Yorkshire & Humber AHSN

Transforming Lives Through Innovation

Programme Coordinators – full time

Fixed-term to 31 March 2021

Sept 2020

Yorkshire & Humber AHSN

Programme Coordinator Recruitment Pack
including Job description and Person Specification

If you want to make a difference in Yorkshire and the Humber – and beyond – you have come to the right place. We need determined and passionate people to work with us to deliver our wide range of programmes. We want people who look at our values and think……..yes, that's just where I want to be!

We use our skills, knowledge, networks and relationships to understand the system and patient needs locally and regionally. We develop projects, programmes and initiatives that reflect the diversity of our local population and its healthcare challenges.

Programme Coordinators need to be adaptable and flexible with exceptional communication and IT skills. You'll be able to deliver at pace, prioritise competing workloads and deliver a high-quality support service to your Programme team. You'll bring with you a positive, professional mindset and a 'Can-do' attitude.

You'll be joining a committed and high performing team that focuses on patient outcomes and supporting the people of Yorkshire and the Humber. We are committed to creating and sustaining a positive and inclusive working environment for all our employees to ensure our work and our workforce represents the communities we serve.

September 2020

We are currently recruiting for a number of full-time posts (37.5 hours per week) – fixed term to 31 March 2021.

These posts can be employment or a short-term associate/contractor basis.

If you are interested, please send your CV to hr@yhahsn.com and we will contact you to progress your application

Our corporate mission, vision, ambition and objectives

Mission
Transform lives through innovation

Vision
To improve the health and prosperity of our region by unlocking the potential of new ideas

Ambition
"Within the next two years, evolve Yorkshire & Humber AHSN into a sustainable position as a trusted and valued partner delivering spread of innovation, quality improvement and economic growth locally, nationally and internationally in partnership with commissioners, clients, patients and the public"

YHAHSN Strategic Priorities (2020-2023)

- Deliver our Business Plan to meet the satisfaction criteria of our commissioners
- Reinforce our reputation as a trusted and valued partner with our stakeholders
- Sustain and grow our income by protecting existing sources of revenue and securing new ones
- Establish Yorkshire & Humber AHSN as a great place to work
- Exceed our statutory duties and obligations

To find out more about us and the work we do go to
https://www.yhahsn.org.uk/

Yorkshire & Humber AHSN

Our Values

Stronger Together

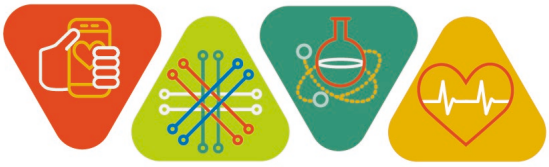
We are:

- **Connected:** we prize and nourish our networks and relationships
- **Trusting:** we willingly show our confidence in others and do what we say we will
- **True partners:** we bring people together and facilitate constructive conversations

Always Learning

We are:

- **Switched-on:** we are eager to understand what's happening around us and how it makes us feel
- **Improvers:** we are inspired to be better in everything we do
- **Grafters:** we are resilient and see things through when the going gets tough



Yorkshire & Humber AHSN

Energetic Pioneers

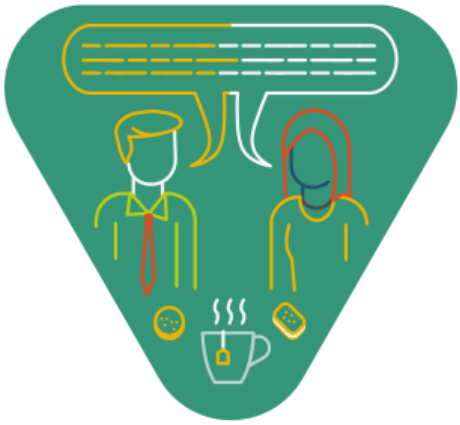
We are:

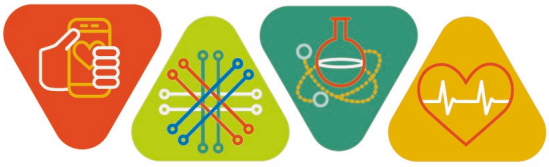
- **Adventurous:** we dare to be different and creative in order to build a lasting legacy
- **Passionate:** we share our values and ideas with energy and conviction
- **Resourceful:** we identify and seize opportunities, making the most of what we have

People People

We are:

- **Caring:** we pay attention to others and take time to reflect on how we can best nurture and support them
- **Respectful:** we appreciate who people are as individuals, embracing differences as strengths
- **Open-minded:** we don't judge a book by its cover, we take time to get to know people





What we give our employees:

- Salary of between **£24,000** and **£26,086** per annum depending on experience
- 25 days holiday + 8 statutory days
- 3 extra days to take at Christmas/New Year (set by company)
- Flexible and agile working (all staff currently working from home due to COVID-19 as at Sept 2020)
- Contributory matched pension (up to 10%)
- Learning and Development
- Digital Perks
- Free parking at the head office in Wakefield
- Wellbeing programme
- Employee Assistance Programme/Mental Health First Aiders
- Social event programme (currently virtual events only)

Programme Coordinator Job Description

Overall Purpose of Role (Summary)

The Programme Coordinator, reporting to a Programme Manager, will provide a range of programme and project support, involving working closely with project teams comprising staff from the AHSN, NHS (clinical and non-clinical) and commercial sectors, associates/contractors and other stakeholders. You will contribute to ensuring projects are adequately planned, resourced and supported so the team delivers to high standards, on time and within a set budget.

You will be expected to undertake a wide variety of tasks including communicating with stakeholders, assisting with the planning and delivery of current and new projects, maintaining and producing project documentation via our programme management tool Verto, organising and supporting events, interactive workshops and meetings, and ensuring we capture and report metrics and key performance indicators to our commissioners.

You will be able to work well with other team members and internal and external stakeholders and have good written and verbal communication skills.
You will be able to demonstrate the ability to effectively plan and organise your workload and the initiative to resolve issues in an appropriate manner. Some operational programme and project management experience is desirable, but a flexible, supportive and motivated attitude is more important to enable you to play a significant role in a proactive and delivery focused organisation.

This is an excellent opportunity to work at the exciting interface between the commercial and healthcare sectors. You will be able to develop programme and project support skills, grow your understanding of the NHS and play a key role in contributing to economic growth, improved patients' outcomes, and healthcare system efficiencies.

Key Duties and Responsibilities

- Work on a variety of projects at any given time, you will manage key priorities effectively and keep all stakeholders up to date with project progress
- Collect, monitor and record information required for metrics and KPI's reporting
- Build and maintain good relationships between the AHSN and key regional, national and international stakeholders.
- Signpost innovators who are developing healthcare technologies to appropriate support for clinical validation, user testing, intellectual property advice, etc.
- Update and maintain project documentation including plans, risks, budgets, action logs, highlight reports and other key project documents

- Provide administrative support where appropriate, including arranging and supporting meetings, programme boards, teleconferences and events; coordinating attendance, setting up meeting rooms, preparing relevant papers, collating information; taking minutes and action notes and coordinating follow up actions
- Manage and administer the Y&H AHSN Innovation Exchange Portal, supporting companies to raise the profile of their innovations
- Build and maintain links within the AHSN Network and other regional, national and international stakeholders, ensuring effective stakeholder engagement and communications
- Support comms, liaise with Marketing and Communications function to ensure effective project delivery and stakeholder engagement
- Support of general office management including managing phones, external meetings and events
- Demonstrate high standards of integrity when dealing with shared data or information and ensure individual and organisational confidentiality is maintained at all times

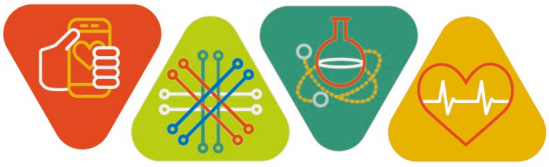
Key Relationships

The post holder will be required to:

- Proactively engage with companies, clinical innovators, NHS managers and clinicians, Local Authority and other staff, on a variety of topics and programmes.
- Maintain constructive relationships with a broad range of internal and external stakeholders.
- Develop and maintain networks internally and externally.
- Participate constructively in relevant internal and external working groups/projects, services and initiatives to provide information, advice and support.
- Liaise with other staff to share best practice.

Education and Professional development

- You will be expected to develop and maintain your knowledge of our online project management tool – Verto – in order to support and advise other staff
- Take every reasonable opportunity to maintain and improve professional knowledge.
- Develop own skills and knowledge and provide information to others to help individual and team development.



- Participate in personal objective settings and review, including a personal development plan.

Special Requirements:

- You may on occasion be required to work irregular hours in accordance with the needs of the role.
- You will occasionally be expected to travel across the region, London and other locations to meet with members of the AHSN team, project stakeholders and others (currently all staff home working as at September 2020 – this is being reviewed monthly)

Health and Safety

- Ensure that you remain compliant with health and safety regulations and accepted safe practice at all times. Report any health and safety issues or contraventions witnessed anywhere within the business to your Manager or in their absence a Director.
- Work efficiently and responsibly within all areas of the Company in a safe manner sharing good practice with colleagues.

General

- You will contribute to continuous improvement of working practices.
- You will comply with all policies and procedures within the Company.
- Carry out all duties with regards to and ensuring equal opportunities and work with all employees within the Company in the fulfilment of our aims and objectives.

Person Specification (expertise in role required at selection). All criteria are essential unless shown otherwise.

Qualifications

- Educated to degree level in relevant discipline **or** relevant experience
- Project Support or project management qualifications (or working towards) - desirable

Knowledge & Experience

- A minimum of 2 years relevant experience in a project support or similar role
- Exceptional written and oral communication skills
- Excellent word processing and IT skills, including knowledge of a range of software packages
- Knowledge of project management principles, tools and procedures, e.g. budget management
- The ability to deliver results whilst working under pressure and to tight deadlines
- Strong organisational, prioritisation and time management skills
- The ability to research, digest, analyse and present material clearly and concisely
- Discretion and an understanding of confidentiality issues.
- Experience of working within the health and commercial sectors

Qualities

- Ability to support projects with competing deadlines and requirements involving internal staff and external organisations.
- An ability to communicate effectively with people internally and externally in order to maintain collaborative relationships.
- Pro-active self-motivated
- Ability to be take a flexible approach to work
- Ability to quickly grasp new ideas and concepts
- Excellent interpersonal skills
- A desire to continually develop personal skills and experience