Region Innovation Office (Currently working remotely).

### 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

#### Qualifications/experience

HND level qualification in business administration/other relevant subject and experience in a similar administrative role.

#### Skills

Proficient in use of Microsoft Office software, e.g. Word, Excel, Publisher, PowerPoint, Visio, Teams.

Knowledge of intranet/internet editing software.

Experience of servicing committees as required on an ongoing basis, including minute-taking.

Good keyboard skills.

Ability to work under pressure and meet deadlines.

Effective interpersonal, organisational, communication and decision-making skills.

Ability to work both as part of a team and use own initiative when required.

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

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

### 14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: