JOB DESCRIPTION

Job Title: Senior Programme Officer

Location: Leeds (with some national travel)

Reports To: Programme Lead

Date Prepared: September 2019

Grade: D

About NHS Employers

Our values

At NHS Employers, we go all-out to be respectful of other people. We strive to be assured, bold, leading and experts at what we do. These are our values.

If you’re someone who wants to support the NHS to deliver effective workforce practice, then we will work with you to deliver this role in the best way you can.

What do we do?

At NHS Employers, people are our business. We work with Human Resources (HR) teams from across the NHS to help them to be the best employers they can be; to look after their staff and get the most out of them. We encourage them to listen to their staff, to support their development, and to invest in their health and wellbeing. So, it’s only right that we look after our own too.

At present, we are working on many things which are politically important, and which will affect the NHS workforce, including:

- recruitment and retention
- engaging with the Armed Forces community
- changes to apprenticeships
- what Brexit means for the NHS
- encouraging a more diverse NHS workforce.

The Development and Employment team at NHS Employers delivers programmes of activity which support NHS organisations address their challenges in these areas. This role will form an integral part of the delivery of these work programmes, engaging directly with HR teams to do so.

Our team

We work in a colourful office on the edge of the river Aire in the centre of vibrant Leeds, accessible by public transport. We encourage our staff to use innovative ideas and new technology in the delivery of our work.

Our Development and Employment team is made up of about 25 people, with a diversity of skills and experiences.
The role

As a senior programme officer, you will support the promotion of the NHS as an employer of excellence. You will do this through supporting the delivery of key work programmes within the Development and Employment Team.

What will you be doing?

You will report to the programme lead, and will support the delivery of selected work programmes through employer engagement, coordination of meetings / events / webinars / podcasts, and drafting of reports / key documentation and web-based materials / research.

Working as part of the Development and Employment Team, you will be responsible for supporting and managing specific programmes / projects as required as part of the team’s work on workforce issues.

One of our senior programme officers says:

‘Working with organisations in the NHS has given me an idea of some the issues and challenges they face. I enjoy being part of a team that supports employers and helps them to identify solutions and share good ideas. It allows us to influence practice and I really feel that we are making a difference’.

As a senior programme officer within our team some of your main duties would be:

- creating overall project plans and providing support to the team to ensure effective delivery of programmes.
- project managing allocated work streams in a way that supports and enables delivery.
- researching potential topic areas, drafting key documentation, guidance, briefings and presentations.
- working with NHS trusts and external organisations to source and write up case studies and engage with expert contributors.
- building effective relationships with both NHS organisations and external stakeholders.
- maintaining, preparing and developing web-based materials.
- coordinating meetings, including preparing agendas, drafting meeting papers and minute taking. Ensuring all meetings run smoothly and actions are followed up accordingly, completing delegated projects as required.
- completing any actions following meetings (including research, writing papers, contacting senior stakeholders).
- ensuring effective and timely communications about latest developments in the current work areas.
- providing accurate information on good practice in the programmes supported, and provide that information in a suitable format for our audience.
- providing signposting to relevant information and advice on all programme issues in response to requests from the NHS, ensuring excellent customer service.
- acting as moderator for relevant networks, online forums, contributing to discussion threads and topics for consultation and feedback.
- working in partnership with other teams across NHS Employers as workload demands and priorities dictate.

Specific areas of work will be linked to the programmes in the team and will be agreed with the programme lead. To undertake these areas of work you will need to be able to work closely with Government Departments, HR teams in the NHS and other key partners to provide evidence-based advice and guidance on behalf of NHS Employers.
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<tr>
<th>ATTRIBUTES</th>
<th>ESSENTIAL CRITERIA</th>
<th>DESIRABLE CRITERIA</th>
<th>DEMONSTRATED BY</th>
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| Personal qualities   | • Acts with integrity, honesty and shows respect for others  
• Positively engages with others in planning and decision making  
• Demonstrates alignment with the values of NHS Employers  
• Self-motivated and able to act on own initiative with drive and energy  
• Has a can-do and problem-solving attitude  
• Excellent team player                                                                                           | • Experience of working in an HR, Learning and Development or NHS environment      | Interview               |
| Knowledge and        | • Accuracy and good attention to detail when producing written briefings and reports  
• Confident at researching, analysing and summarising information  
• Ability to work independently  
• Proactive in driving forward initiatives or key pieces of work  
• A confident social media user  
• An understanding of the key workforce issues facing NHS trusts  
• Competent in MS Office (particularly Outlook, Word, PowerPoint & Excel)                                               |                                                                                     | Application and interview|
| experience            |                                                                                                                                                                                                                      |                                                                                     |                         |
| Skills               | • Competent user of the internet and email systems  
• Excellent problem-solving skills  
• Excellent verbal communication skills  
• Ability to establish effective working relationships with colleagues and external bodies  
• Ability to work to tight deadlines  
• Ability to manage conflicting priorities                                                                                | • Project/programme management skills                                                                                       | Application and interview|