

FRP PMDT Change Officer

Department	Health and Community Services	
Division	FRP Project Management Delivery Team	
Reports to	Head of the PMDT	
JE Ref	HCS1270	
Grade:	CS08	JE Date: 05/12/2023

Job purpose

Undertake a range of project and administrative work to support the design and management of programme/project work streams and the continuous improvement of services to deliver the department's vision to create a healthy island with safe, high-quality, affordable care that is accessible when and where our service users need it.

Job specific outcomes

1. Communicates the case for change for assigned projects whilst being aware of project impacts, so that stakeholders understand project objectives.
2. Identifies potentially contentious issues and stakeholder sensitivities in order to communicate project progress effectively.
3. Develops and prepares project plans, key project documentation, administers meetings and maintains the project library and records in order to establish robust project governance.
4. Suggests options for project delivery where there is more than one solution and provides supporting evidence to support project team members to make informed decisions.
5. Discusses project progress with stakeholders in order to build rapport with frontline staff and other key stakeholders to secure their support for the change.
6. Undertakes a range of data analysis from collation to interpretation and reporting for non-specialists to facilitate successful project planning, delivery and benefits realisation.
7. Provides appropriate challenge and comment about the programme as required to ensure that different points of view are considered and that projects are likely to achieve intended outcomes.

8. Acts as a sounding board and informal advisor to stakeholders outside the FRP Team to support them in developing colleagues' capabilities in designing and delivering change.
9. Effectively manages and prioritises their own workload to ensure that deadlines and standards are met.



Statutory responsibilities
 Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure




Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	GCE O level, GCSE A-C, or equivalent experience	Working towards a specialist project management qualification

<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Basic understanding of project lifecycle.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Knowledge of Microsoft Office software, particularly Excel (with the ability to apply formulas and prepare spreadsheets) and PowerPoint (with the ability to prepare presentation materials).</p> <p>Basic analytical skills to understand problems or situations, select the appropriate approach to resolve the problem, and reflect on the result.</p>	<p>Understanding of change projects and project methodologies</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Good oral communication skills to liaise with stakeholders</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to produce high quality, easy-to understand written reports and presentations.</p>	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Demonstrable experience of being part of developing a project</p> <p>Experience of project methodology and use of IT to support projects</p>	
---	---	---

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.