

Job Description

Post	EPR Project Support Officer
Band	4
Department	Digital Transformation and Innovation
Responsible to	EPR PMO Lead
Professionally Accountable to	Head of Digital Transformation & Innovation
Date evaluated	1 st February 2024

Job Summary

In July 2021 we formed the University Hospitals of Northamptonshire NHS Group, bringing together the constituent organisations of Kettering General Hospital NHS Foundation Trust and Northampton General Hospital NHS Trust. We have agreed an ambitious Group Strategy 'Dedicated to Excellence' which sets out our strategic ambitions and priorities for the next five years and we have also launched our Group Digital Strategy, which sets out our ambitions to become the most digital hospital in England.

Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Doing things once across the Group
- Communicating and engaging throughout

All members of the Digital portfolio will strive towards "Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations" [Tom Loosemore's definition of Digital].

In partnership with our chosen supplier, we have embarked on our digital excellence journey to implement a nationally-leading Electronic Patient Record (EPR) system that will transform the quality of care for our patients and staff by having instantly accessible information using the latest mobile technology, reducing paper usage and utilising clinical decision support tools.

The EPR Project Support Officer will play a key role in the implementation of the Trust's EPR, supporting the successful delivery of the EPR.

The post holder will provide administrative support to project teams and lead specific elements of project implementation. Travel to the hospital site will be required.

Key Working Relationships

Internal



Compassion



Accountability



Respect



Integrity



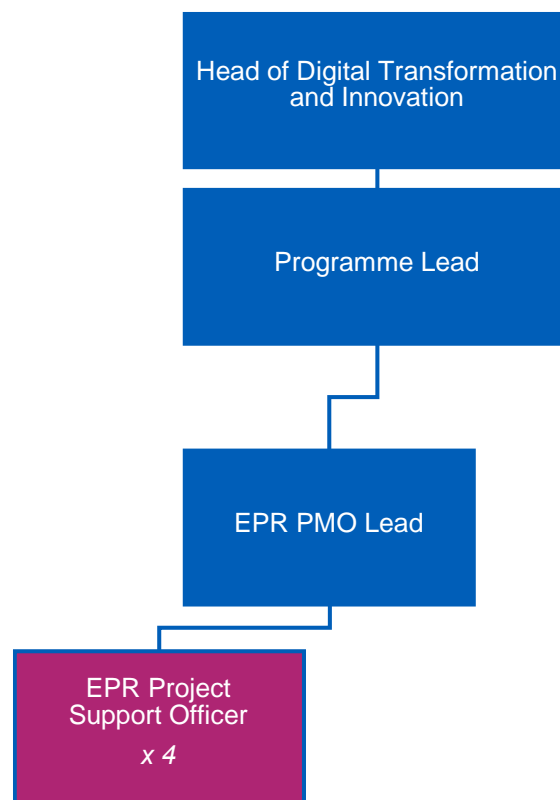
Courage

- Head of Digital Transformation & Innovation
- Chief Digital Information Officer
- UHN Digital team
- EPR Programme team
- Clinical, administrative and operational colleagues across the Group
- UHN Data Security and Protection team
- UHN Corporate teams

External

- Third party suppliers
- Other NHS Trusts and healthcare institutions
- ICS and CCGs
- National digital senior leaders

Organisational Structure Chart



Main Duties and Responsibilities

Main Duties

- Provide project administrative support to the project delivery team who are delivering the EPR programme.
- Support project managers to report regularly on project performance, risk management and financial control.

- Lead on specific elements of project implementation (e.g. KPI (key performance indicator) collation; data collation; coordination of project reporting).
- First point of contact for enquiries to EPR team from internal and external stakeholders – postholder will manage responses to these enquiries.
- Promote agile methodologies in delivery.
- Responsible for overseeing use of project management system – ensuring all projects are utilising the tool to best effect.
- Lead on financial reporting – including tracking and reporting of purchase orders and invoices.

Project assurance

- Support project managers in scheduling tasks and deliverables in order to deliver project successfully.
- Oversee use of the project management system including supporting project teams to ensure the system is up to date.
- Support projects in collation of key operational management data and project reports, for review and use by the necessary Programme Board.
- Responsible for collation of project reports for Programme Boards.
- Coordinate collation of key performance indicator data and benefits data to support projects in showcasing the impact of projects on desired outcomes.
- Organise project and programme meetings across multiple teams – inside and outside of digital. These meetings will range in frequency and format.
- Support in gathering of materials and preparation for meetings/ workshops.
- Support in fostering of continuous improvement culture within projects team – proactively suggesting changes to project management processes.
- To foster a culture that values respect, teamwork and excellence in all aspects of the delivery of patient care

Finance tracking

- Lead on tracking and reporting of purchase orders and invoices within digital team – this includes profiling future planned spend as well as tracking actual spend.
- Work closely with procurement and finance team to create reports to summarise programme finance position.
- Work closely with projects and business as usual teams to understand spend against forecast.
- Ability to absorb and understand complex, financial information, whether in written, verbal, numerical, analytical and electronic forms
- Support monitoring and management of budgets and expenditure

Communication and relationships

- Support programme to work with users to understand their needs and ensure digital products meet their needs and provide benefits for organisation, staff and patients.
- Use persuasive, and influencing skills to support projects when required to overcome significant barriers to acceptance of projects.
- Assist project teams with communications planning including writing communication material as required.
- Record actions and decisions (and minutes as required) for Programme Boards
- Communicate information in varying formats (word, presentation, emails) to a wide range of internal and external staff to support with project delivery.

Professional/ personal development

- The post holder will take responsibility for their own professional development, identifying training and educational needs and agreeing ways of addressing these with the Digital Transformation Programme Manager.

Job requirements

- We support distributed and flexible working arrangements, however, subject to business needs, there may be a requirement to travel to Northampton Hospital site and other sites across the Group and ICS.
- Frequent VDU use is required for this post for periods of up to 3 to 4 hours at a time in order to produce complex reports and analysis to support decision-making.
- Standard keyboard skills.
- Frequent concentration will be required on a wide variety of complex issues throughout the day.
- The post holder will participate in and support meetings, which require frequent concentration, with a variety of audiences and mixtures of attendees.
- There will also be a requirement to present complex information at meetings which will require the individual to have frequent concentration to ensure that there is active engagement in the subject matter at hand.
- Exposure to unpleasant working conditions or hazards is rare. Office conditions, with an occasional requirement to travel between sites in this role (for example to support go lives of projects; an unforeseen level of absence at one site; support training or onboarding of new starters; team workshops etc).

Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns if registration lapses or expires (all registered staff).
- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be

necessary for the post holder to apply for and be in receipt of a satisfactory standard DBS check.

- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Sustainability is integral to the Trust achieving the NHS Net Zero target. All employees are therefore actively encouraged and supported to implement new ways of working within their field of expertise.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given.

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

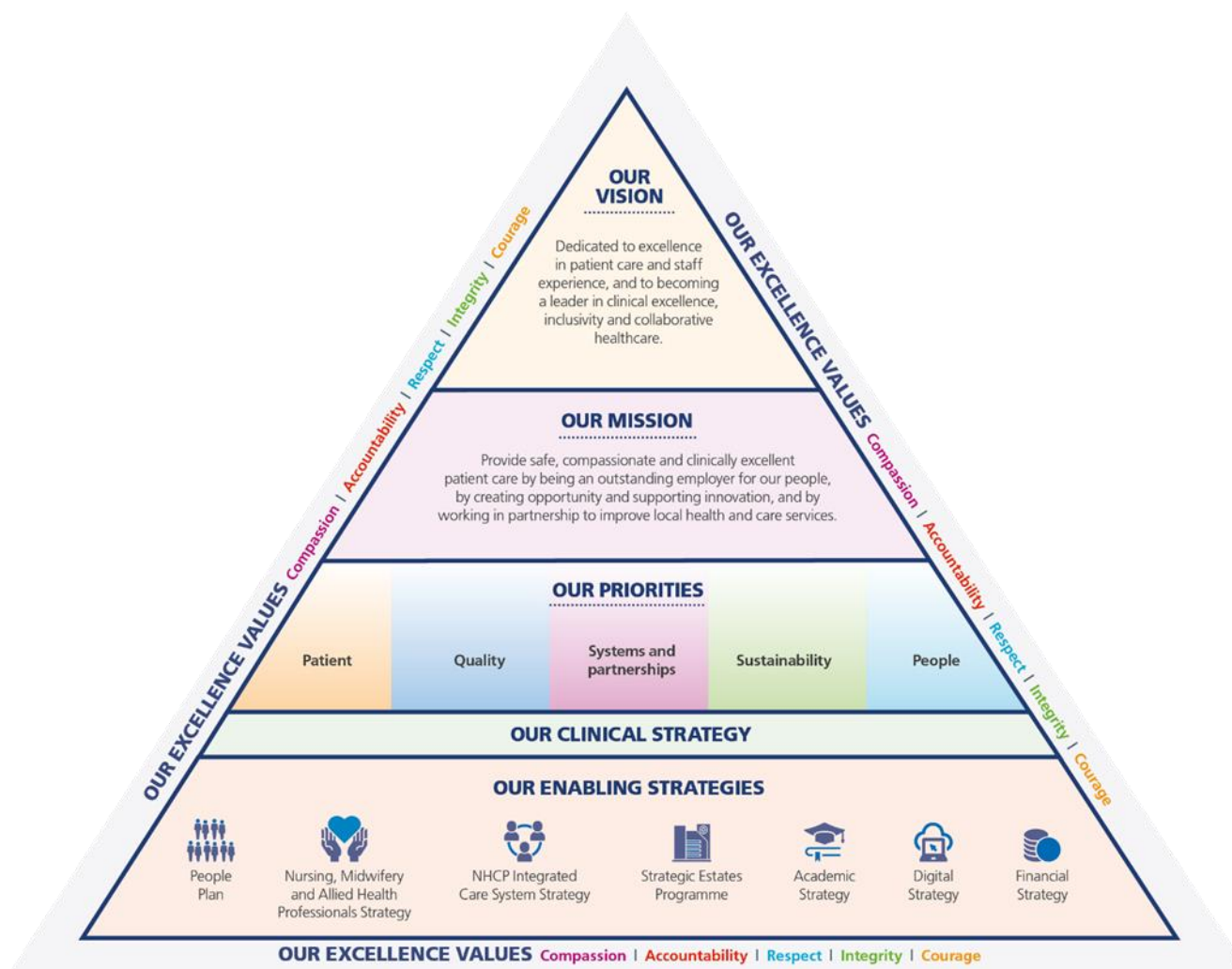
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team, leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



**Our
Excellence**



Compassion



Accountability

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other people's shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.



▶ Respect

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.



▶ Integrity

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.



▶ Courage

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Person Specification	Essential	Desirable
Education, Training & Qualifications		
Knowledge of administrative procedures, including specialised Digital systems and project management, training knowledge, acquired through formal training or experience to diploma level equivalent	X	
Quality improvement or project management methodology qualification e.g. QSIR, AgilePM		X
Knowledge & Experience		
Evidence of continuing professional development	X	
Experience of providing administrative support including setting up and administrating meetings and ad-hoc task support	X	
Evidence of producing reports to summarise complex information in a more digestible format	X	
Experience of working with a wide range of stakeholders using different communication approaches relevant to the audience	X	
Experience of gathering data (e.g. operational management data) and converting into graphs/ reports to support business delivery	X	
Experience of financial reporting and tracking – including forecasting	X	
Experience of working across organisational boundaries	X	
Experience of working with external suppliers and holding them to account		X
Experience of managing/ supporting large, complex projects		X
Experience of utilising a project management reporting system		X
Experience of working within the NHS		X
Experience and understanding of agile methodology and thinking		X

Skills		
Ability to organise, plan and coordinate meetings/ schedules across many stakeholders	X	
Ability to self-motivate and work on own initiative and organise own workload	X	
Good interpersonal skills, including negotiation and influencing, with internal and external stakeholders	X	
Good verbal communication skills; ability to build rapport with a wide range of stakeholders at all levels and to develop wider networks	X	
Good written communication skills; ability to convey complex information in a way that is understood by a range of target audiences	X	
Ability to respond to shifting priorities, demands and timescales in a high-pressure environment where there are competing demands.	X	
Ability to absorb and understand complex financial information	X	
Good persuasive skills to help projects overcome barriers to accepting change	X	
Comfortable using range of communication styles and formats/ tools including powerpoint and word	X	
Key Competencies/Personal Qualities and Attributes		
Passionate and committed to bring our Dedicated to Excellence values to life, improving the way we work with each other, particularly focusing on empowerment, equality diversity and inclusion of our staff, patients and service users	X	
Ability to travel to the Northampton Hospital site and to other sites across the Group	X	