

## *Job description*

**Position:** Programme Officer

**Reporting to:** Programme Manager

**Salary:** £39,493 per annum (L13)

**Hours per week:** 37.5 hours per week

### **1. The Health Foundation**

The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

Our aim is a healthier population, supported by high quality health care that can be equitably accessed. From giving grants to those working at the front line to carrying out research and policy analysis, we shine a light on how to make successful change happen. We use what we know works on the ground to inform effective policymaking and vice versa.

We believe good health and health care are key to a flourishing society. Through sharing what we learn, collaborating with others and building people's skills and knowledge, we aim to make a difference and contribute to a healthier population.

### **2. Primary Role and Responsibilities**

The Programme Officer is a key member of the Improvement Directorate, working to ensure core programmes of work with frontline healthcare teams are delivered to a high quality. Key responsibilities of the role include:

- Supporting the design and delivery of our practical work driving improvement in healthcare, working closely with the relevant Programme Manager and the rest of the team
- Working as a member of a team to design and continuously improve high quality processes across all our programmes.

- Working with colleagues to capture learning generated through our programmes, building strong, productive relationships with internal and external stakeholders.

The post holder will be able to work as part of a team, have a proactive approach, and be comfortable with working with high levels of delegated responsibility. It is essential therefore that you are able to work effectively both independently and within a team; ensuring good lines of communication across multiple complex programmes of work.

## **Responsibilities**

### **Supporting the design, delivery and management of programmes**

Working with Programme Managers, apply established and innovative programme management principles to ensure the design and delivery of a large and complex portfolio of activities. This will include:

- Supporting the Programme Manager to develop the overall delivery and scoping plan including developing timelines; planning and monitoring budgets; coordinating inputs from across the programme team and the wider organisation; and identifying and highlighting risks and potential mitigations.
- Working with the communication team to ensure smooth flow of high quality internal and external communications around our programmes and awards.
- Leading the development of application and selection materials and processes for award holders including:
  - supporting the Programme Manager in designing the selection workflow
  - producing high quality and externally facing selection documentation and associated materials
  - building and testing of selection processes on our online application portal (AIMS).
  - providing first line AIMS support to internal and external stakeholders
- Managing selection and assessment processes to ensure selection of high quality award holders and technical providers including:
  - supporting the Programme Manager and wider team to undertake initial internal assessment of applications
  - managing and developing a network of external assessors
  - leading the organisation of shortlisting, interviews and site visits
- Actively managing and monitoring a caseload of awards and contracts, including:
  - preparing contracts for sign off to an agreed template dealing with variations and contractual requirements
  - monitoring budgets, checking and confirming invoices and scheduling payments
  - liaising with award holders to understand progress and support needs
  - preparing and sharing progress updates and key learnings and impact with a variety of audiences, as required
- Organising, managing and attending events, such as seminars, site visits and selection centres with responsibility for all practical arrangements including liaising

with participants and speakers, developing materials, venue selection, catering and ensuring overall value for money and smooth running on the day.

- Undertaking ad hoc research on specific topics as required.
- Taking responsibility for regular reflection on current processes, taking action to continuously improve ways of working

**Contributing to the Health Foundation's knowledge development and information systems including:**

- Inputting and managing data on the organisation wide systems and databases (AIMS, GIFTs and CRM) and acting as a source of information and advice.
- Identifying areas for improvement and driving the development of existing knowledge and information systems especially relevant to awards and programme management.
- Working closely with the communications team, to maintain stakeholder intelligence in support of award making and our wider influencing work.
- Acting as content manager for the intranet and website. Working with the communication team to keep material up-to-date by drafting, collating, uploading and managing information from our programmes.
- Maintaining, and where necessary developing, standard briefing materials for programme areas (including presentation materials) in order to support external communications.

**Working as a member of a team to provide high quality support across all our programmes:**

- Coordinating post programme reviews to identify areas for improvement in our processes for future schemes.
- Developing an in depth understanding work of the Health Foundation, working with award holders and the Insight and Analysis team, to understand challenges and successes and being confident about talking about these with external stakeholders.
- To carry out any other related duties as requested.

# *Person specification*

## **Knowledge and experience**

- Experience of working within a busy team while working under pressure and managing competing priorities
- Experience of being part of a project team, including the development of new ideas alongside critical review and improvement of existing ways of working
- Experience of managing meetings and events, including sourcing and booking of venues, managing practical arrangements and contributing to event design
- Experience or understanding of improvement in healthcare

## **Skills and Abilities**

- Excellent interpersonal and team working skills with the ability to build strong productive relationships with stakeholders
- Solid organisational, prioritisation and time management skills with the proven ability to coordinate and deliver multiple projects simultaneously
- Ability to work effectively and proactively under pressure and to tight deadlines with good attention to detail and high standards of accuracy
- Strong communication skills including both written and oral
- Ability to gather, analyse and synthesize key information and learning from a variety of sources
- Excellent numerical skills with a solid understanding of how to analyse and review budgets
- Strong IT skills including sound knowledge of MS Office as well as the ability to learn new systems quickly
- Commitment to equality and diversity in all aspects of the Foundation's activities and service delivery.

**Feb 2018**