

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Project Officer – Training and Workforce
<b>REPORTS TO:</b>	Training and Workforce Development Lead
<b>HOURS:</b>	37.5 per week
<b>SALARY PER YEAR:</b>	£34,000
<b>NUMBER OF POSTS:</b>	1
<b>CONTRACT:</b>	Permanent

### About the role

We are looking for an enthusiastic and talented Project Officer to support the efficient delivery and organisation of Islington Training Hub's programmes. This is an excellent opportunity for a motivated individual to develop professionally and gain an in-depth understanding of large-scale projects to support the recruitment and retention of Islington's primary care workforce.

The successful applicant will be responsible for coordination and delivery of training and workforce programmes. Areas of particular focus will include work placement offers and targeted recruitment, skills training and pathway opportunities for existing primary care teams. The role will keep good records for each programme they support and be able to develop personable and effective relationships with stakeholders of all levels.

The role is ideally suited to someone that is organised, a good communicator, self-starting, and can work to tight deadlines.

This role will report to the Training and Workforce Development Lead, with accountability to the Islington Training Hub Clinical Lead.

### About Islington Training Hub

Islington Training Hub works to ensure the best possible training and support offer is available for the local primary care workforce.

Our programmes are responsive to current workforce need and future changes in care delivery to meet the health and wellbeing of the local population of Islington. Our programmes include:

1. Coordination of education and training for primary care workforce teams.
2. Developing educators and supervisors in primary care.
3. Workforce recruitment.
4. Workforce transformation and change.
5. Community building and leadership.

Across Islington primary care, and with our wider North Central London partners, Islington Training Hub is working to improve training and development for clinical and non-clinical staff, and establishing strong links across local organisational boundaries. We harness clinical leadership to shape our workforce and service improvement priorities and connect primary care, local government, higher education institutions and others together to collaborate and deliver our programmes.

## About Islington GP Federation

Islington GP Federation (IGPF) is a growing organisation representing 31 practices; we have established ourselves as a leader in new ways of working, including running Islington's extended access primary care services (I:HUB) as well as supporting the Islington Primary Care Networks (PCNs).

Our current range of services includes I:HUB, Community Ear, Nose, and Throat (ENT), Integrated Community Gynaecology, practice-based pharmacists and a range of practice support mechanisms.

IGPF works very closely with a range of partners including the regional commissioning group, NHS England, Healthy London Partnership, Public Health, local hospitals such as UCLH and the Whittington Health and the London Borough of Islington.

IGPF is the host organisation for the Primary Care Network (PCN) workforce and the Islington Training Hub, and has been working for over two years to create training and development programmes that meet the needs of staff working in primary and community care settings.

## Job Responsibilities

### Main responsibilities

- Coordinate and organise local training offers for Islington primary care.
- Lead the delivery of placement programmes to support future working in general practice and address workforce need.
- Support the development of workforce pathways for existing primary care teams, which includes having a good understanding of accredited programmes and apprenticeships.
- Contribute to new employment models and integrated team structures, including the development of job descriptions, education and support offers, evaluation and supervision.
- Evaluate impact of training and workforce offers, including identifying risks and areas for development as they arise.
- Proactively collect local workforce and training demands to understand learning needs.
- Develop resource packages and communication pieces for learning and development, including content for weekly bulletin and website.
- Provide secretarial support for Islington Training Hub steering group.
- Attend relevant meetings to maintain a thorough understanding of best practice, guidance and policy as appropriate to the role.
- Ensure appropriate agreements are in place with stakeholders as appropriate.
- Keep accurate records and support capturing performance and/or quality data for any projects attached to workforce and training for Islington primary care.

This work will be supported by:

- Islington Training and Workforce Development Lead, Islington Training Hub Clinical Lead, Clinical Directors and Islington GP Federation teams, GP Practices, NCL Training Hub colleagues and wider care partners.

### **Confidentiality:**

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to the Federation as a business organisation. All such information from any source is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Federation may only be divulged to authorised persons in accordance with the Federation policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Federation's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to IGPF guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills

### **Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Federation procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Federation as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

### **Quality:**

The post-holder will strive to maintain quality within the Federation, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs.
- Effectively manage own time, workload and resources

The post-holder will:

- Apply Federation policies, standards and guidance,
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Participate in audit where appropriate

### Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Contribute to service implementation if required.

## Person Specification

Required	Essential	Desired
<b>Knowledge and Experience (CV and interview)</b>		
Educated to degree level in a relevant subject or equivalent level qualification or significant experience working at a similar level in workforce, education and training.	Essential	
Demonstrated experience in successfully coordinating projects and change initiatives.	Essential	
Understand primary and social care in the UK.		Desirable
Experience of drafting papers and other communication pieces.	Essential	
Experience monitoring budgets.		Desirable
Evidence of continued professional development.	Essential	
Experience of managing risks and reporting.	Essential	
Knowledge of project principles and tools.		Desirable
<b>Skills (CV and interview)</b>		
Demonstrated capabilities to manage own workload and working to tight deadlines.	Essential	
Excellent organisational skills and ability to prioritise effectively while managing multiple stakeholder expectations.	Essential	
Experience of creating and giving presentations to a varied group of internal and external stakeholders.	Essential	
Ability to prepare and produce concise yet insightful communications for dissemination and for a wide range of stakeholders.	Essential	
Good problem-solving skills, with ability to work effectively with others and adjust plans and resource requirements accordingly.	Essential	
Good attention to detail.	Essential	
Knowledge of Financial Systems e.g., monitoring budget management, processing invoices and procurement		Desirable
Competent in Microsoft Office, especially Excel, Word and PowerPoint.	Essential	