

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>RHA Project Officer IT</b>
<b>Reporting to:</b>	Office Manager
<b>Location:</b>	RHA Base
<b>Hours per week:</b>	Full Time
<b>Salary:</b>	Dependant on Experience

### **PURPOSE OF THE ROLE:**

RHA has an exciting opportunity for a driven individual to join our organisation to provide support in relation to IT developments for both the organisation and the services provided by RHA.

Rochdale Health Alliance (RHA) was established in 2016, by GP practices from across the Rochdale Borough, to streamline the way in which services are delivered and to contribute to the development of the wider health and social care provision across the Borough.

The post holder will be a key member of the administration team, and the role will work across all areas, ensuring IT support for the services provided by RHA as well as supporting the internal RHA IT requirements and processes.

The post-holder will be expected to develop and establish strong collaborative relationships with all stakeholders.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required. The following areas of responsibility are an indication of the role but could be subject to change as RHA continues to grow.

## **Responsibilities:**

- Support the delivery of IT requirements for RHA projects and new services as directed by the Office Manager
- To support the RHA IT (inc. telephony) inventory and asset register – ensuring that they are accurate
- To support the Office Manager with contract arrangements with IT partners such as GMSS and Virgin
- Supporting the leads for the various operational and project work streams such that they have clear responsibilities, priorities and timescales and work coherently to deliver against milestones
- To develop and maintain implementation plans for specific projects/workstreams
- Within the limits of delegated responsibility, formulating and adjusting plans to respond to emergent issues
- Supporting the planning and implementation new ways of working
- Attend all IT related meetings
- Ensuring procedures and policies are followed
- Developing reports, data and letters with the support of the Office and Corporate manger
- Contributing to communication/briefings.
- To monitor project/workstream progress/performance ensuring that all planned activities/products are completed/delivered on time
- To keep abreast of developments in new technology and its implementation in order to follow best practice
- Act as a main point of contact for RHA on set projects/workstreams, providing advice and support to key internal and external stakeholders, monitoring day-to-day project operational matters.
- Communicate effectively and maintain productive working relationships between RHA, GMSS, member practices and wider stakeholders.

## **General**

- To undertake any other duties commensurate with the post and to react to statutory, legislative and NHS policy within the scope of the role.
- Maintain strict confidentiality in relation to all issues concerned with the service and adhere to the requirements of the Data Protection Act 1984
- Attend training and meetings as and when required to do so

**PERSON SPECIFICATION:**

<b>General</b>	<p>Ability to deal with a number of tasks simultaneously</p> <p>Take responsibility for the telephone systems and mobile telephones</p> <p>Liaise and work with third party providers</p> <p>Be responsible for all IT logs</p> <p>Manage all RHS's assets</p> <p>Manage the Primary Care Network's assets</p> <p>Manage the IT Portal</p> <p>Keep an inventory of equipment</p> <p>Support various IT projects</p>		
<b>Communication Skills</b>	<p>Ability to prepare and produce accurate and information communications for dissemination to stakeholders</p> <p>Creating and giving presentations to a varied group of internal and external stakeholders</p> <p>Maintaining confidentiality</p>		
<b>Analytical Skills</b>	<p>Ability to analyse complex issues where material is conflicting and drawn from multiple sources.</p> <p>Capable of acting upon incomplete information, using experience to make inferences and decision making</p> <p>Numerate and able to understand complex financial issues combined with deep analytical skills</p> <p>Experience of setting up and implementing internal processes and procedures</p>		

<b>Planning Skills</b>	<p>Demonstrated capability to plan identified projects over short, medium and long-term timeframes and adjust plans and resource requirements accordingly</p> <p>Experience of setting up and implementing internal processes and procedures.</p>		
<b>Equality and Diversity</b>	<p>The promotion of equality of opportunity and good working relations (providing practical leadership)</p>		