

**JOB DESCRIPTION**

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| **Job Title:** | **Project Support Officer** |
| **Reporting to:** | Senior Project Manager, NCAPOP |
| **Salary and scale:** | HQIP Band F  Salary range £21,675- £26,000 pro rata |
| **Contract type:** | 12 month fixed term |
| **Hours:** | 18.75 hours per week (hours to be agreed with successful candidate) |

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 and virtual events (for example: workshops, seminars, advisory groups and commissioning meetings)
* Plan, prepare for, organise and book video conferences, including the provision of supporting documentation, dissemination of papers and recording of minutes
* Co-ordinate attendee availability and meeting dates
* Maintain up-to-date contact information in a centrally accessible format
* Attend virtual events to provide an end-to-end service for attendees, maintaining the organisation’s reputation
* On rare occasions, the facilitation of face-to-face meetings may be required; this will include room and catering booking, expense processing and other relevant tasks

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

* Provide secretarial and administrative support to the Director of Operations and wider team including organisation of ad-hoc meetings, as required
* Support the NCAPOP Senior Project Manager with specific duties, to include but not limited to:
  + Maintain and update programme/project tracking documents, spreadsheets, and files within electronic filing system
  + Support the development of new processes and process documentation
* Deal with email and telephone queries in a timely and effective manner
* Act as IT support liaison
* Manage the end-to-end process for declarations and conflicts of interest for internal and external meetings
* Help with communications (for example, newsletters) and maintain relevant sections of the HQIP website in association with the Communications Team
* Act as central contact point for the team; responding to a range of queries from service providers, contractors, commissioners, the public, and other key stakeholders

**Generic**

* Operate with discretion when handling confidential and sensitive information
* 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**

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|  | **Essential** | **Desirable** | **Tested through:**  **A – Application**  **I – Interview**  **S – Assessment** |
| **Qualifications** | Degree or equivalent learned and acquired knowledge through experience | Professional qualification(s) in administration, business and/or management | A |
| **Knowledge skills and expertise** | Experience of:  Administration within a busy organisation  Arranging virtual meetings and/or formal events (and occasional face-to-face events) | Experience of:  Working in healthcare or within the public/charity sector  Previous team support role working to several members of staff | A, I |
| **Personal skills** | Comprehensive knowledge and regular use of Microsoft Office Applications including Outlook, Word, PowerPoint, Excel and video conferencing, i.e. Microsoft Teams or Zoom  Good verbal and written communication skills with strong attention to detail and the ability to produce effective and clear communications, for both internal and external audiences  Build constructive working relationships quickly and keep stakeholders and colleagues informed  Take responsibility for a number of specific topics to quality and time, with a proactive, focused and structured approach to work  Use own judgement when balancing complex and conflicting commitments and priorities  Ability to work calmly under pressure, prioritising competing demands effectively while  anticipating and resolving problems before they arise  Work reciprocally with other support posts in the organization | Experience of high level diary management  Experience of website management  Experiencing of receiving complex, sensitive and often contentious information | A, I, S |
| **Physical characteristic** | Able to work from home  Willingness and ability to travel to occasional meetings and events |  |  |