

Job Description – Project Support Officer, Service Design

Reports to:	Clinical Services Director (CSD)
Location:	Whilst your normal place of work is Hardwick Lane, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
Job Purpose:	<p>Responsible for managing all aspects of the Service Design project (Listen, Learn and Adapt), ensuring that each phase is completed on time, within budget and in accordance with project aims.</p> <p>Act as a main point of contact for the project, facilitating and coordinating activities, people, resources and information.</p>

Key Responsibilities:

1. Be the main point of contact, communicating with multiple internal and external stakeholders face to face, by phone, in writing and virtually. Resolve day to day issues as they arise and escalate urgent or complex matters to the CSD.
2. Develop and manage effective working relationships with our external consultants (Liveworks), Senior Managers, the Project Team and other key stakeholders.
3. Monitor and maintain the overall project progress and individual work streams using ZOHO Project.
4. Be responsible for the collection of data, providing accurately and timely information relating to project activity, KPI's and milestones.
5. Coordinate and at times chair project meetings, including agenda setting, minute taking and the booking of rooms and catering.
6. Facilitate effective communication and distribution of documentation, project updates and reports both internal and external.
7. Monitor expenditure and budget.
8. Maintain all administration relevant to the project.

Personal Development (all staff)

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support.
- Performance management.
- Staff development including regular 1-2-1's , and annual appraisals.
- Staff support including health and safety and wellbeing awareness.
- Facilitation of a culture of learning and respect for difference.

Governance (those with responsibilities for policy and procedure implementation, audit and monitoring responsibilities)

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General (all staff)

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.

- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: May 2017