

JOB DESCRIPTION

JOB TITLE:	DIGITAL ADMINISTRATION AND PROJECT INITIATION MANAGER
BAND:	BAND 8A
DEPARTMENT:	DIGITAL ADMINISTRATION AND PROJECT INITIATION
DIRECTORATE:	DIGITAL
REPORTING TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION
ACCOUNTABLE TO:	CHIEF TECHNICAL OFFICER

JOB SUMMARY

The Digital Administration and Project Initiation Manager is a key member of the Digital Administration and Project Initiation Team.

The role is responsible for leading and supporting the Digital Administration and Project Initiation Team in the delivery of a comprehensive confidential high quality administrative service to both the Senior Team and Digital Leadership Teams.

The Digital Administration and Project Initiation comprises of the following functions:

- Digital Administration
- Digital Project Initiation
- Digital PMO
- Digital Communications
- Digital People Participation

KEY RESPONSIBILITIES

- Lead on ensuring that the project initiation process is proactively coordinated by sourcing and processing information in line with Prince 2 best practice, the majority of which will be of a highly complex and sometimes sensitive nature.
- Ensure the agreed project management methods, standards and processes are implemented and maintained throughout the project lifecycle.
- Assist the Project Managers and Team Managers in the production and maintenance of project plans and action tracking against the delivery of those plans and key milestones.

MAIN DUTIES AND RESPONSIBILITIES

Administration	<ul style="list-style-type: none"> ▪ To provide leadership for the Digital Administration and Project Initiation Team, ensuring the delivery of the Digital programme of work and the Digital Strategy. ▪ Lead on ensuring there is support for the Programme Managers, Project Managers and work stream leads with the directorate during the whole project lifecycle. ▪ Ensure that a project library, filing, recording, and reporting systems are developed and maintained. ▪ Accountable for ensuring that all Freedom of Information and Datix requests are responded to in a timely manner, and within prescribed timescales. ▪ Be accountable for the development and implementation of appropriate configuration management procedures.
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	<ul style="list-style-type: none"> ▪ Co-ordinate the production of all reports and produce project summary reports. ▪ Where applicable be the administrator for significant, complex, confidential, and sensitive meeting. ▪ Accountable for ensuring compliance with the Trust's Corporate Business Guidelines by implementing and maintaining effective office systems and procedures, making maximum use of technology with the aim of achieving a paperless office. ▪ Create and maintain effective working relationships with staff at all levels, internal and external, NHS and Non-NHS organisations across the whole health economy, locally and nationally. ▪ Using highly developed communication skills with empathy, understanding and breaking down barriers to understanding, utilising persuasive, motivational, and negotiating skills. ▪ Provide and receive complex, sensitive information relating to PMO processes and employee relations cases. ▪ Accountable for ensuring effective communication systems are maintained including creation and maintenance of a database of key contacts for the relevant work-streams within the directorate for liaison with colleagues in other NHS organisations, HSCIC, Software suppliers and key stakeholders.
<p>Management/ Leadership</p>	<ul style="list-style-type: none"> ▪ To be the Digital Department central point of contact, managing the PMO and coordinating the Digital programme portfolio, configuration, and knowledge management. ▪ Lead, manage and motivate staff within the Digital Administration and Project Initiation team to deliver and improve services, ensuring robust support is provided for key senior and routine departmental meetings. ▪ Coordinate and oversee all activities inside The Green, making sure that health and safety standards are met and ensuring that repairs are arranged as and when needed. ▪ Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. ▪ Manage close relationships with other key programmes that are currently under way, as well as other bodies, to ensure that there are no overlaps in responsibilities. ▪ In the absence of the designated director/manager to make informed decisions, where appropriate, based on a good understanding of work styles and nature of work. ▪ Undertake annual Performance Review and Personal Development Planning for direct reports. ▪ To work with little supervision on a day-to- day basis within agreed Trust's policies and procedures.
<p>Human Resources</p>	<ul style="list-style-type: none"> ▪ Supervision of designated administration support staff including regular support, supervision, and appraisal. ▪ Responsible for developing and conducting a regular individual review system for managed staff, ensuring that personal, professional, and training needs are identified and met in line with Trust policy and Directorate objectives ▪ Where appropriate work with the director/manager to help organise the staff recruitment process for the directorate/team, which will involve organising the JDs, adverts and setting up panels and ensuring all paperwork is in order.



	<ul style="list-style-type: none"> ▪ To support senior managers in the management of staff grievances, disciplinaries. ▪ Using Health Roster to administer the sickness, absence and leave requests, in line with the Trust Policy. ▪ Ensure compliance of Trust Human Resources policies, including absence monitoring and annual leave. ▪ Maintain sickness and annual leave records for the Team in line with the Trust Policy
<p>Performance and Quality</p>	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Successful delivery of digital administration support to the Senior Digital Leadership Team and Digital Leadership Team by negotiating with internal and external colleagues to fulfill diary commitments including: <ul style="list-style-type: none"> ➤ Oversee the scheduling of formal and complex meetings, ensuring deadlines are achieved ➤ Oversee the scheduling service-related departmental meetings ensuring minutes and actions are recorded accurately and disseminated in a timely manner ➤ Coordinate the Initiation/production of reports, briefings, papers, agendas, minutes and action notes for meetings with key stakeholders within the required timeframe as appropriate ensuring actions are followed. • Oversee the administration of all Digital governance meetings. • Coordinate the management the ELFT Clinical Information Safety Governance process as set out in the ELFT Clinical Safety Policy – this will include: <ul style="list-style-type: none"> ➤ Review and liaise with digital system owners on proposed deployments and with the Trust Clinical Safety Officer to ensure allocation for Clinical Safety Evaluation by an appropriate multidisciplinary team, where this deviates from ELFT Digital Clinical Safety Policy escalate to the Chief Clinical Information Officer ➤ Ensure an up-to-date record of the Hazard Logs and Safety Case reports for all ELFT clinical systems is maintained, ensuring prompt completion and review by relevant committees and individuals as required by the ELFT Digital Clinical Safety Policy ➤ Coordinate safety evaluation and promptly escalate deviations in their completion to the Chief Clinical Information Officer. • Accountable for ensuring that all FoI requests received for the directorate are responded to within FoI timescales. • Accountable for ensuring that all Digital Datix notifications are responded to in a timely manner, • Work with the Leadership team to ensure the Digital Department Risk Register is kept up to date. • Ensure that directorate Audits are coordinated, and any resulting action plans are adhered and responded to in a timely manner. • Ensure compliance with the Trust's Corporate Business Guidelines by implementing and maintaining effective office systems and procedures, making maximum use of technology with the ultimate aim of achieving a paperless office. • Oversee the maintenance of an effective communication system including creating and maintaining a database of key contacts for the



	<p>relevant work-streams within the department for liaison with colleagues in other NHS organisations, HSCIC, Software suppliers and key stakeholders</p> <ul style="list-style-type: none"> • Develop and maintain effective working relationships with staff at all levels, internal and external, NHS and non-NHS organisations both locally and nationally • Where applicable be the administrator for significant, complex, confidential and sensitive meetings to include, circulating agendas, taking minutes on laptops/or PCs where possible, and preparation of equipment, venues and refreshments. • Assist in ensuring that the service is proactively monitored and appropriate alerting mechanisms are in-place and fully functional. Propose changes to and implement new procedures when introduced • Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed • Keep up to date with all Trust Policies and working practices. • Demonstrate good understanding and knowledge of local and national guidance and targets that impact on individual projects from within the NHS e.g. Department of Health initiatives, NHS England, Health Education England etc. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Support a culture within the team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the service manager and other team leads in the delivery of the governance plan for the department • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place • Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile • Work collaboratively with colleagues to address complaints and incidents appropriately – lead the learning from such events to ensure that learning is achieved across the department <p>Corporate</p> <ul style="list-style-type: none"> • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives • Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between service lines and shapes individual and joint roles across the organisation • Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan,
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	<p>including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people</p> <ul style="list-style-type: none"> ▪ Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> ▪ Set up and maintain systems for recording project costs in collaboration with the Assistant Director for Digital ▪ Where appropriate to act as liaison point with the Trust Finance department in conjunction with line management. ▪ To be accountable for the ordering of materials and equipment for the Digital Department and oversee the management of Petty Cash. ▪ Authorised signatory for small cash/financial payments i.e., agency/bank staff time sheets and to be responsible for the financial verification of documents/information such as expense sheets or purchase documents. ▪ To support the Associate Director for Digital and Programme Manager with the Project(s) budget monitoring. ▪ To ensure proficiency in standard operation of local or Trust wide technology systems relevant to effectively delivering the role.



We care

We respect

We are inclusive

JOB DESCRIPTION AGREEMENT	
<p>This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder.</p>	
<p>Statement on Employment Policies</p>	
<p>In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities: -</p>	
<p>Health and Safety</p>	<p>Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.</p>
<p>Equal Opportunities</p>	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<p>Dealing with Harassment/ Bullying In The Workplace</p>	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<p>No Smoking</p>	<p>To refrain from smoking in any of the organisation's premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'</p>
<p>Alcohol</p>	<p>To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.</p>
<p>Confidentiality</p>	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection</p>



	<p>Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However, such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p>



	Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.
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PERSON SPECIFICATION

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BAND:	BAND 8A
DEPARTMENT:	DIGITAL ADMINISTRATION AND PROJECT INITIATION
DIRECTORATE:	DIGITAL
REPORTING TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION
ACCOUNTABLE TO:	CHIEF TECHNICAL OFFICER

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> ▪ Must be highly numerate and computer literate ▪ A Master's degree in a relevant subject or equivalent experience ▪ Formal qualification in portfolio management (e.g., P30) ▪ Formal qualification in Project or Programme management (E.G. PRINCE2 or MSP) 	E E E D D	S/I/T S/I S/I S/I S/I
Experience	<ul style="list-style-type: none"> ▪ Experience using clinical information systems; EMIS, RiO, Datix etc. ▪ Significant previous in-depth experience supporting Director/Senior Manager in an Executive Assistant role ▪ Experience of preparation of reports and taking of minutes, together with setting agendas and distribution of associated papers ▪ Experience of arranging complex conferences/ seminars and large meetings ▪ Experience of leading and managing a multi-disciplinary team ▪ Experience working within a Programme Management Office environment with a clear understanding of project governance, quality and assurance, and portfolio reporting ▪ Experience of maintaining and updating intranet/web pages and database 	E E E E E D D	S/I S/I S/I S/I S/I/T S/I/T S/I
Knowledge and Skills	<ul style="list-style-type: none"> ▪ Able to prioritise and plan work in a busy environment and to tight deadlines delegating where appropriate and planning other's workload ▪ Expert knowledge of IT systems in particular Microsoft Office software packages. With the ability to produce accurate meeting papers, excel spread sheets, graphs, reports. 	E E	S/I S/I



	<ul style="list-style-type: none"> ▪ Ability to use Visio, “mind-mapping” or other visual representation software. ▪ Ability to create Gant charts and project plans using MS Project ▪ Excellent organisational and time management skills ▪ Excellent communication skills including the ability to persuade, motivate and influence others into taking a different course of action. ▪ Ability to provide and receive highly complex sensitive and contentious information. ▪ Able to work on a variety of tasks with deadlines at any one time without supervision ▪ Have excellent interpersonal, communication and organisational skills. ▪ Well-developed understanding of end-to-end change request processes, with the ability to organise and evaluate data, assessing its importance by creating and maintaining request logs ▪ Takes initiative and uses own judgement in anticipating and dealing with queries and problems and prioritise accordingly ▪ Comprehensive knowledge of NHS terminology and structure and the outside influences which may affect its fabric 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>S/I/T</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I/T</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
Other	<ul style="list-style-type: none"> ▪ Keeps up to date with activities of the organisation ▪ Able to demonstrate a commitment to self-development ▪ Ability to clearly articulate and assert own views when discussing work objectives. ▪ Professional approach which inspires confidence ▪ Open and adaptable to different ways of working 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

S: Shortlisting I: Interview T: Test

