

Job Description

Job Title:	Project Support Officer- Medical Directorate
Band:	Band 4
Responsible to:	Associate Medical Director
Accountable to:	Medical Director
Location:	The post holders base will be either Charter House, Welwyn Garden City, KAO Park, Harlow or another agreed office of the ICB. Many duties can be performed from home. However, the post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the location of the ICB, or as set out under the terms of their contract.

Job Summary

- Highly motivated and enthusiastic individual to provide and coordinate administrative and secretarial services; including for example, the preparation of agendas and minutes, taking appropriate follow-up action as required. Supporting the team with the management of projects, gathering information and undertaking enquires as and when is necessary for the head of department, teams and the department.
- The postholder will work in a team and coordinate and administer clinical pathway development as well as manages the clinical pathways, clinical policies and pharmacy website. Making these policies and pathways available to our clinicians is a key part of communicating our policies and pathways and supports programme management, transformation, and the maintenance of cost-effective, streamlined, safe care. The postholder will also have opportunities learn the techniques of administration of pharmacy and policies website.
- 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.
- The postholder will be one of three who support a team of associate directors and clinical leads in the medical directorate. Day to day tasks will focus on project support, use of IT and software including creating and formatting documents and uploading content onto ICB websites, as well as diary and meeting management and follow up arrangements.



- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

Key Working Relationships
<ul style="list-style-type: none"> • Internal ICB staff including managers, colleagues and senior management as appropriate • External staff from partner organisations and other NHS organisations • Non-NHS organisations • Members of the public and service users as appropriate
Operational Responsibility
<ul style="list-style-type: none"> • Provide a comprehensive and high quality office and administrative support service to the function.
Financial and Physical Resources Responsibility
<ul style="list-style-type: none"> • Delegated responsibility for ordering of equipment and stationary/office supplies. • Responsible for petty cash and/or departmental stationary orders and stock
Human Resources Responsibility
<ul style="list-style-type: none"> • Demonstrates own activities to new members of staff • To act as a decision loggist for the ICB as and when required, undertaking and / or renewing appropriate training at regular intervals
Information Management Responsibility
<ul style="list-style-type: none"> • Processes documents, notes of meetings, takes action notes/transcribes minutes • Process a variety of information
Planning and Organisation Responsibility
<ul style="list-style-type: none"> • Works on a number of activities, plans own work, formulates and adjusts plans accordingly. • Manages departmental filing and organisation systems.
Policy and Service Development Responsibility
<ul style="list-style-type: none"> • Implements policies for own area. May when required suggest changes impacting within own area, and further as required.
Research and Development Responsibility
<ul style="list-style-type: none"> • Undertakes surveys and audits as necessary to own work
Freedom to act
<ul style="list-style-type: none"> • Guided by clearly defined procedures. Works without supervision, but can get advice from line manager when required.
Analytical and Judgemental Responsibility
<ul style="list-style-type: none"> • Makes judgements involving a range of facts, requiring analysis. May be required to analyse information identify trends.
Communication Responsibility
<ul style="list-style-type: none"> • Provides and receives routine information, overcoming barriers to understanding as needed. Exchanges information with internal staff, service users, and external organisations, some of which may be complicated.
Safeguarding Children, Young People and Vulnerable Adults
<ul style="list-style-type: none"> • Safeguarding children and vulnerable adults is everyone's responsibility. Whatever your role the welfare of children and vulnerable adults should be your concern. It is your duty to report any concerns through your line manager / designated Safeguarding Lead.



- All ICB staff are required to undertake safeguarding awareness training and to undertake additional training in relation to safeguarding relevant to their role.

Loggist Training

- When a major incident occurs in any NHS organisation, a key role within the response and recovery is the role of the Loggist. A Loggist is responsible for capturing the decision making process that might be used in any legal proceedings following an incident, as guided by a senior manager or director.
- ICB employees are expected to undertake appropriate training which will enable them confidently and effectively log during an incident and understand the importance of decision logs and their evidential value in any post-incident legal proceedings.
- Training will be provided that gives delegates an understanding of incidents and what is classified as a major incident and the roles and responsibilities of organisations within Herts and West Essex during such an event. The training will include practical exercises to allow employees the opportunity to develop their skills in logging as well as giving a broader insight into major incidents within the NHS.

Physical Effort

- Combination of sitting/standing/walking: Occasional requirement for moderate effort, short periods

Mental Effort

- Frequent concentration, work pattern unpredictable

Emotional Effort

- Occasional exposure to distressing circumstances

Working Conditions

- Occasional exposure to unpleasantness
Dealing with verbally aggressive visitors and patients

Patient and Client Care

- Assist patients/clients during incidental contact
Contact with patients is incidental



Person Specification

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Knowledge , Training and Experience	Educated to NVQ 3 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.	√		A/C
	Significant administrative/ secretarial experience including initiating and maintaining office systems.	√		A/I
	Demonstrable experience in dealing with the public and dealing with sensitive and confidential information.	√		A/I
	Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, Powerpoint and Access.	√		A/I
	Experience in uploading content onto organisational websites		√	A/I
	Understanding of Confidentiality and Data Protection Act.	√		A/I
	Knowledge and experience of NHS	√		A/I
Communication skills	Clear communicator with excellent writing, data entry and presentation skills: capable of constructing and delivering clear information/ instructions to staff and service users	√		I



	Ability to work under pressure in a busy working environment and able to multi-task	√		A/I
	Effective team working	√		A/I
	Minute taking/ loggist training		√	A/I
Equality and Diversity	Understanding of and commitment to equality of opportunity and good working relationships	√		A/I
Autonomy	Ability to work without supervision Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines	√		A/I
Other	An ability to maintain confidentiality and trust	√		I
	Professional, calm and efficient manner	√		I
	Commitment to continuing professional development	√		I
	Positive and flexible approach to work	√		I
<p>*Assessment will take place with reference to the following information</p> <p>A=Application form I=Interview T=Test C=Certificate</p>				

