| Job Title: | IT Project Support Officer |
|---|---|
| Reports to (job title): | IT Project Manager |
| Line Manager to: | N/A |

## Job purpose

The IT Project Support Officer will be essential in supporting the mobilisation of IT services for a new health service in the BSW region. Working under the guidance of the IT Project Manager, this individual will carry out administrative and support tasks to ensure seamless project management. Collaborating closely with a technically skilled colleague who will lead the technical implementation, the IT Project Support Officer will manage documentation, organise meetings, track project activities, and provide support to keep the mobilisation on course. This role is pivotal in supporting the technical and operational execution of the mobilisation while ensuring that all aspects are well-documented and communicated.

In this role, the IT Project Support Officer will coordinate project schedules, document key decisions and actions, and act as a liaison between the technical lead, project manager, and other stakeholders. The individual will support project reporting, maintain risk logs, and help track project timelines. The ideal candidate should be highly organised, detail-oriented, and comfortable handling administrative tasks that facilitate effective project execution.

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HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

## Profile

We are seeking an organised, proactive individual who excels in administrative support and project coordination. This role demands strong attention to detail, effective communication, and the ability to multitask in a dynamic environment. Prior experience in healthcare or IT is advantageous but not required. A willingness to learn and the ability to support a technical team are essential. This role is suited to someone who can bring structure and clarity to a project environment and is motivated by helping to deliver high-quality outcomes.

The ideal candidate will have proven experience in supporting project-based work, strong organisational and documentation skills, and the ability to communicate effectively with diverse stakeholders. This position offers a unique opportunity to support the successful delivery of IT services for critical health projects in the BSW region.

## Base

This role will require frequent regular travel to services across Bath, Swindon and Wiltshire to support the mobilisation. You will be required as agreed with your manager to attend team and service meetings face to-face.

## Role overview:

- Assist the IT Project Manager in documenting project activities, decisions, and actions.
- Provide administrative support, including scheduling meetings, recording minutes, and tracking project follow-up items.
- Maintain accurate and accessible project documentation and records.
- Act as a point of contact for queries from internal and external stakeholders, ensuring timely communication and issue resolution.
- Support the technical lead and IT Project Manager by coordinating activities across departments.
- Track, update, and maintain the risk log, performing basic risk assessments and highlighting key risks for escalation.
- Assist with managing project issues and work with the IT Project Manager to address any challenges.
- Assist in preparing project reports and distribute them to stakeholders, ensuring consistent updates.
- Develop and maintain project-related guides, templates, and other documentation to facilitate knowledge sharing.

- Support the IT Operations team by maintaining procurement records, assisting with purchase order tracking, and ensuring compliance with organisational policies.
- Collaborate with IT and non-IT teams to support process improvements that enhance project delivery. Collaborate with cross-functional teams to identify and drive operational improvements and efficiencies across IT processes.
- Support the creation of training materials and guides to enhance knowledge sharing and support project and operational activities.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

| Care Think Do | |
|---|---|
| •Inspire • Challenge • | Accountability |
| •Understand • Improve • | Involve |
| •Communicate • Learn • | Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.
This and all other information must be held in line with NHS national standards including the  Records Management:  NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

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## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training

- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements

- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy

- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

**Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

**Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

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## Personal Specification

**The Ideal Candidate:**

The ideal applicant will have:

**Essential:**

- Project management qualifications, or relevant experience.
- Valid driving licence for travel.
- Proficient in Microsoft Office and quick to learn new software.
- Experience in tracking benefits and managing financial information.
- Proven team leadership and change management skills.
- Ability to work independently.

**Desirable:**

- Agile Practitioner certification.
- Benefits Realisation qualification.
- Level 3 Award in Education & Training.
- Familiarity with IT solutions at HCRG Care Group.
- Knowledge of clinical services.

**Employee signature**

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**Manager signature**

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