

**NHS England
NHS Improvement**



Job description and person specification

Position			
Job title	Project Officer – NW Diagnostic Programme	Directorate/ Region	NW Medical Directorate
Pay band	AFC Band 6	Responsible to	Senior Diagnostic Delivery and Implementation Manager
Salary	Band 6	Accountable to	Senior Diagnostic Delivery and Implementation Manager
Tenure	Substantive Position	Responsible for	
Funding Arrangements	Programme Funded	Base	North West Region (with travel across the region and to national offices as required)
Our Organisation		NHS England and NHS Improvement Values and Behaviours	
NHS England and NHS Improvement came together on 1 April 2019 as a new single organisation. The NHS Long Term Plan focuses on delivering		Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:	



<p>integrated care to patients at the local level and we can best support the NHS to deliver this as a single integrated organisation.</p> <p>Our new operating model represents a strong shift to regional delivery supported by expert corporate teams. Local health systems are supported by our integrated regional teams who play a major leadership role in the geographies they manage.</p> <p>We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities. As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff. This underpins our values as set out in the NHS Constitution, supports us to be an Employer of Choice and ultimately enables our employees to support the effective care of our patients.</p> <p>The seven integrated regions of our joint enterprise will work with local systems to support and improve how care is provided to patients and communities. These regions will be supported by the corporate centre providing expertise and developing policy. The focus will be on guiding and managing the delivery of services through local integrated health systems, sustainability and transformation partnerships, and devolution areas.</p>	<ul style="list-style-type: none"> • Working together for patients • Respect and dignity • Commitment to quality of care • Compassion • Improving lives • Everyone counts <p>Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.</p> <p>Our behaviors: leading by example:</p> <ul style="list-style-type: none"> ▪ We prioritise patients in every decision we take. ▪ We listen and learn. ▪ We are evidence-based. ▪ We are open and transparent. ▪ We are inclusive. ▪ We strive for improvement.
Service and team	About the role
<p>In response to the Carter Reviews a small diagnostics work team was introduced, however following the Mike Richards review further investment was secured to increase the team size to manage the increased outputs for Diagnostics including delivery of Community Diagnostic Hubs as well as the diagnostic pillar transformation. This role is part of the newly expanded team.</p> <p>The Diagnostics Team support Integrated Care systems to deliver the diagnostics transformation, specifically supporting network formation, review of clinical pathways and implementation of Community Diagnostic</p>	<p>As Project Officer the post holder will work as part of a dynamic team in delivering an effective service supporting the national focus for investment and transformation of Diagnostics and timely delivery of Community Diagnostic Hubs</p> <p>The post holder will support the provision of an efficient, effective and high quality professional and well co-ordinated service capable of meeting all statutory, regulatory and NHS requirements ensuring alignment with the activity of the organisation.</p>



<p>Hubs. The overall objective of the team is to improve outcomes and access to Diagnostics ensuring earlier diagnosis and connected patient records.</p> <p>This role will provide programme and project management support to the Senior Diagnostic and Implementation Manager's as well as the wider NW Diagnostic Team, Senior Managers, Directors and stakeholders.</p>	<p>The postholder will:</p> <ul style="list-style-type: none"> • Support the Senior Diagnostic Delivery and Implementation Manager(s) with programme and project management to enable successful delivery of the national programme • Support the team to ensure that the portfolio of tasks and projects is planned, deadlines highlighted, and milestones tracked. • To support the delivery of day to day activities and aspects of the programme teams business. • Ensure accurate and open communication between NHSEI programme managers, ICS programme managers and key organisations is enabled and accommodated. • Provide support to the wider team, including diary co-ordination and correspondence, managing and prioritising urgent requests and ensuring good working practices throughout the team. • Support the portfolio of initiatives in demonstrating value for money and managing and delivering agreed benefits • Provide an accurate account of information and data received to enable programme managers and senior leaders to make next step decisions. • Operate professionally in a sensitive and political arena. • Contribute to the development of record management systems to maintain and improve governance. • To work flexibly as a member of the Diagnostics Team developing good working relationships with colleagues internally and with external stakeholders. 	
Key Job specifics and responsibilities	Key accountabilities	
<p>Improving quality and outcomes</p> <ul style="list-style-type: none"> • To drive the delivery of Community Diagnostic Hub Programme shaping a better health and care system to improve patient safety and patient outcomes. • To work collaboratively across NHS England and NHS 	<p>Key Functional Responsibilities</p> <p>Operational requirements</p> <ul style="list-style-type: none"> • Ensure best practice is developed and delivered at organisational and departmental levels. Challenge ways of working and persuade, motivate and influence others 	



<p>Improvement, ICS areas, regional team and stakeholder organisations.</p> <p>Enabling patient and public involvement</p> <ul style="list-style-type: none"> To act as a champion for patients and their interests by contributing to local programme policy development and decision making. <p>Promoting equality and reducing inequalities</p> <p>To uphold organisational policies and principles on the promotion of equality</p> <ul style="list-style-type: none"> To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality <p>Partnership and cross boundary working</p> <ul style="list-style-type: none"> To act as a champion for the national programme and NHS England and Improvement and form effective working relationships with the integrated care systems, Trusts and identified Community Diagnostic Hub stakeholders <p>Using insight and evidence for improvement</p> <ul style="list-style-type: none"> To identify, develop and promote best practice. <p>Developing an excellent organisation</p> <ul style="list-style-type: none"> To ensure the health, safety and wellbeing of all staff within the department To ensure compliance with all confidentiality and governance 	<ul style="list-style-type: none"> Advise on innovative opportunities and support all departments in their strategies and programmes to maximise service benefits. Support policy and procedure updates ensuring the adoption of best practice, project management methodologies, rules, standards and thresholds are used and applied where necessary. <p>Financial and Physical Resources</p> <ul style="list-style-type: none"> Support the Senior Diagnostic and Implementation Manager's with information and data relating to budgets available and financial constraints. <p>People Management</p> <ul style="list-style-type: none"> To uphold a professional and mature approach with internal and external colleagues to ensure NHS England and NHS Improvement reputational standards are upheld. To inspire and develop colleagues within the team to enable learning of new skills. <p>Information Management.</p> <ul style="list-style-type: none"> Be responsible for devising, developing and implementing appropriate information sharing systems. Be involved with the creation, maintenance and review of record management to ensure appropriate governance structure is upheld. Have an awareness of and adhere to current Data Protection legislation and standards including GDPR and DPA2018 <p>Key Working Relationships</p> <ul style="list-style-type: none"> Participate in team meetings and discussions as when necessary.
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<p>requirements within the programme and department</p>	<ul style="list-style-type: none"> • To liaise with internal and external colleagues to share best practice, innovative ways of working and obtained knowledge and skills.
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Person specification

Criteria		Essential	Desirable	Evidence
Qualifications	<ul style="list-style-type: none"> Educated to degree level or demonstrable experience of working in a similar role at this level Programme or Project Management Qualification such as PRINCE2 or Managing Successful Programmes (MSP) or demonstrable experience of appropriate application of project management methodologies including Agile. Evidence of continuing professional development 	<p>*</p> <p>*</p> <p>*</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p>
Knowledge and experience	<ul style="list-style-type: none"> Knowledge and experience of using Microsoft Office suite including Outlook, Word, PowerPoint and Excel, also Office 365 including MS Teams Expert knowledge of programme and project management techniques and understanding of applying these and methodologies to monitor and control projects. Previous experience working as a project officer Experience of managing change Developing delivery milestones and implementing project action plans and task tracker Experience of working within a busy, fast paced environment. Demonstrable experience of developing good working relationships Understanding of confidentiality and data protection Knowledge of or experience of good record management processes 	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>	<p>*</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Skills Capabilities & Attributes	<ul style="list-style-type: none"> Excellent organisational skills Ability to prioritise workload effectively and meet set or conflicting deadlines A clear communicator - in person, on the phone and in writing Reliable with a positive and flexible approach to work. Ability to work effectively as part of a team. Ability to engender trust and confidence and demonstrate integrity in the provision of advice and support Support programme administration. Manage and analyse data 	<p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p> <p>*</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Values and	<ul style="list-style-type: none"> Work as part of a team to support others and improve services. 	<p>*</p>		<p>A/I</p>



behaviours	• Ability to maintain confidentiality and effectively protect sensitive information.	*		A/I
	• Commitment to and focused on quality. Promotes high standards in all they do.	*		A/I
	• Demonstrates knowledge and understanding of equality of opportunity and diversity.	*		A/I
	• Commit to and undertake mandatory training and continued learning and share ideas to enable improvement and cross-working benefits.	*		A/I
Other	• Ability to travel across sites if, and when required	*		A/I

* Evidence will take place with reference to the following information:

A	Application form
I	Interview
T	Test or Assessment
C	Certificate

