

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Project Support Officer</b>
<b>Reporting to:</b>	Programme Manager, NCAPOP
<b>Salary and scale:</b>	HQIP Band E (£25,500-£34,500) <i>Usually starting at the minimum and progressing based upon performance</i>
<b>Contract type:</b>	2 year fixed term
<b>Hours:</b>	37.5 hours per week

The Healthcare Quality Improvement Partnership (HQIP) is an independent not for profit organisation led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing. HQIP commissions and manages NHS clinical work programmes on behalf of NHS England and the Welsh Government. HQIP works in partnership with patients and healthcare professionals to influence and improve healthcare practice at all levels.

**Our vision:**

HQIP aims to improve health outcomes by enabling those who commission, deliver and receive healthcare to measure and improve our healthcare services.

**The National Clinical Audit and Patient Outcome Programme:**

The NCAPOP is a set of around 40 national clinical audits (NCA) and clinical outcome review programmes (CORP) which measure the quality and outcomes from healthcare practice against explicit standards, and provide reports designed to stimulate improvements in care.

Further information can be found at <http://www.hqip.org.uk/>

**JOB PURPOSE SUMMARY**

The Project Support Officer provides assistance to the team including the Director of Operations, Associate Directors and Project Managers in the ongoing commissioning and management of the programme, as well as a number of specific key cross cutting programme-wide tasks and projects.

## **KEY RESPONSIBILITIES/DUTIES**

### **Event/meeting management**

- Support a range of internal and external meetings/events
- to include planning and preparation, room booking, provision of supporting documentation and dissemination of papers and recording of minutes
- Co-ordinate attendee availability and meeting dates
- Organise room and catering bookings
- Set up rooms and equipment on the day of events/meetings
- Co-ordinate travel arrangements where required
- Assist on financial activities such as processing expenses and meeting invoices for timely sign off
- Maintain up-to-date contact information in a centrally accessible format
- Attend events to provide an end to end service for attendees, maintaining the organisation's reputation

### **Secretarial and administrative support**

- Provide secretarial and administrative support to the Director of Operations
- Print papers for essential meetings
- Support with diary management
- Arrange adhoc meetings where required
- Operate with discretion when handling confidential and sensitive information

### **Key topic responsibility**

Takes responsibility for a number of specific and key topics across the NCAPOP to include, but not limited, to:

- Declarations of interest and conflict of interest policies - Manage end to end process for declarations and conflicts of interest for internal and external meetings
- NCAPOP events – Take responsibility for organisation of NCAPOP events such as workshops and seminars
- Surveys - Undertake short surveys and draft summative reports
- Communications and web support- Support with collation and distribution of NCAPOP-wide communications, as well as NCAPOP website updates such as report uploads
- Quality Account and subscription funding - Provide ad hoc support for the Quality Accounts and subscription funding work-streams
- Programme Manuals - Coordinate and support the routine review and update of programme manuals (provider technical manual and internal process manual)
- Commissioning - Specific support and organisation for various NCAPOP meetings particularly those in relation to commissioning activity

### **Programme-wide support and co-ordination**

- Supporting the NCAPOP Programme Manager with specific duties, to include but not limited to:
  - Maintain and update tracking documents, spreadsheets, and project files
  - File project documentation and communications
  - Maintain electronic filing systems
  - Maintain and update relevant sections of the HQIP website in association with the Communications Team
  - Support the development of new processes and process documentation
  - Prepare induction packs for new team members
  - Host visitors and meeting attendees

- Deal with telephone and email queries effectively and in a timely manner
- Support the NCAPOP Project Managers with routine administration of contract management activities
- Highlight risks and issues; communicating information to relevant NCAPOP Project Managers or team members

#### **General administrative functions**

- General administration duties; photocopying, filing, archiving, disposal of confidential documents, e-mail activity, answering telephone enquiries, meeting and greeting visitors, and any other duties that arise within the role
- Work reciprocally with other support posts within HQIP
- Provide telephone cover and support; answering queries that arise
- Act as central contact point for the team; responding to a range queries from service providers, contractors, commissioners, the public, and other key stakeholders

#### **Cross functional admin services and operational support**

Support and back up of colleagues across HQIP (core duties, NCAPOP and other) during annual leave and/or absence on:

- diary management
- reception / clerical duties
- mail processing
- IT support liaison
- liaising with the relevant stakeholders as required
- supporting meetings with other ad-hoc administrative support, to include; meeting planning and preparation, calendar invites, room booking and production of documentation
- travel bookings

#### **Generic**

- Adhere and comply with the provisions of the HQIP's Health and Safety Policy and undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities, data protection legislation and information governance best practice.
- 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 and which are commensurate with the level of the post

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>	<b>Tested through: A – Application I – Interview S – Assessment</b>
<b>Qualifications</b>	Degree or equivalent learned and acquired knowledge through experience	Professional qualification(s) in administration, business and/or management	A
<b>Knowledge skills and expertise</b>	Experience of administration within a busy office environment.  Experience of arranging meetings and/or formal events	Experience of working in healthcare or within the public/charity sector.  Experience of a previous team support role working to several members of staff	A, I
<b>Personal skills</b>	Comprehensive knowledge and regular use of Microsoft Office Applications including Outlook, Word, PowerPoint and Excel  Good verbal and written communication skills. Produces effective, clear, straightforward and routine written communications, both internally and externally  Ability to pick up tasks and build constructive working relationships quickly  Takes responsibility for a number of specific topics to quality and time, with a proactive, focused and structured approach to work  Displays good attention to detail within both written and spoken communication  Use own judgement when balancing complex and conflicting commitments and priorities  Takes pride in work and is personally motivated to achieve high quality standards  Maintains high service standards and keeps stakeholders and	Accustomed to working with a wide range of people  Experience of high level diary management  Experience of website management  Experiencing of receiving complex, sensitive and often contentious information	A, I, S

	<p>colleagues informed, as appropriate</p> <p>Experience of maintaining activity tracking sheets</p> <p>Ability to work calmly under pressure prioritising competing demands effectively</p> <p>Strategic thinking – ability to anticipate and resolve problems before they arise</p>		
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