

**SOUTHERN GP FEDERATION SUPPORT UNIT**

**JOB DESCRIPTION**

**JOB TITLE:** Project Support Manager

**BAND:** Equivalent to band6 (£31,365-£37,890)

**LOCATION:** Southern FSU Offices

**REPORTS TO:** Operations Manager

**ACCOUNTABLE TO:** Southern FSU Board

**JOB SUMMARY**

The Southern FSU Project Support Manager will support the Operations Manager and Senior Managers in a range of initiatives to facilitate the delivery of GP Federation projects across the southern area including General Practice Pharmacy, Advanced Nurse Practitioners, General Practice Nursing, Multi-Disciplinary Teams.

**MAIN DUTIES AND RESPONSIBILITIES**

* To support senior staff, in the management of GP Federation projects from initiation to implementation and delivery, to include supporting time-limited project teams to deliver major service design.
* Provide support to specific sub-groups and work-streams as and when required.
* To represent the Southern FSU & GP Federations as appropriate at committees and meetings as required.
* The post holder will be responsible for the effective management of administrative staff reporting to them including the supervision, training and development of staff.
* The post holder will support and assist in the management of budgets of projects and for signing-off payments.
* To develop annual evaluation monitoring reports to ensure identified objectives have been met highlighting any areas of concern and future development.

**Information**

* To analyse data and information in relation to Federation projects.
* Employ the principles of good information governance ensuring data security is maintained.
* Collate, analyse and interpret data and information required to assist with the development of projects and the future commissioning of services.
* To provide information support to Project & Federation Boards and partner organisations.
* Operational management of the Southern FSU information systems, including provision and analysis of information both internal and external.
* Provision of management information reports and analysis to inform strategic and operational decision making of GP Federations.
* Maintain security and structure for Southern FSU information system.
* To provide information to assist senior management in the commissioning and managing of projects. This will include preparing papers, liaising with stakeholders, participating in working groups and reviewing draft reports.
* Produce written plans, reports, business cases and supporting documentation as required and often to a tight timescale.

**Collaborative Working**

In addition to fulfilling the specific responsibilities of the post, the post holder will be

expected to work closely with others in the Southern FSU & Southern Federations to help ensure that the following corporate and management objectives are met:

* To contribute to the development of corporate objectives.
* To continuously review and seek improvements in the business processes of the Southern FSU
* To maintain effective working relationships with key stakeholders both internal and external to the organisation, maintaining appropriate communication networks and presenting a professional image appropriate to the Southern FSU.
* Required to maintain constructive relationships with a broad range of internal and external stakeholders.
* 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.

**Communication**

* Contribute to effective communication within the organisation to ensure that all stakeholders at all levels are familiar with the aims and objectives of the Southern FSU. This will include drafting briefing papers, website material, organising/facilitating meetings/training and presenting to groups of stakeholders, as appropriate.
* Communicate regularly with a range of stakeholders at all levels to gather relevant information as required. The post holder is expected to comply with the Federation Information Governance protocols ensuring that sensitive information is communicated appropriately, maintaining an appropriate level of confidentiality in their dealings with all stakeholders and organisations.
* The post holder is expected to identify potential issues arising in their work with stakeholders and communicate these in a timely manner making recommendations for action as appropriate.
* Be responsible for ensuring effective communication channels are in place between the Southern FSU and member practices.

**Corporate and Management Responsibilities**

In addition to fulfilling the specific responsibilities of her/his post, the postholder will

be expected to work closely with others in the Southern FSU to help ensure that the following corporate and management objectives are met:

* To contribute to the development of corporate objectives
* To continuously review and seek improvements in the business processes of the Southern FSU.
* To identify and develop opportunities presented to improve work processes and systems of measuring the performance of the Southern FSU.
* Maintain relationships with staff working in the Southern FSU and identify training needs and opportunities of meeting those needs.
* Carryout full line manager duties as required, including PDP’s, performance management, sickness absence procedures and general supervision and direction.

**General Responsibilities**

The post holder will be required to:

* Travel regularly between Southern FSU Offices and other sites with limited time between meetings. Attendance at evening meetings will be required.
* Review individually, at least annually, the performance of personnel reporting to them, provide guidance on personal development requirements and advise and Initiate, where appropriate, further training.
* Ensure that the review of performance identified above is carried out for all levels of staff for whom he/she has management authority.
* Maintain staff relationships and morale among the staff reporting to him/her
* Delegate appropriate responsibility and authority to the level of staff within his/her control, consistent with effective decision making, while retaining overall responsibility and accountability for results.
* Participate, as required, in the selection and appointment of staff reporting to him/her in accordance with procedures laid down and approved by the Southern FSU.
* Take such action as may be necessary in disciplinary matters in accordance with procedures laid down and approved by the Southern FSU.
* Health and Safety Regulations are adhered to and staff reporting to him/her are fully conversant with the Regulations
* To deputise for senior staff as and when required
* Ensure the Organisation’s policy on equality is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
* Co-operate fully with the implementation of The Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean and safe environment for staff.
* Adhere at all times to all Southern FSU policies/codes of conduct.
* All employees of the Southern FSU are legally responsible for all records held, created or used as part of their business within the Southern FSU including corporate and administrative records.
* Take responsibility for his/her own ongoing learning and development to meet the demands of the post.
* Represent the Organisation’s commitment to providing the highest possible standard by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.
* Adhere to equal opportunities policy throughout the course of their employment, as in Section 75 of the Northern Ireland Act 1998.
* Ensure the on-going confidence of the public in service provision.
* Support the GP Federations and FSU in complying with its obligations under Human Rights legislation.
* Comply with the GP Federation and FSU and relevant professional codes of conduct.

**Equality**

The GP Federation is an Equal Opportunities employer and welcomes applications from all sectors of the community irrespective of their religious belief, political opinion, race, gender, marital status, dependants, age, sexual orientation or disability.

All staff are required to comply with our Equal Opportunities Policy and each employee must make him/herself aware of their obligations. Managers/Supervisors have a responsibility to ensure compliance with this requirement and promote equality of opportunity.

**Records Management**

All employees of the GP Federation are legally responsible for all records held, created or used as part of their business within the Federation including patient/client, corporate and administrative records whether paper based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the Federation’s policy and procedures on records management and to seek advice if in doubt.

**Environmental Cleaning**

The GP Federation recognises the key principle that cleanliness Matters. It is everyone’s responsibility, not just the cleaners to ensure a hygienically clean environment. Whilst there are staff employed by the Federation who are responsible for cleaning services, all staff employed by the Federation have a responsibility to ensure a clean, comfortable and safe environment for patients, clients, residents, visitors, staff and members of the general public.

**Infection Prevention & Control**

All Staff should co-operatefully with regard to Federation policies and procedures relating to infection prevention and control.

***This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.***

**Please note that the GP Federations and FSU operate a “No Smoking” Policy and all employees MUST comply with this.**

**We are an Equal Opportunities Employer.**