



Public Health England

Job description

Job title	Business Support Officer – WHO CC (Nursing and midwifery)
Directorate	CND
Pay band	HEO (£31,132 – £38,447)
Responsible to	National Lead Nurse Children, young people & families & Deputy Head of World Health Organization Collaborating Centre for Public Health Nursing and Midwifery
Base/location	Wellington House
Hours/sessions per week	37.5 hrs
Job type (i.e. fixed term/permanent)	1 yr FT

INTRODUCTION

Public Health England provides strategic leadership and vision for protecting and improving the nation's health. Its ambition is to lead nationally, and enable locally, a transformation in the health expectations of all people in England, regardless of where they live and the circumstance of their birth. It will achieve this through the application of research, knowledge and skills. PHE is an executive agency of the Department of Health. It is a distinct delivery organisation with operational autonomy to advise and support government, local authorities and the NHS in a professionally independent manner.

1. To support WHO by generating evidence and defining frameworks of practice for nurses and midwives which prevent avoidable illness, protect health and promote wellbeing and resilience.
2. To support WHO by providing information about the nurses' (including health visitors) and midwives' role and impact on maternal and child health.

On request of WHO provide policy advice and technical assistance about public health nursing and midwifery to the Regional Office and Member States

JOB SUMMARY

The job purpose is also to undertake programme management support to coordinate the delivery of the WHO CC programme of work and terms of reference which include;

1. To support WHO by generating evidence and defining frameworks of practice for nurses and midwives which prevent avoidable illness, protect health and promote wellbeing and resilience.
2. To support WHO by providing information about the nurses' (including health visitors) and midwives' role and impact on maternal and child health.

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MAIN DUTIES AND RESPONSIBILITIES

These will include:

- establishing and maintaining systems and processes which enable the team to work in an organized, efficient and effective manner
- leading on business functions, planning and performance on behalf of the team
- supporting the development of briefings, reports and presentations
- organizing and ensuring the efficient administration of meetings, including providing business support and follow up actions
- supporting the development and use of internal and external communication resources
- monitoring and co-ordinating requests from and responses to a range of internal and external stakeholders including PHE, WHO and other key partners including Department of Health and HEEa
- supporting the development of briefings, reports and presentations;
- supporting the development and use of internal and external communication resources;
- supporting the coordination and efficient management of resources in line with PHE procedures

Key Functional Responsibilities

Project Management

- contribute to performance improvement, taking a lead for identified areas where agreed.
- provide coordination of and participate in relevant internal and external working groups and provide project advice, expertise and support where requested
- work with members of the CND / WHO CC project team to deliver against the project plan and agreed terms of reference;.
- management of risk and issues tracking mechanism and its proactive resolution and escalation processes.

Financial and Physical Resources

- Provide regular reporting on the use of resources.
- Ensure resources are used in line with policy and procedure
- Evaluate projects/function within identified portfolio for delivery against financial recovery/savings plans through providing sophisticated, high quality project analysis.

Information Management

- Devise and provide improvements to current management information, analysing, reporting and suggesting procedures to enhance decision making processes.
- Ensure timely and accurate information analysis and reporting to management on agreed areas of work.

Other

The above is only an outline of the tasks, responsibilities and outcomes required of the role. You will carry out any other duties as may reasonably be required by the directorate.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the organisation.

Professional development

You should pursue a programme of continuous professional development in accordance with any relevant professional registration or statutory requirements, while maintaining appropriate awareness of service provider requirements.

Person specification

Description	Essential	Desirable	Assessment
Qualification			
Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in specialist area	√		A/I
Knowledge and experience			
Experience of successfully working to improve wellbeing and mental health	√		A/I
Knowledge of the main public health issues for wellbeing and mental health	√		A/I
Significant experience of successfully operating in a politically sensitive environment	√		A/I
Evidence of continued professional development	√		A/I
Demonstrated experience of co-ordinating projects in complex and challenging environments	√		A/I
Experience of managing risks and reporting	√		A/I
Experience of drafting briefing papers and correspondence at senior management team level	√		A/I
Experience of monitoring budgets and business planning processes		√	A/I
Understanding of the public sector		√	A/I
Demonstrated experience in a public health and healthcare environment		√	A/I

Comprehensive knowledge of project principles, techniques and tools, such as Prince 2 Foundation and Microsoft Project		√	A/I
Skills and capabilities			
Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required		√	A/I
Experience of creating and giving presentations to a varied group of internal and external stakeholders		√	A/I
Ability to work constructively with people across a wider range of settings and levels.		√	A/I
Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.		√	A/I
Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making		√	A/I
Numerate and able to understand complex financial issues combined with deep analytical skills		√	A/I
Experience of setting up and implementing internal processes and procedures		√	A/I
Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement		√	A/I
Demonstrated capability to plan over short, medium and long- term timeframes and adjust plans and resource requirements accordingly		√	A/I
Experience of setting up and implementing internal processes and procedures.		√	A/I
Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales		√	A/I

Equality and diversity

Our behaviours

The way we behave as PHE members of staff will have the greatest impact in achieving our ambitions as an organisation. What we say matters but what we do matters more.

Our effectiveness depends on how we behave so we will:

- consistently spend our time on what we say we care about
- work together, not undermine each other
- speak well of each other, in public and in private
- behave well, especially when things go wrong
- keep our promises, small and large
- speak with candour and courage

An understanding of and commitment to equality of opportunity and good working relationships, both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
*Assessment will take place with reference to the following information			
A = Application form	I = Interview	C = Certificate	T = Test

In addition to the job specific requirements above this role will require adherence to the following:

Civil Service Competency Framework 2010-2017
Core competencies

Strategic cluster – setting direction:

1. Seeing the big picture
 - develop an understanding of own area's strategy and how this contributes to departmental priorities
 - ensure own area/team activities are aligned to departmental priorities
2. Changing and improving
 - find ways to improve systems and structures to deliver with more streamlined resources
 - regularly review procedures or systems with teams to identify improvements and simplify processes and decision making
3. Making effective decisions
 - identify a range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources

People cluster – engaging people:

4. Leading and communicating
 - recognise, respect and reward the contribution and achievements of others
5. Collaborating and partnering
 - establish relationships with a range of stakeholders to support delivery of business outcomes
6. Building capability for all
 - proactively manage own career and identify own learning needs with line manager, plan and carry out workplace learning opportunities.

Performance cluster – delivering results:

7. Managing a quality service

- make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions
- develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money
- work with team to set priorities, goals, objectives and timescales

8. Delivering at pace

- show a positive approach in keeping their own and the team's efforts focused on the goals that really matter
- plan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands
- regularly monitor own and team's work against milestones or targets and act promptly to keep work on track and maintain performance

Job description agreed with the post holder:

Employee signature: Date:.....

Print name:.....

Manager's signature:..... Date:.....

Print name:.....