



**Solihull
Healthcare
Partnership**

Document ID:	HR03-27
Issue Date:	January 2026
Revision:	1
Approved by:	AL, NP, SK

Job Description & Person Specification

Job Title:	Project Support Officer
Reporting To:	SHP Board
Accountable To:	SHP Board
Hours:	37.5
Salary:	Band E1

1. Job Role / Purpose:

The Strategic, Business and Clinical SHP Boards will drive improvements at a strategic and operational level to help manage patient care and all related services at Solihull Healthcare Partnership. Our priority is always the same through our vision, value and mission statement – to improve the health and well-being of the patients registered with SHP

The Project Support Officer will provide Quality Improvement programme/project management support and administration to the Strategic, Business, Clinical and Partnership boards, Senior Management Team and project leads within SHP. They will manage the day-to-day operational tasks, such as updating project plans and highlight reports. They will also provide support for the project teams communication and engagement plan.

We are looking for individuals who are:

- Professional and self-motivated
- Highly organised, with the ability to prioritise and manage competing demands
- Strong communicators, confident in engaging with a variety of stakeholders
- Adaptable and able to thrive in a fast-paced, changing environment

2. Key Duties & Responsibilities:

Key responsibilities include:

- Supporting the coordination of all phases of project delivery
- Managing documentation, plans, and reporting to ensure successful project outcomes
- Stakeholder engagement
- Maintaining high-quality standards while meeting tight deadlines
- Contributing to the smooth operation of a busy project office



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- Ensure the effective co-ordination of programme and project documents, taking responsibility for accurate record keeping, action tracking, and meeting planning
- Utilise a range of IT applications to gather information to inform service planning, project development, and sound governance processes
- Ensure documentation relating to Board Meetings are accurate, maintained, reviewed, and stored
- Provide administrative support to project meetings
- Contribute to service development by information gathering, participating in meetings, compiling reports, developing action logs and supporting with project management
- Coordinate external visits, events, and corresponding documentation

Communication

- Support the development and delivery of the various Boards communication and engagement plans:
 - Create communication briefings for senior clinical and managerial staff
 - Deal with staff queries, making decisions on what information can be shared and with whom due to its sensitivity
 - Update intranet site and external website when required
 - Work with key managers to ensure regular items in newsletters and team briefs
 - Distribute reports and briefings to key committees
- Provide and receive complex or sensitive information and pass on appropriately to the relevant manager or service lead

To courteously and efficiently receive enquiries, ensuring that these are passed on to the appropriate person.

Planning/Organisational skills

- Ensure smooth running of the office, ensuring any operational issues are dealt with in a timely fashion



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- Ensure the effective co-ordination of programme and projects and be responsible for
 - Administering both internal and external meetings – working with the meeting chair to ensure timely preparation of documentation and communication to members of the meeting, ensure the meetings are attended administratively and minutes or action logs are prepared and circulated in a timely manner
 - Organising and facilitating project training, workshops and events
 - Seeking information from operational teams, in order to produce and updating high quality operational plans and other core documentation and reports
 - Maintaining the shared drives
 - Supporting communication between the team and other parties by providing timely responses to queries received, both by telephone, team e-mail inbox, in writing and in person
 - Planning an advance schedule of meetings, managing room bookings
 - Working with Ops and rota management teams to ensure meetings and workshops coordinated with patient facing activities to minimise disruption
 - Maintaining version control.
- Assist on service planning and monitoring
- Undertake and manage discreet projects or self-contained stages of larger projects. This will involve analysing project assessments, such as learning logs, change control and closure reports in order to identify and implement outstanding and mitigating actions

Ensure that all tasks and procedures are fully documented and accessible by others and that cross cover procedures are maintained, so that all tasks can be completed in the absence of the post holder, whether planned or unplanned

- Use multiple computer systems as required
- Develop, manage and monitor all databases relevant to the role
- Use the above computer systems to compile regular reports in a timely manner, to a high quality, accurately, and produced to a cycle of deadlines
- Gather benchmarking information to inform the services
- Complete risk assessments and update the programmes risk register
- Distribute reports and briefings to key committees
- Support a standard way of working related to projects and services



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- Collect, record and report data, monitor progress against key performance indicators and manage interdependencies.

3. Other Responsibilities

Health and Safety

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

- To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

Confidentiality

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.

Safeguarding

- Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and SHP policies.

Professional development

- The post holder will participate in any training programme implemented by the practice as part of this employment
- To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development

General

- To undertake any other duties commensurate with the role, within the bounds of their own competence as guided by the attached management framework.
- In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.



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SHP Vision Statement: To provide person-centred care at the **heart** of the community.

Mission Statement:

Solihull Healthcare Partnership aims to be the provider of choice in delivering holistic care to our neighbourhood.

Honest - We practice and encourage open and honest communication, acting with integrity in all that we do.

Excellence - We strive to achieve the highest standards in the care we deliver and enable our team to create an environment that encourages excellence.

Accountable - We take personal and collective responsibility for our actions and the way we deliver care.

Respectful - We engage with our team, our patients and our community with respect, providing kind and compassionate person-centred care.

Transformational - We are committed to continually improving our standards, working with the community, being responsive and adapting to the changing needs of the neighbourhood.