JOB DESCRIPTION

JOB TITLE:	PROJECT INITIATION SPECIALIST
BAND:	6 (TBC)
DEPARTMENT:	DIGITAL ADMINISTRATION & PROJECT INITIATION
DIRECTORATE:	DIGITAL
REPORTING TO:	DIGITAL ADMINISTRATION & PROJECT INITATION MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

JOB SUMMARY

The Project initiation Specialist is a key member of the Digital Administration and Project Initiation team.

The role is responsible for supporting the Project Initiation Team in the delivery of a comprehensive, confidential and sensitive high quality administrative support for potential digital projects from across the Trust. The postholder will work with project managers to oversee the completion of the documentation in accordance with the Project Management Office (PMO) guidance in preparation for approval via the Digital Solutions Board and subsequently by the Digital Operational and Transformation Board.

The post holder is expected to be use specialist knowledge to provide support for all potential project initiation administrative related elements.

The Digital Administration & Project Initiation Team comprises of:

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

The Digital Administrative & Project Initiation Team will:

- Act as a central point of contact regarding digital administration for the digital department
- Deliver a high level of administrative support to Senior Digital Leadership team and Digital Leadership Team
- In collaboration with the Communications Department, coordinate communications from the digital team to the wider Trust
- Act as the Digital 'site manager' including the front of house function
- In collaboration with the People Participation Team represent the digital needs from a service user perspective
- Work collaboratively to ensure that all team functions are met in a timely manner to support the various digital teams to meet their deadlines

This role incorporates customer care, vendor or relationship management, operations and communications co-ordination. For all of these functions, the post holder is expected to understand, meet or exceed their customers' requirements and have the ability to communicate complex digital administration related issues to digital and non-Digital staff.

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KEY RESPONSIBILITIES

- Promote continual improvement in quality, performance and delivery of Trust objectives within project initiation team
- Support the Senior Project Initiation Specialist in establishing and leading Project Scoping Groups where required
- Organisation and planning of administrative support to the relevant portfolio, programme, project and transformation managers in relation to the scoping, costing and scheduling of potential digital projects
- Coordinating meetings with stakeholders and suppliers
- Assist in the preparation of relevant Project Initiation documentation for the Digital Solutions Board.
- Organisation and planning of workload prioritising accordingly to ensure a timely delivery to meet deadlines
- Develop and maintain effective relationships with key stakeholders internally and externally providing regular feedback and update reports
- Assist in the development of the business and planning processes throughout the department to deliver services to required standards and within the available resource base
- Ensure the efficient organisation of the services within Project Initiation team making best use of capacity to deliver activity within the terms of Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources

MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	- Develop and maintain effective relationships with key stakeholders internally and externally requiring good negotiation skills to manage competing priorities and ensure actions take place in a timely manner. - Prioritise workload as required to meet business needs and customer requirements - Work collaboratively with the Digital Administration & Project Initiation Manager, Senior Project Initiation Specialist or other colleagues to assist in the development in processes to ensure that service delivery, development and improvement plans are developed, implemented and reviewed
Human Resources	- Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and strategic aims of the Trust - Assist in the recruitment and selection of new Project Initiation staff in collaboration with Digital Administration & Project Initiation Manager - Support less experienced members of the team when required - Provide support for the induction of new starters to the team
Performance and Quality	**Service Delivery and Improvement** - Assist the Senior Project Initiation Specialist in the successful delivery of project initiation support to the Project Managers through completion of PMO documentation.

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- Scheduling of formal meetings, ensuring deadlines are achieved, and minutes and actions are recorded accurately and disseminated in a timely manner
- Assist in producing reports, briefings, papers, agendas, minutes and action notes for meetings with key stakeholders within the required timeframe as appropriate ensuring actions are followed.
- Coordinate Project Scoping Groups, including clinical experts, application vendors, technical expertise and other associated groups.
- Provide regular feedback and update dashboards/reports on progress, issues and risks to senior stakeholders and Digital Leadership Team for designated projects and initiatives
- Manage competing agendas and ensuring an effective project initiation support function
- Assist in the development of processes in collaboration with the Digital Administration & Project Initiation Manager to jointly manage the business, delivery and development of services
- Where applicable be the administrator for confidential and sensitive meetings to include, circulating agendas, taking minutes on laptops/or PCs where possible, and preparation of equipment, venues and refreshments.
- Ensure compliance with the Trust's Corporate Business Guidelines maintaining effective office systems and procedures, making maximum use of technology with the ultimate aim of achieving a paperless office.
- Develop and maintain effective working relationships with staff at all levels, internal and external, NHS and non-NHS organisations both locally and nationally
- Assist in ensuring that the service is proactively monitored and appropriate alerting mechanisms are in place and fully functional. Propose changes to and as required 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.

Risk Management and Governance
- 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 **Corporate** • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • 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 • Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people • Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values
Financial and Physical Resources	• Works with Senior Project Initiation Specialist to understand team finances • Takes responsibility for the security of resources held by the role • Promotes the best use and care of resources throughout the Trust
Personal Skills and Qualities	• Personal presence and positive representative for the trust/department. • Ability to communicate sensitive information and use persuasion, influencing and negotiation to achieve positive outcome • High level of attention to detail • Enthusiasm for working collaboratively with project groups • Willingness to maintain and acquire new skills in the area of digital administration & project initiation • Ability to develop effective working relationships with peers and stakeholders across the organisation • Ability to analyse data/information, problem solve and make judgements/draw conclusions • Able to work independently, using own initiative and as part of a team • Able to embrace and drive change • Ability to organise and prioritise own workload and adjust plans • Able to work flexibly to meet the demands of the role.

JOB DESCRIPTION AGREEMENT
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..

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Statement on Employment Policies

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:-

Health and Safety	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.
Equal Opportunities	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. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	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. 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. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	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 Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
	To maintain the confidentiality of all personal data processed by the

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General Data Protection Regulation (GDPR)	organisation in line with the provisions of the GDPR. 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.
Safeguarding	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.
Service User and Carer Involvement	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.
Personal Development	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.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	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.
Risk Management	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.
Personal and Professional Development/Investors in People	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.
Infection Control	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. 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.

PERSON SPECIFICATION

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BAND:	6 (TBC)
DEPARTMENT:	DIGITAL ADMINISTRATION & PROJECT INITIATION
DIRECTORATE:	DIGITAL
REPORTING TO:	DIGITAL ADMINISTRATION & PROJECT INITIATION MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Degree level or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• ITIL Foundation Methods to Foundation level	E	S/I
	• Business Administration	D	S/I
	• PRINCE2 or equivalent	D	S/I
Experience	• Significant experience of working in administrative capacity	E	S/I
	• Experience of working in a project management environment.	E	S/I
	• Experience of working with a senior management team/senior managers	E	S/I
	• Experience of working in administration function	E	S/I
	• Experience in preparation of reports, papers and agendas for complex meetings	E	S/I
	• Experience of facilitating change in practice to improve services	E	S/I
	• Financial procedures including responsibility for budget management	E	S/I
	• Risk management and governance	E	S/I
	• Organising and prioritising resource and workload deadlines	E	S/I
	• Working in health or social sector	E	S/I
Knowledge and Skills	• Advanced Microsoft Office Skills	E	S/I
	• Practical knowledge of working with a project management office	E	S/I
	• Excellent interpersonal, written, presentational and communication skills	E	S/I
	• Able to support project managers in the administrative project initiation elements, identifying risks and issues, developing mitigation strategies and establishing key	E	S/I

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	milestones		
	• Ability to simultaneously manage a number of relationships and conflicting priorities across the different work programmes	E	S/I
	• Must be able to work to agreed deadlines	E	S/I
	• Ability to analyse problems and develop effective solutions		
	• Ability to provide specialist knowledge and advice within the department and other organisations.	E	S/I
		E	S/I
	• Good understanding of change management	E	S/I
	• Demonstrable knowledge of service improvements and project delivery		
	• Good understanding of the current NHS agenda and healthcare policy	E	S/I
Personal	• Good analytical and problem-solving skills – ability to analyse complex data/information and make judgements/draw conclusions	E	S/I
	• High level of attention to detail	E	S/I
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation and is proficient in note taking	E	S/I
	• Ability to embrace and drive change	E	S/I
	• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I

S: Shortlisting   I: Interview   T: Test

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