

Job Title: Clinical Project Officer
Reporting to: Clinical Director
Direct Reports: 0

Job Band: Band 4
Size of Team: 7

The post holder is an integral part of the national clinical team, reporting to the Clinical Director and is responsible for developing, implementing and maintaining communication strategies and routes to St John people across the organisation's operational sectors, ensuring a robust communication of the clinical policies framework and ensuring consistent communications, both internally and externally. They are responsible for clinical project management and will have a proven track record of successful project delivery. Experience of managing complex projects with diffuse teams across layers of management and wide geography using industry recognised project management methodology is a must.

Communications and engagement of all types will fall within the remit of the post holder including the design, commissioning and delivery of written, electronic and face-to-face resources as well as conference-type event planning.

Key Responsibilities

- Maintain effective communication channels between the national clinical team and the wider organisation including regional clinical teams, clinically focused business units and project groups advising the Clinical Director and team members on most effective routes and methods of delivery
- Work closely with Strategy & Communications to raise awareness of clinical information and activities both within and external to the organisation via SharePoint, Team Sites, SJA websites and other electronic platforms and historic paper document archive. Ensure that St John people, particularly volunteers based at remote sites, are made aware of key news items and policy/procedure changes and steps required for compliant implementation
- Support the Trustee-led Clinical Committees and Governance Groups in terms of stakeholder management and supports, meeting and agenda planning, distribution of papers and tracking of actions to report to the Clinical Director
- Plan, manage and organise national events and clinical projects including producing and arranging materials for such events, managing speakers, guests and venues and taking the role of management lead for the national team at organisational planning meetings, resourcing and managing people to assist with the delivery of these events where necessary
- Be responsible for the oversight and reporting of costs and budgets associated with engagement events and activities as well as any publication costs which are part of the national functions activity
- Oversee the national clinical assurance framework and extract and manipulate data to produce reports for the Clinical Committee, and produce reports and data from IMF reports, the quality monitoring tools and patient experience.
- Manage the process to review clinical policies and publications, including facilitating consultation and preparation of implementation plans and summaries for approval, stakeholder workshops and consultation with expert leads both internal to SJA as well as external
- Plan and oversee the production schedules of clinically-based publications and communications in the organisation ensuring consistency and compliance with the brand image and relevant standards
- Manage incoming requests for clinical review and advice, allocating the medical adviser and senior volunteer time effectively to facilitate these
- Work under own initiative and resource to complete projects for the clinical team as needed
- Perform any other duties commensurate with these responsibilities, the band of the post and skill and qualifications of the post-holder.

You will

- Must be willing to travel occasionally

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) including Maths & English (minimum 5)	✓	
Further or higher education or equivalent		✓
Project management qualification or similar		✓
Experience		
Working in a customer-focussed environment	✓	
Project management	✓	
Dealing with clinical processes/issues		✓
Embedding an understanding of clinical quality assurance and regulatory requirements		✓
Skills, knowledge and abilities		
Very well organised, able to handle competing priorities and keep multiple projects on track	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use a wide range of communications media including common Windows based IT systems	✓	
Knowledge of SJA organisation and aims		✓
Excellent verbal and written communication skills	✓	
Ability to build and maintain effective networks internally and externally	✓	
Knowledge of clinical compliance/ regulatory standards		✓
Ability to address problems and issues in a systematic and structured fashion and analyse complex situations	✓	
Ability to work as part of a geographically dispersed team and on own initiative	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: LT

Date of preparation: March 2019



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