Generic Job Description

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| **Job Title** | **Project Co-ordinator** |
| **Job Family** | **Project and Programme Management** |
| **Band** | **6** |

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| **Context** |
| The Project and Programme Management job family is made up of a group of job descriptions, covering a range of roles. Roles in this job family reflect the organisation’s broad and varied programme and governance needs and the varying levels of responsibility and accountability. Roles are involved in the effective planning, co-ordination and delivery of complex strategies, activities and projects and may involve clerical or administrative support, developing and implementing policy and processes, or providing specialist, expert advice and support.    This generic job description provides an overview of roles and responsibilities at this this pay band within this job family. Please refer to Assignment Brief (including Specialism Person Specification) for a detailed description of the role.    Please refer to the Appendix to JD for further important information*.*    The organisation operates a flexible resourcing model which means that post holders appointed to time limited programmes will be flexibly deployed to an alternative programme within NHS England and NHS Improvement when their existing programme comes to an end. |

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| **Job Role and Duties** |
| The post holder will be responsible for a diverse range of activities to support the delivery of projects/programmes objectives.  Key responsibilities will include: **Project Management**   * Responsible for organising key project meeting, engagement and workshop sessions, booking venues, sending invites, taking minutes. * Attending and/or facilitating meetings where agreed and present on progress, ensuring that all actions are logged and followed up as required. * Manage programme schedule and resource dependencies and conflict between initiatives. * Manage the end-to-end procedures relating to all aspects of the project lifecycle. * Support the team to ensure the timely capture of lessons learned throughout the project life-cycle. * Responsible for developing and managing project tracking, control and reporting arrangements ensuring that project/programmes’ objectives can be achieve.   **Service Improvement**   * Responsible for the development of operational processes and improvements to ensure robust coordination and alignment across the team in the delivery of its operational plan. * To promote learning, sharing and evaluation of support delivered to appropriate stakeholder. * Contribute to strategic planning. * As part of a Project and Programme Management community of practice contribute to the development of project and programme management approaches and way of working across the organisation(s).  Support the tracking of benefits realisation. **Analysis and Judgement** * Assess and evaluate complex information received from project/programme(s) from a range of reporting sources. * Monitor the delivery of work streams against plans, chasing and challenging progress as appropriate. * Assist and maintain risk and issues log, escalating as appropriate |

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| * Maintaining appropriate systems to enable effective planning and scheduling. * Responsible for project file management using robust version control. * Responsible for the maintenance of an accurate asset register for project/programme(s). **Communication** * Work with members of the team and key stakeholder to investigate the causes of any variance from plan/delivery targets and contribute to the implementation of solutions. * Communicate information, risks, issues and dependencies, including briefings and reports to project teams, sponsors and a range of internal and external staff. * Support the Project/Programme lead to ensure effective project/programme(s) communications plans are developed and delivered. * Support the Project/Programme lead in preparing complex papers and project reports as required, to be presented at different levels of the organisation including project boards. * Promote effective communication and stakeholder management, both internally and externally by acting as the local point for project/programme responses to requests for information and assisting with the maintenance of the stakeholder log. **Financial Management** * Assist with the monitoring of project spend and contribute to the compilation of budgets. * Contribute to the financial delivery of the service ensuring it is cost effective and delivered on time. * Ensure all expenditure commitments and all payments are properly authorised, controlled and monitored in accordance with relevant project/programme and departmental procedures. **People Management** * Provide specialist training, advice and support on own role/responsibilities where necessary. * Responsible for team supervision. * Participate in the recruitment process. * Responsible for undertaking appraisal and personal development of team members |
| **Research and Development**   * Actively supports the development of key performance indications for the successful assessment of performance. * Supporting the team in policy development by conducting research of relevant precedents and presenting in a clear and useable way. **Policy and Service Development** * Contribute to the review and development of existing project information management systems and to the development of an integrated approach to project management. * Propose changes to own area, informing policy and making recommendations for other project delivery. |

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| **Key Accountabilities** |
| * Responsible for enabling the smooth running of projects/programmes by supporting Project/Programme Lead through the operation of project management process, and the co-ordination of business management actions and activities on their behalf. * Please refer to Assignment Brief for full details where applicable * Please refer to the Appendix to JD for further important information. |

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| **Role Dimensions** | |
| **Key Relationships (External)**  Operational colleagues within partner organisations may include but not exclusively:   * NHS Trusts and NHS Foundation Trusts. * Department of Health & Social Care. * Care Quality Commission. * Relevant national policy leads. * Local Government. * Provider organisations /   Sustainability and Transformation  Partnerships/ Integrated Care | **Key Relationships (Internal)**   * Internal stakeholders. * Portfolio, Planning and Risk team * Other post holders within the project and programme management job family. * Colleagues within the same directorate. * All NHS England and NHS Improvement employees will be expected to form key relationships across the two organisations. * PPM Community of Practice. |
| System and Clinical  Commissioning Groups etc.   * Commissioning support organisations. * Patients and their representatives and the wider public where appropriate. |  |
| **Range and types of staff managed**   * Supervision and allocation of work to others. * Provision of specialist training and advice on own project/programme (s) to other staff members. | |
| **Budget Managed**   Monitor the budget in regard to their own team or department. | |

Generic Person Specification

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| **Job Title** | **Project Coordinator** |
| **Job Family** | **Project and Programme Management** |
| **Band** | **6** |

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| **Criteria** | **Essential** | **Desirable** | **Stage Measured at:**  **A = Application**  **I = Interview**  **T = Test**  **P = Presentation** |
| **Education /**  **Training /**  **Qualifications** | Educated to a degree level or equivalent level of experience of working at a similar level in specialist area.  Further training or significant experience to post-graduate diploma level in project management. |  | A/I |
| **Knowledge and Experience** | Experience in supporting project/programmes.  Experience of building productive relationships with internal and external stakeholders.  Understanding of how projects run.  Experience of identifying risks, issues and dependencies. | Comprehensive knowledge of project and/ or programme  management  methodologies (Agile, Waterfall, MSP etc.)  Previous experience in similar role in a healthcare or public sector environment. | A/I |

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|  | Experience in planning, preparing, monitoring and reporting of project plans to progress.  Experience in communications and stakeholder management.  Experience of providing business and/or Project management support to senior managers and managing relationships between senior professionals. | A good understanding of the health and social care environment and roles and responsibilities within it |  |
| **Skills / Abilities** | Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines.  Takes decisions on difficult and contentious issues where there may be a number of courses of action.  Able to deal with challenging people and to cope with confidential and sensitive information.  Ability to communicate, both verbally and in writing, on complex matters and difficult situations.  Negotiating, networking and persuasive skills  Strong report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately from or diverse audiences. |  | A/I |

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|  | Ability to analyse and interpret information, pre-empt and evaluate complex issues, and recommend an appropriate course of action to address the issues.  Keyboard skills, use of a range of software. |  |  |
| **Interpersonal Skills** | Skills for nurturing key relationships and maintaining networks.  Professional calm and efficient manner.  Demonstrate a strong desire to improve performance and make a difference by focusing on goals.  Adaptability, flexibility to work and ability to cope with uncertainty and change.  Ability to change ways of working to aid cooperation within and between teams in order to achieve results. |  | A/I |
| **Equality, diversity and inclusion** | Fosters good working relationships and values difference.  Adherence to Confidentiality statement within the job description appendix and the  Data Protection Act  2018/General Data Protection Regulation (GDPR).  Upholds the Equality Act 2010 and the Public Sector Equality Duty. |  | A/I |
|  | Upholds our commitments as a  Stonewall Diversity Champion, Disability Confident Employer and Mindful Employer.  Promotes high standards for improving diversity and equality, as per the [Workforce Race Equality Standard](https://www.england.nhs.uk/about/equality/equality-hub/equality-standard/) and [Workforce Disability Equality Standard.](https://www.england.nhs.uk/about/equality/equality-hub/wdes/)    Promotes gender equality and supportive of closing our Gender Pay Gap. |  |  |
| **Mobility** | National travel is required for the majority of NHS England and NHS Improvement roles, please refer to assignment brief for specific details |  | A |

**The organisation seeks to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the**

**terms of the Equality Act 2010 to accommodate a suitable disabled candidate**

