



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: Digital and ICT Project Support Officer

GRADE: Band 6

RESPONSIBLE TO: Digital and ICT Project Officer

Overall Objectives of the Post:

Adults and Integrated Care are keen to support the development of new digital and ICT solutions which will improve outcomes for the people of South Tyneside. This work will include the integration of healthcare related systems and data sources with Health Information Exchanges (HIEs).

The role of Project Support Officer is to assist the Project Officer to manage a range of Digital and ICT projects including the Health Information Exchange Project. This will include working with services to operationalise the information governance toolkit that will support the sharing of information.

Key Tasks of the Post:

1. You will be responsible for all aspects of project support to ensure the successful delivery of Digital and ICT Projects. You will:

- Assist the Project Officer to develop and implement operational project plans to meet the delivery of a range of project including the Health Information Exchange Project.
- Support the Project Officer to undertake the writing of reports whilst ensuring that regular reporting arrangements are in place to keep colleagues, key stakeholders and the Adults and Integrated Care Change programme informed of progress.
- Lead individual project elements as directed by the Project Officer within the pay grade, including undertaking project research as appropriate.
- Support the use of business management tools and co-ordinate resources and individual budgets effectively, ensuring that project documentation is prepared and shared in accordance with project timetables and deadlines.
- Be accountable for the coordination of all project documentation, including effective record keeping and version control.
- Assist with an effective change control process, consulting with key stakeholders as necessary and reviewing project activities for compliance.
- Carry out timely and accurate information analysis, reporting on agreed areas of portfolio and present findings in an agreed manner.
- Take decisions on difficult issues where there may be a number of courses of action.
- Update and maintain databases and or spreadsheets relevant to your portfolio.

- Work across professional boundaries to build strong relationships, ensuring clear and effective channels of communication are developed and maintained with colleagues and other stakeholders from a wide variety of partner organisations.
- Organise, plan and attend meetings and conferences as requested, involving internal colleagues and other stakeholders, including the creation of agendas and taking and distribution of minutes.
- Understand the current policy direction and be responsible for translation of policy into local context and operational perspective, in order to support the implement of legislation and guidance into local priorities.
- Maintain administrative and information resources appropriate to your role.

2. You will ensure that all data and information is managed securely and in line with all internal and external requirements. You will:

- Ensure that data privacy and information security are the primary consideration in all digital and ICT projects and service delivery.
- Ensure that there is full compliance with the General Data Protection Regulations (GDPR), all other relevant legislation and compliance standards, and internal policies and procedures.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: PH/CL

Date: 30.08.19

Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

INTEGRITY	We will do the right thing whatever the circumstances
VALUING PEOPLE	We will respect everyone and appreciate their diversity
EXCELLENCE	We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement



South Tyneside Council



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