

Position			
Job title	Project Support Assistant	Directorate/Region	Primary Care
Salary	£22,000 - £24,000pa (37.5 hrs per week)	Accountable to	Programme Manager – Community Pharmacy Advanced Services
Tenure	Fixed Term Contract (12 months)	Responsible for	Responsible for projects assigned to the Post Holder as agreed by the Greater Manchester Integrated Care Primary Care Team and Community Pharmacy Provider Board
Funding Arrangements	Programme Funded	Base	Hybrid/Flexible working from home with a requirement to attend Barlow House, M1 3DZ (occasionally)

Our Organisation

The Health and Care Act 2022 has made it easier for health and care services around the country to communicate with each other and work better together locally. Our new system, the Greater Manchester Integrated Care Partnership, is made up of two parts:

Greater Manchester Integrated Care Partnership Board (GM ICB)

All the different health and care organisations across Greater Manchester meet together to discuss the big issues affecting the health of people in the city-region and work together on improvements. They will link in with wider partners including the voluntary sector and community groups.

NHS Greater Manchester Integrated Care (NHS GM IC)

This new organisation, overseen by a Board, is in charge of the NHS money and making sure services are in place to put plans into action. Made up of representatives from the NHS and the local council, they're responsible for making decisions about health services in their area. You may see this abbreviated to 'NHS Greater Manchester' or 'NHS GM'.

The partnership will operate at three levels: neighbourhood, locality and Greater Manchester and will have a single vision and strategy. Hospitals, GPs, community services, voluntary services and others will come together to form 'provider collaboratives' within all 3 levels, helping to join care and help people live well across our ten boroughs.

Community Pharmacy Provider Board (CPPB)

The GM Community Pharmacy Provider Board (CPPB) draws together the community pharmacy sector and contractors across Greater Manchester on a single partnership platform to align the interests of community pharmacy with the ICS agenda and provide a unified voice for the sector in the GM ICS to support integrated health and social care within Greater Manchester.

The CPPB reach extends to the Primary Care Board (PCB) to collaborate with representatives from Dentistry, General Practice and Optometry to support development of strategies and proposals for wider Primary Care through unified representation within the GM ICS

CPPB has reset its strategic priorities and assessed the enablers required to successfully partner with the GM IC. As a part of this collaborative effort, CPPB have identified the delivery, implementation, and embedding of the portfolio of Community Pharmacy Advanced Services as a key strategic priority for 24/25 and 25/26.

CPGM Healthcare Limited (CHL)

CHL is a Greater Manchester's Community Pharmacy Provider company – a not-for-profit provider organisation set up by Bolton and GM Local Pharmaceutical Committees (LPCs) in 2016 to actively develop partnerships with commissioners and other health care providers to seek out new opportunities for community pharmacy to meet the needs of our population. CHL empowers community pharmacies across Greater Manchester to maximise the delivery of high quality, patient centred services which are sustainable for the future.

CHL is a core member of CPPB, along with Bolton LPC and GM LPC, and provides administrative and secretariat support to CPPB, along with acting as the host employing organisation for any individuals recruited by CPPB to support delivery of its strategic priorities.

Greater Manchester Integrated Care Partnership

The Greater Manchester Integrated Care Partnership is helping organisations work better together with people and communities.

We want people across all our boroughs to stay well, whatever their age, and whatever issues or conditions they might be managing. We're bringing together all the different organisations that support people's health and social care, so that services can join up and act faster when people need support.

Integrated care means starting with the person, understanding they'll have different needs as they move through life, and connecting them with the right care.

We're working together with partners across the region to make Greater Manchester a place where everyone can live well. We want to give children the best start and support older people to live as independently as possible. We want everyone to have the care and support they need, when they need it, and feel able to take an active role in their own wellbeing.

Service and team

The post holder will be a key member of the NHS Greater Manchester Integrated Care Primary Care Team and Community Pharmacy Provider Board and will play a crucial role in achieving the goal of delivering, implementing, and embedding an exciting and challenging portfolio of Community Pharmacy Advanced Services. The programme mainly covers the Community Pharmacy contractor group but due to the matrix working approach of the team there will be opportunities to work with colleagues across broader disciplines such as General Practice, Dentistry, Optometry, Urgent Care, and Inpatient services.

The Primary Care Team is responsible for leading and supporting on all elements of the commissioning cycle including:

- Service specification development.
- Procurement.
- Contract management /monitoring.
- Service evaluation and review.

The NHS Greater Manchester Integrated Care Primary Care Team also plays a key role in the transformation of primary care and supporting Greater Manchester with the delivery of local place-based delivery plans working in collaboration with all partners.

Key Job specifics and responsibilities

Main purpose of the role:

To provide administrative and project support to the Community Pharmacy PCN Engagement leads

Key responsibilities:

- Support the implementation and embedding of the Community Pharmacy PCN Engagement Team delivery programme which focuses on engagement & delivery with Nationally commissioned pharmacy service.
- Make outgoing calls to stakeholders as required.
- Participate in meetings with senior NHS and other stakeholders using Microsoft Teams and in person.
- Undertake various administrative duties to support the Community Pharmacy PCN Engagement Team (arranging meetings, taking minutes, circulating agendas and documents).
- Create spreadsheets. Input, monitor, and check data to support the programme.
- Produce reports and analyse, calculate, manipulate, and format data, highlighting issues to support action.
- Maintain effective electronic filing systems ensuring information is secure and accessible to other team members.
- Maintain the programme plan and action logs ensuring work is planned and delivered / completed in line with agreed timescales.
- Sort and prioritise incoming emails including managing the team's generic inbox.
- Effective communication with all key stakeholders.
- Undertake any other duties appropriate with the level of the post as may be required.
- An ability to maintain confidentiality, trust and an awareness of information governance requirements and data protection.

Key skills required:

- Well-developed interpersonal skills.
- Speaks clearly, confidently and in a compelling manner.
- Positive, focused, and able to work alone or as part of a team.
- High standard of IT skills including Excel, Word, MS Outlook, PowerPoint.
- Ability to produce quality written work with attention to detail and high level of accuracy.
- Excellent communication and organisation skills.
- Effective planning and execution, ability to deliver to deadlines.
- Knowledge of office administration procedures (desirable)

Key Working Relationships

- Operate effectively in a flexible and demanding environment and proactively engages with NHS staff and service providers especially:
 - Community Pharmacy PCN Engagement Leads
 - Community Pharmacy Advanced Service Programme Team
 - Greater Manchester ICB Community Pharmacy Clinical Lead
 - Community Pharmacy Provider Board
 - Community Pharmacy Greater Manchester
 - Community Pharmacy Greater Manchester Locality Leads
 - Community pharmacies, their pharmacists and wider pharmacy team.
 - GPs, Practice Managers, other healthcare professionals and administrative practice staff working in primary care.
 - PCN Clinical Directors, PCN Managers and Medicines optimisation pharmacy teams.
 - Other Community Pharmacy PCN Engagement Leads within the locality.
 - Other NHS health and social care providers and key influencers in general practice and community pharmacy that can impact delivery and /activity.

Person specification				
Criteria		Essential	Desirable	Evidence*
Qualifications	Educated to NVQ 4 level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience.	√		A/I
Knowledge and experience	<p>Significant secretarial /administrative experience.</p> <p>Good working knowledge of administrative processes and procedures.</p> <p>Significant experience of initiating and maintaining office systems (e.g., filing systems).</p> <p>Experience of drafting correspondence.</p> <p>Intermediate knowledge of IT systems and software programmes such as Microsoft Outlook, Word, PowerPoint and Excel and SharePoint.</p> <p>Demonstrable experience in dealing with the public and managing sensitive and confidential information.</p> <p>Previously worked in similar position within the pharmacy, healthcare, or public sector environment.</p> <p>Demonstrable experience of minute taking and producing reports.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>√</p> <p></p>	A/I
Skills, capabilities, and attributes	<p>A high level of accuracy and excellent attention to detail.</p> <p>Strong organisational skills and ability to prioritise work and manage stakeholder expectations.</p> <p>A flexible/adaptable approach to work in order to meet various deadlines.</p> <p>Ability to work at pace in a busy working environment and able to multi-task.</p> <p>Able to undertake duties effectively and accurately, working on own initiative unsupervised, within defined policies and procedures to set timescales.</p> <p>Strong team player with the ability to work effectively as part of a team.</p> <p>Ability to communicate clearly with a wide range of stakeholders (internal and external), both verbally and in writing, in situations where tact, diplomacy and influencing skills may be required.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		A/I/T

Values and behaviours	<p>Commitment to and focused on quality, promotes high standards in all they do.</p> <p>Able to make a connection between their work and the benefit to patients and the public.</p> <p>Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients.</p> <p>Values diversity and difference operates with integrity and openness.</p> <p>Works well with others, is positive and helpful, listens, involves, respects, and learns from the contribution of others.</p> <p>Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation.</p> <p>Actively develops themselves and supports others to do the same.</p> <p>Understanding of and commitment to equality of opportunity and good working relationships.</p> <p>Professional, calm, and efficient manner.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>A/I</p>
Other	<p>An ability to maintain confidentiality and trust and an awareness of information governance requirements and data protection.</p>	<p>√</p>		<p>A/I</p>

* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
T	Test or Assessment
C	Certificate

Supporting document about the role

As a Project Support Assistant, the post holder will work as part of a dynamic team in delivering an effective service supporting the Greater Manchester Integrated Care Primary Care Team and Community Pharmacy Provider Board.

The post holder will be employed by the Greater Manchester Community Pharmacy Provider Board and hosted by Greater Manchester's Community Pharmacy Provider Company; CPGM Healthcare Limited (CHL) and will be embedded within the Primary Care Team within GM Integrated Care.

The post of Project Support Assistant is one of three new roles which have been agreed to support implementation of community pharmacy advanced services across Greater Manchester. These three roles will be recruited to at the same time and include:

- 2 x Community Pharmacy PCN Engagement Leads
- Project Support Assistant (Described in this specification)

The role will be line managed by the Programme Manager of the Advanced Service Programme Team. The post holder will also work closely with a member of CHL as a representative of the host organisation.

Most of the work assigned to the post holder will be designated by the Greater Manchester Community Pharmacy Advanced Services Implementation Group, and the post holder will be accountable to this group for completion of key milestones.

The post holder will support on a number of projects of work, specifically the implementation and delivery of a portfolio of community pharmacy advanced services which have been, agreed between the NHS Greater Manchester Integrated Care Primary Care team and Community Pharmacy Provider Board.

The role includes but is not exclusive to:

- Providing high quality administrative support for the Advanced Services Programme Team
- Organising and planning meetings and events
- Preparation of agendas, meeting packs and minutes, taking appropriate follow up actions