**Job Description**

**Job Title: Project Support Officer**

**Band: AfC Band 5**

**Responsible to: Mental Health Workforce Lead**

Greater Manchester Health and Social Care Partnership

**Location/base: Piccadilly (PP3) or other central Manchester locations**

**Context**

On April 1st 2016 Greater Manchester took charge of our Health and Social Care. The GM Health and Social Care Partnership is the body made up of the 37 NHS organisations and councils in the city region, which is overseeing devolution and taking charge of the £6bn health and social care budget.

Our **vision** is*“to deliver the greatest and fastest possible improvement to the health and wellbeing of the 2.8 million people of Greater Manchester”.* The Greater Manchester Health and Social Care Partnership team are building and implementing a number of key fixed term programmes over the next 3-4 years to make this vision real.

**Job Purpose**

The post holder will support a number of specific projects within Greater Manchester programmes to support development of the workforce to deliver the aims of the MHE England *Five Year Forward View for Mental Health* (Feb 2016) and the Greater Manchester Mental Health and Wellbeing strategy (Feb 2016). This role will support other pieces of work as necessary.

Under the direction of the Mental Health Workforce Lead, the post holder will assist with the development and implementation of complex, high value projects and initiatives, taking direct responsibility for administrative and project support.

The Project Support Officer will assist with co-ordinating resources effectively, ensuring that project documentation is prepared and shared in accordance with project timetables and deadlines. The officer will coordinate with colleagues in staffing, finance and ICT and beyond.

The post holder will ensure that change management is supported effectively by working with relevant programme teams and key stakeholders within the business.

The Project Support Officer will play a key role supporting high profile programmes to support the achievement of Greater Manchester objectives.

To support the work relating to the:-

* The commissioning activities relating to the project;
* Ensuring the preparedness of the CCGs, local authorities, primary care and acute organisations in working effectively to deliver the projects and initiatives.

The post holder will be expected to work flexibly and support other organisational priorities as necessary.

**Key Working Relationships**

Mental Health Workforce Development Lead

Project Managers/Programme Manager

Relevant Director

Other strategic and business planning teams

Mental Health Provider Trusts

Voluntary, Community and Social Enterprise (VCSE) sector

**Strategy/Policy/Service Development and Implementation**

Support specific projects within programme work streams and propose adjustments and amendments to policies, projects and processes.

Support emerging programmes of work by assisting with building collaborative arrangements, as and when required.

Carry out web based and publications research

**Responsibilities for physical and financial resources**

To process standard income and expenditure requests for authorisation by senior officers.

To support procurement activities as appropriate

**Communication**

Develop and maintain effective relationships with colleagues and other stakeholders from a wide variety of partner organisations, ensuring clear and effective channels of communication. Assist with coordinating an effective change control process, consulting with key stakeholders as necessary.

The post holder will provide and receive complex sensitive information including highlighting difficult and controversial issues to the Mental Health Workforce Lead.

To liaise with commissioning teams (commissioning, finance, performance and quality etc.) as required.

**Partnership Working/Collaboration**

To work with provider organisations to ensure effective connectivity with their developing provider arrangements and workforce development plans.

To work as part of the wider Partnership team and stakeholders to further our organisational goals.

**Planning and Organising**

Support the use of business management tools to coordinate resources and individual project budgets.

Organising meeting, conferences as requested involving internal colleagues and high level stakeholders.

Updating and maintaining data bases and/or spread sheets relevant to work area, and manage meeting arrangements including the taking and distribution of minutes etc.

Support specific commissioning work and service specification development, as required

To assist with developing business cases as required

**Information/Data Analysis, Management and Reporting and Information resources**

Support the coordination of a range of complex projects and initiatives, ensuring that regular reporting arrangements are in place to keep colleagues, programme boards and key stakeholders are kept informed.

Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner.

Develop and maintain databases required by job.

Maintain administrative and information resources

Accountable for the coordination of all project documentation, including effective record keeping and version control of project documentation.

Takes decisions on difficult issues where there may be a number of courses of action.

**Leadership/Management and Human Resource Management**

To coordinate human resources, potentially including direct line management of project staff from within the Partnership and partner organisations (often on a secondment basis).

Support training and induction of new and existing staff.

**Freedom to Act**

The post holder will need to use initiative to decide relevant actions and make recommendations on more complex issues to Project Manager/Programme Manager. Ability to work to tight and often changing timescales.

Personal commitment to continuous self-development and service improvement.

To ensure that the Partnership’s policies and procedures are adhered to in management of projects.

**Corporate Responsibilities**

As a representative of the Partnership you will be expected to:

* Promote the Partnership’s vision, and mission and to uphold the Partnership’s values in all day to day activities and delivery of services;
* Participate in the objective setting process as part of the annual Performance Development Review/appraisal process, to understand how own role and objectives are linked to team, directorate and corporate objectives, to review what aspects of your role are being done well, and to identify any areas for development.
* Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.
* Adhere to all Partnership policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies.
* Comply with relevant Partnership and own professional codes of conduct and accountability.
* Maintain professional registration if this is a requirement of the job.
* Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.

In accordance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions. This includes:

* Undertaking risk assessments in line with the Partnership risk assessment process;
* Reporting all incidents, near misses and hazards in line with the Partnership’s reporting arrangements/system
* Undertaking a statutory duty of care for your own personal safety and that of others
* Attending all statutory and mandatory health and safety training, appropriate to the role

Maintain the security and confidentiality of information you come across in your role in the Partnership in line with Partnership policies and protocols.

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Partnership for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

To carry out all duties and responsibilities of the post in accordance with the Partnership’s Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with Partnership policies and procedures.

To undertake Equality Analysis and any related training, as required in accordance with the duties of the post and the relevant Partnership policies and procedures.

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Partnership.

**Post Holder: ……………………………………….. Date: ………………**

**Signed……………………………………………….. Date…………………**

### Manager:

### Signed……………………………………………….. Date…………………

**Please insert name of person who developed Job Description and date**

**Person Specification**

**Project Support Officer - Band 5**

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria marked ‘A’ on your application form.

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| --- | --- | --- | --- |
| **Area** | **Essential** | **Desirable** | **Assessment** |
| **Qualifications** |
| ECDL or equivalent or equivalent level of experience required | √ |   | A/I |
| Shorthand qualification or extensive experience of note and minute taking |  | √ |  |
| Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area | √ |   | A/I |
| **Knowledge and Experience** |
| Experience of providing admin support  | √ |   | A/I |
| Significant experience of using a range of Microsoft office applications, including word, power point, excel and databases. | √ |  |  |
| Knowledge of administrative procedures, project management or information analysis  | √ |   | A/I |
| Basic knowledge of project principles | √ |   | A/I |
| **Skills and Capabilities** |
| **Communication Skills** |
| Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/ written communication skills | √ |   | A/I/ |
| Ability to pull together comprehensive draft reports, data and letters  | √ | √  | A/I/ |
| Negotiating, networking and persuasive skills | √ |  |  |
| **Analytical Skills** |
| Problem solving skills and ability to respond to sudden unexpected demands | √ |   | A/I/ |
| Excellent time management skills with the ability to re-prioritise | √ |  | A/I/ |
| **Planning Skills** |
| Skills for supporting project management | √ |   | A/I |
| **Management Skills** |
| Skills for managing aspects of projects ensuring they meet timetables, meeting calendars, deadlines, etc. | √ |   | A/I |
| **Physical Skills** |
| Skills for manipulating information. | √ |   | A/I/ |
| Advanced keyboard skills and use of a range of software | √ |   | A/I |
| **Autonomy/Freedom to Act** |
| Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales | √ |  | A/I/ |
| **\*Assessment will take place with reference to the following information****A=Application form I=Interview T=Test C=Certificate** |