

NHS England



Job description and person specification

Position			
Job title	Programme Support Administrator (Primary Care)	Directorate/ Region	Workforce, Training and Education, North West
Pay band	NHS AfC: Band 4	Responsible to	Programme Support Coordinator
Salary	£26,530 - £29,114	Accountable to	Head of Deanery Operations (NW)
Tenure	Fixed Term/Secondment to cover maternity (October 2024 to September 2025)	Responsible for	Supporting doctors in training across the North West
Funding Arrangements	Admin Funded	Base	Any NW regional office – Manchester or Liverpool
Our Organisation		NHS England Values and Behaviours	
<p>NHS England leads the NHS in England to deliver high quality care for all. We support NHS organisations to deliver better outcomes for our patients and communities, work to get the best possible value for taxpayers, and drive improvement across the NHS.</p> <p>Through our seven regional teams, NHS England supports local integrated care systems, made up of public services that provide health and care – NHS organisations, primary care professionals, local councils, social care providers and the community, voluntary and social enterprise sector – to improve the health of the population, improve the quality of care, tackle inequalities and deliver care more efficiently.</p>		<p>Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:</p> <ul style="list-style-type: none"> • Respect and dignity. • Commitment to the quality of care. • Compassion. • Improving lives. • Working together for patients. • Everyone counts. 	



From April 2023, NHS England, Health Education England and NHS Digital became one single organisation, putting workforce, data, digital and technology at the heart of our plans to transform the NHS.

Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.

Our behaviors:

- leading by example:
- We prioritise patients in every decision we take.
- We listen and learn.
- We are evidence-based.
- We are open and transparent.
- We are inclusive.
- We strive for improvement.



Service and team	About the role
<p>Education and Training – Postgraduate Medical and Dental Education</p> <p>The core purpose of this team is to:</p> <ul style="list-style-type: none"> • Deliver Postgraduate Medical and Dental education. • Assure and manage the quality and improvement of education and training, meeting regulator standards • Deliver statutory responsibilities defined by the Medical and Dental Act including acting as Responsible Officer for Doctors in Training • Provide clinical and professional leadership to education and training policy, regulations, standards, reform and delivery • Assure the quality and improvement of education and training. • Focus on addressing the gaps in the workforce across medical roles, professions, healthcare pathways and geographies through education and training. • Deliver and co-ordinate of nationwide commissioned, education and training programmes. • Recruit, manage and distribute education and training that requires nationwide delivery, coordination and oversight. • Maximise the use of digital, technology and innovation in the delivery of education and training. 	<p>Training Programme Management Teams are responsible for the coordination of postgraduate education and training across a specified area/specialty.</p> <p>The Programme Support Administrator will provide effective and efficient administrative support to a defined area of Programme Support, working within the Northwest of England Training Programme Management function.</p> <p>The Administrator is responsible for:</p> <ul style="list-style-type: none"> • Working as part of a team to support the implementation of specific workstreams and team functions • Supporting the delivery of a comprehensive administrative service, including secretariat for meetings <p>The post-holder will work closely with clinical faculty (e.g., Postgraduate Deans, Deputy Deans, Associate Deans, Heads of Schools, Training Programme Directors), University colleagues, Business Managers, local education providers, Colleges, and other external stakeholders to ensure the delivery of consistent services within Programme Management, as aligned to NHSE (NHS England) Standard Operating Procedures.</p>



with the management of projects, gathering information and undertaking enquires as and when is necessary for the head of department, teams and the department.

Key Job specifics and responsibilities

Key accountabilities

Engaging People / Key Working relationships

- Provide and receive complex or sensitive communications Information is shared in a suitable format for the relevant audience.
- Complex and sensitive information is shared with a degree of tact, diplomacy and/or sensitivity.
- Establish and proactively maintain effective relationships with stakeholders within internal and external networks
- Input and contribution to relevant internal/external project groups
- Timely and accurate information analysis and reporting, with information in a suitable format for the relevant audience
- To attend regional and national meetings as required
- To liaise effectively (as required) with NHSE's educational and regulatory organisations e.g., Royal Colleges, GMC, and NHS Trusts. To ensure appropriate contact information is maintained and validated for key staff within these organisations
- Works to support the team and can be counted on for help and support

Management and Leadership

- Exhibits self-belief and believes in own ability to deliver
- Makes effective decisions based on all available information
- Prepared to make suggestions to improve service

Delivering Results / Functional Responsibilities

- Follows organisational policies and procedures and other quality approaches as required. Maintains professional profile
- Works within the limits of own competence and area of responsibility and accountability. Gets help and advice where needed
- Works to support the activity of the team. Can be counted on to help when people ask for help or support /development
- Own workload is managed effectively, and quality is not compromised
- Uses organisation's equipment and resources effectively and encourages others to do the same. Responsibility for financial control held
- Monitors and evaluates the quality of work in own area and alerts others to quality issues, takes responsibility for the escalation of errors or issues outside of immediate scope of control
- Provides advice and support on own area of responsibility and able to support the induction/training of staff within own area
- Responsible for maintaining one or more systems or databases
- Undertakes surveys and audits as necessary to own work.
- To assist with the organisation and delivery of defined events
- To provide secretariat support within defined work areas
- To set up and maintain electronic files within defined work areas
- To efficiently mediate enquiries from internal and external clients in a timely and effective manner. In the absence of a senior staff member to initiate a response



- Identifies development needs for own emerging work demands and future career aspirations
- Evaluates effectiveness of own learning/development opportunities and relates this to others
- Seeks feedback from others about work to help identify own development needs
- Offers help, guidance, and feedback to others to support their development or to help them complete their work requirements effectively
- Supervision of colleagues and/or contribution to induction of new staff as required.
- Provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area
- Delegation of tasks / checking tasks complete and of a satisfactory standard.

Setting Direction and Service Improvement

- Promotes a professional image for the organisation
- Adapts own work and takes on new tasks as agreed. Asks for help if required.
- Responds positively to change
- Proactively makes suggestions to improve the service
- Provides administrative support at key meetings (e.g., quality visits to education providers), ensuring meeting outcomes are appropriately recorded
- Undertakes surveys or audits as necessary to own work.
- To assist with the maintenance of defined web pages, ensuring that information is removed / added in a timely manner.

- within the framework of NHSE policies or re-direct to appropriate NHSE personnel.
- Work in a confidential manner, ensuring that any material of a confidential nature is dealt with sensitively.
- General office duties, including drafting correspondence and documents, distribution of post, photocopying, dealing with telephone enquiries, participating on office/team rotas, ordering stationery and filing.
- Taking telephone calls on behalf of the department and using initiative when dealing with phone calls and messages.
- Ensure all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.
- Acting as a point of contact for teams, dealing and responding effectively with complex queries from stakeholders and passing on relevant information to appropriate team members sensitively and autonomously.
- Organising and planning events as directed, providing all necessary supporting in local materials.
- Supporting teams in project management and participating in department events.
- Required to input, monitor and check data produced and required for on-going programmes and projects.
- Working with all team members in the collection of information for performance reporting on relevant team projects.
- Preparing agendas, taking minutes and distributing notes of meetings including typing up of group discussions and interviews as necessary.
- Providing guidance and advice on relevant policies and procedures.
- To carry out other appropriate delegated duties as required.

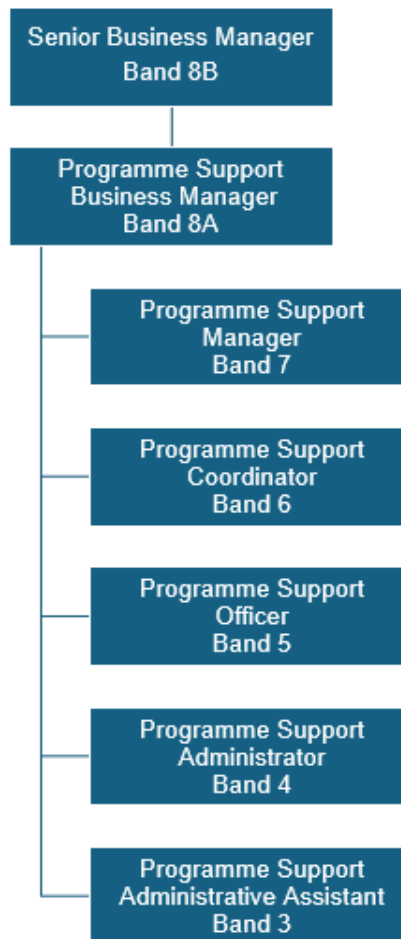


Developing an excellent organisation

- To support the organisation's ways of working, model its values and champion the NHS Constitution.



Organisational structure



Person specification

Criteria		Essential	Desirable	Evidence*
Qualifications	<ul style="list-style-type: none"> Understanding of a range of work procedures and practices, some of which are non-routine (e.g., working with various systems) and require a base level of theoretical knowledge acquired through formal training or equivalent experience 	√		A/I
	<ul style="list-style-type: none"> Educated to NVQ 4 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience. 	√		
Knowledge and experience	<ul style="list-style-type: none"> Significant demonstrable experience of working in an administrative/support role and maintaining systems 	√		A/I
	<ul style="list-style-type: none"> Demonstrable experience in working with stakeholders and dealing with sensitive and confidential information. 	√		A/I
	<ul style="list-style-type: none"> Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel and PowerPoint 	√		
	<ul style="list-style-type: none"> Understanding of Confidentiality and Data Protection Act. Knowledge of NHS issues 	√		
	<ul style="list-style-type: none"> Commitment to continuing professional development 	√		
	<ul style="list-style-type: none"> Experience of organising and facilitating meetings and events (virtual and F2F) 	√		
	<ul style="list-style-type: none"> Experience of working in a diverse and complex organization 	√		
	<ul style="list-style-type: none"> Experience of working in a training and education environment within the NHS 	√		
	<ul style="list-style-type: none"> Experience of collating complex information from several database sources and presenting it in a simplified manner 			
	<ul style="list-style-type: none"> Experience of documenting and reporting on risks and issues 		√	
	<ul style="list-style-type: none"> Knowledge and understanding of the NHS training pathways for doctors 		√	
	<ul style="list-style-type: none"> Knowledge and experience of trainee and/or educator systems such as GMC Connect, TIS and e-portfolios 		√	
	<ul style="list-style-type: none"> Knowledge of virtual meeting technology 	√		



<p>Skills Capabilities & Attributes</p>	<ul style="list-style-type: none"> • Clear communicator with excellent writing, data entry and presentation skills: capable of constructing and delivering clear information/ instructions to staff and service users • Ability to work at pace in a busy working environment and able to multi-task • Effective team worker • Minute-taking capabilities • Ability to work without supervision. • Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines • Professional, calm and efficient manner • Excellent organisational skills • Flexible in approach to work • Able to concentrate over a long period of time, required to use VDU / IT equipment more or less continuously on most days 	<p>√ √ √ √ √ √ √ √ √ √</p>		
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Values and Behaviours	<ul style="list-style-type: none"> • Commitment to and focused on quality, promotes high standards in all they do. Able to make a connection between their work and the benefit to patients and the public • Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients • Values diversity and difference operates with integrity and openness • Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others • Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation • Actively develops themselves and supports others to do the sa • Understanding of and commitment to equality of opportunity and good working relationships 	√ √ √ √ √ √ √		A/I
Other	<ul style="list-style-type: none"> • Able to travel within the North West to support courses, events and meetings as required • An ability to maintain confidentiality and trust and an awareness of information governance requirements and data protection 	√ √		A/I

* Evidence will take place with reference to the following information:

A	Application form
I	Interview
T	Test or Assessment
C	Certificate

