

Job Description

Job title:	Programme Co-ordinator - Senior Research and Programme Support (Artificial Intelligence and Disruptive Innovation)
Salary:	£30,000 to £38,000 (includes 11% plusage in lieu of public-sector pension)
Base:	Wentworth House, Crawley Hospital, West Sussex
Reports to:	Senior Programme Manager

Job Purpose

To be responsible for providing project coordination and administrative support to various AHSN programmes, projects and workstream. These include:

- Co-ordination and maintenance of contacts database for the programme
- Support of programme communications
- Create and update databases of organisations and sources of good practice to support the programmes
- Horizon scan and provide summary reports to co-ordinate communications and activities
- Work closely with all members of the team to support programmes, ensuring they are conducted in compliance with the AHSN's policies, governance and quality assurance
- Use a high degree of organisational, communication and IT skills to coordinate the work of the programme
- Maintain strong working relationships with clinical and non-clinical stakeholders
- Take an active role in the Programme Delivery and Analytics and Evaluation professional groups
- Facilitate and support colleagues working on other AHSN programmes as required.

This is an exceptionally busy and fast-paced role that will require a proactive individual who is highly skilled in information gathering, problem-solving, event management, writing for different audiences, and experienced in providing excellent support and project co-ordination.

Key duties and responsibilities

- Provide project coordination and administrative support to the programme work streams, for example collating audit results, setting up working groups, report writing and tracking actions.
- Prepare agendas and take minutes at clinical and non-clinical meetings/webinars, producing these to a high standard in a timely manner maintaining a full understanding of the context of the meeting and ensuring actions from such meetings are completed;
- Responding to emails from all partners and team members and keeping colleagues updated on progress on actions that may be outstanding or where an extension in timescale for completion may be required.
- To undertake typing up and preparation of documents and flyers as requested. To include letters, reports and email correspondence some of which may contain information which is highly sensitive and confidential in nature.
- Collating and presenting data for reports using appropriate IT programmes. Assist in the analysis of survey and audit data; summarising data and preparing reports for analysis to a professional standard of presentation (using Excel, Word and PowerPoint).
- Work closely with Programme Manager(s) as well as Analytics & Evaluation colleague(s) in the preparation of agendas and presentations for events.
- Work closely with the Events Co-ordinator in assisting with the preparation for events to ensure that the needs of the programme are met.
- At events, assisting the Events Co-ordinator with greeting of attendees, checking the room set up (projector set up/flip chart/refreshments) and clearing the meeting room after the meeting.
- Arrange regular programme progress meetings; preparing agendas and taking action notes, ensuring that actions are tracked to completion.
- Support managers in the production of programme documentation and reports, ensuring compliance with AHSN systems.
- Coordinate the tracking of programme milestones across the programme's work streams and highlight delays and conflicts to the Senior Programme Manager or relevant clinical lead.
- Liaise closely with programme clinical leads, providing high level administrative and project support, to ensure their contribution to reported status of all programmes, highlighting any issues to the Senior Programme Manager.
- Support the team in maintaining the stakeholder engagement map, ensuring contacts with key groups are logged.
- Set up and maintain internal and external distribution lists/databases
- Take lead responsibility for project management of specific pieces of work, including delivery of project plans, stakeholder engagement, achievement of milestones and full reporting.
- Create and update a signposting database of organisations and sources of good practice to support the programme
- Support communications using online and other media (e.g. KSS AHSN website, Twitter, LinkedIn, e-mail etc.), in liaison with the AHSN communications team.
- Coordinate the management of materials on the relevant web pages with the AHSN communications team.

- Be familiar with all the projects and workstreams within the programme, and key partners and be able to convey this clearly and concisely and direct enquiries as required to the appropriate person for response.
- Provide support to corporate services and programme delivery team activities as necessary to meet organisational priorities.
- The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.
- You will be expected to actively participate in bi-annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.
- **Appendix A** provides information on the specific duties and responsibilities of this particular role.

General responsibilities

- To act as 'one team'.
- To promote the values of KSS AHSN.
- To share knowledge and work collegiately to mutual benefit with national and local voluntary sector organisations particularly relevant to the work theme
- To ensure effective communications within and between teams, be involved in and participate in meetings, team briefings, development days, corporate events etc.
- To engage in regular performance reviews against agreed objectives. To be responsible for actively identifying own development needs and committing to a personal development plan based on continuous learning.

Values and behaviours

Our values and behaviours are important to us. KSS AHSN has developed a clear vision for the direction of the company. We have developed and agreed the below values and behaviours framework, in order to underpin this vision. Applicants and employees will be expected to demonstrate an understanding of and commitment to these values and behaviours, which will be assessed through the recruitment, selection and appraisal processes. KSS AHSN employees will:

Innovation | Improvement | Impact

Strive for, and inspire, excellence		Act with integrity		Value people		Work collaboratively	
We will:	We won't:	We will:	We won't:	We will:	We won't:	We will:	We won't:
Take pride in our work and celebrate our achievements	Become complacent or settle for less than our best	Act professionally and ethically	Compromise an individual's integrity	Recognise, respect and value others	Undermine or belittle one another	Work as one team	Work in silos or work against each other
Have courage, promote adventure and innovation	Create or allow blame or bullying cultures	Be transparent and honest, and promote a culture of openness	Be political or self-serving	Be kind, understanding and supportive towards one another	Blame or scapegoat one another if things go wrong	Create positive team environments	Be negative or have a bad work ethic
Embrace creativity and different viewpoints	Avoid difficult conversations	Enable people to speak up and have a voice	Discriminate or show favouritism	Promote inclusion and embrace diversity	Be dismissive of ideas and suggestions	Be willing to learn from others and adapt	Make assumptions or judge one another
Share knowledge and information	Knowingly keep people in the dark	Act on feedback	Moan without owning the issue	Listen to each other	Criticise one another	Provide constructive feedback	Take constructive criticism personally
Hold ourselves and each other to high standards	Misuse resources	Be clear about our roles and responsibilities	Over complicate information and communications	Provide opportunities for personal growth and development	Be inflexible	Provide clarity around our direction and aims	Procrastinate
Maximise our resources and productivity	Be inefficient	Take responsibility and be accountable	Make excuses	Promote well-being and a healthy work/ life balance	Tolerate poor behaviour	Be sensitive to others' work patterns and time commitments	Have unrealistic expectations of others

Person Specification: Programme Co-ordinator – Senior Research and Programme Support (Artificial Intelligence and Disruptive Innovation)

	Essential	Desirable
Qualifications/ education	<ul style="list-style-type: none"> • Degree level qualification or equivalent work-related experience • Evidence of continuous development; shows strong self-development ethos and learning from a range of interests 	Degree level qualification ideally in a science or health related subject
Knowledge and experience	<ul style="list-style-type: none"> • Experience of providing high level administrative support, project management and event management • Competent in using analytical and database software, including extensive knowledge of MS Office, applications for managing, analysing and presenting information and other relevant social media platforms. • Experience of using content management systems and social media for business • Experience of conducting evidence-based research e.g. literature reviews, primary and secondary research, market evaluations, horizon scanning • Experience of communicating with a wide range of professionals • Experience of writing targeted messages and information for different audiences, for both printed and digital communication • Experience in prioritising workload for programme manager to ensure priorities are flagged up • Experience of servicing meetings with agenda formation and minute taking 	Experience or proven interest to quality, innovation and technology.

	Essential	Desirable
Skills and abilities	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the confidence to communicate effectively with people at all levels within the organisation and externally, including high level clinical staff i.e. able to produce targeted messages for different audiences • Able to make sensible judgements involving facts/situations which may require analysis and interpretations • Able to present and make understandable complex information and analysis to nontechnical staff in a user-friendly way • Can demonstrate skills in planning and organising a wide range of activities as well as prioritising diaries and schedules • Able to deal with constantly changing workload, prioritise effectively and meet deadlines • Interested in disruptive technologies and able to learn and adapt to new innovations • Able to use own initiative within sphere of responsibility • Able to use own judgement and logic to resolve issues • Able to be flexible and adaptable and cope with frequent and unpredictable interruptions • Able to work within a team environment and display initiative when necessary 	

	Essential	Desirable
	<ul style="list-style-type: none"> • Able to work independently with limited supervision • Able to demonstrate tact and diplomacy 	
Values and behaviours	<ul style="list-style-type: none"> • To set a high-quality standard, and work in a positive and mature manner • Can adopt an objective view and be a good team player, as well as work independently when required • Reliable work record • Flexible and adaptable work style to reflect the needs of a small organisation • Understands own strengths and limitations and impact on others • Demonstrates the confidence, resilience and energy to overcome obstacles to achieve the best outcome • Highly results orientated, with a strong drive to deliver and have an impact • A strong sense of personal and team accountability, delivers on commitments • Positive, pro-active and has a 'can do' attitude • Values diversity and looks for opportunities to improve equality 	
Other requirements	<ul style="list-style-type: none"> • Demonstrates flexibility within working patterns and prepared to work flexible hours if required 	

	Essential	Desirable
	<ul style="list-style-type: none">• Acts in such a manner as to maintain and always protect patient and staff confidentiality• Able to drive between meetings• Ability to work at sites across Kent, Surrey and Sussex when required for particular meetings and events	

Specific responsibilities of this role

In addition to the main Programme Co-ordinator Job Description, outlined below are specific responsibilities related to the focus of the role within our 'Artificial Intelligence', 'Disruptive Innovation' and 'Inward Investment' workstreams.

This role provides senior research, project and administrative support to the inward investment and disruptive innovation programmes, which generate substantial new revenue streams for the Kent Surrey and Sussex region. The role will also provide direct support to the Deputy Managing Director and team on projects that span all 15 Academic Health Science Networks. The projects will predominantly lie within the digital healthcare and artificial intelligence (AI) space; therefore, having an interest in cutting edge technologies and data science (such as AI, machine learning, digital twins, etc) would be advantageous.

The post holder will be highly organised and have superb written and verbal communication skills with a view to developing a good understanding of digital technologies, change and improvement methods through the spreading of digital innovation across the country.

This role will incorporate several functions, from: routine administrative support such as minute taking and the organisation of meetings; to desk research and writing proposals and reports; to more substantial involvement in projects requiring knowledge of the specialist subject area, stakeholders involved, project context and broader political/cultural landscape. Specific details can be found below.

This post-holder will be the first point of contact for any queries directed to the projects that they work on and will be expected to be able to provide first line response to most queries.

Disruptive innovation

- Contribute to evidence and knowledge generation (literature reviews, research, market evaluations, horizon scanning) to support needs articulation and disruptive innovation activities
- The post holder may be required, on occasion, to deputise for team members at meetings and events.
- To horizon scan for international learning, case studies and partnerships.
- Maintain a database of opportunities.
- Maintain all internal industry related stakeholder lists.
- Support the Medical Director and team members with scheduling of internal and external meetings, events and local/international study tours, and associated logistics.
- Provide PMO support including progress updates for projects.
- The post holder will have oversight of aspects of the programme budgets, processing expenditures and liaising between the programme team and management teams.

Inward investment

- To support consortia projects and regional innovation bids.
- Produce structured agendas for monthly inward investment meetings.
- Update the pipeline opportunities tracker regularly so it reflects current opportunities.
- Maintain the financial tracker showing opportunities won.
- Horizon scan and summarise bid opportunities for circulation to internal and external stakeholders.
- Conduct feasibility analysis and risk assessment of bids/projects.
- Support the bidding process, including version control, maintaining a bidding library, research, marketing, writing and other associated tasks.
- Use competition portals for bids e.g. Innovate UK to ensure successful upload in advance of competition deadlines.
- Support the account management of the AHSN's key commercial relationships across Industry, the STPs, health and public sector colleagues.
- Maintain trackers of contacts/opportunities regarding different technologies and innovations by organisation and individual.
- Be responsible for co-ordinating the production of and input to monthly informal and quarterly formal reports and to develop processes to minimise the time required to update these.

Digital and AI INN

The postholder will also support KSS AHSN's national work on artificial intelligence, which seeks to accelerate AI in health and care through:

- Building awareness of the potential of AI and disruptive innovation across the health and social care ecosystem
- Developing critical content to input into NHSX AI policy
- Creating an ecosystem of AI innovators, leaders and system demonstrators.

Specific activities are dependent on commissioned work, but may include:

- Organising logistics, materials and speakers for events, conferences, roundtables and hackathons featuring our core advisors of 40 leaders
- Curating content to publish on via AHSN and NHSX comms channels, e.g. blogs, case studies, toolkits, articles, thought leadership pieces
- Conducting specific pieces of consultancy, e.g. case studies featuring lessons from implementation of the Code of Conduct for data-driven health and care services; researching top AI use cases and technologies; running events and communities of practice on specific topics
- Writing regular updates for the AHSN Digital and AI INN.

Overarching programme support

- Providing "configuration librarian" support for programmes through creation and maintenance of a filing structure for the work-streams supported according to agreed standards
- Creating and maintaining a library of documents including identification of documents, holding master copies, issuing copies, record keeping, version control and keeping a log of programme and work-stream issues
- Regularly updating project management and CRM systems.

- Creating and maintaining a standard project documentation that can be tailored to suit individual projects including; outline business cases, output based specifications, full business cases and other documentation associated with the procurement process.
- Developing and maintaining programme and work-stream benefits, risk and issues logs, and assisting in the analysis of benefits or risks associated with the programme and each work-stream.
- Assisting in the development and delivery of training related to the programme and its work-streams
- Supporting the delivery of project outputs such as reports, guides, toolkits and evaluations (undertake stakeholder interviews, drafting documents and document review)
- Consolidating data and issue KPIs, project updates and stage-gate reports.
- Providing first line response to all incoming programme queries and enquiries, utilising expert knowledge of subject matter and project / programme methodology.
- Providing workstream office administrative support, including:
 - Responsibility for the organisation of meetings and events associated with the programme and its work-streams, taking and recording, minutes including formal board minutes, as required
 - Maintaining current mailing lists for the work-streams and projects, monitoring and appropriately dealing with emails and questions raised by stakeholders with the work-stream staff.