

JOB TITLE	PROJECT SUPPORT OFFICER
Banding	£ 27,086 - £34,833
Hours	37.5hrs/week (Full time)
Base	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
Team	PMO – Health Informatics
Accountable to	Senior PMO Assurance Manager
Terms	Permanent

This role is offered on a hybrid basis. All team members are expected to attend 2-3 in-office days per month, with flexibility for occasional meetings across the East of England and national conferences or events.

About Health Innovation East:

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

Our team of clinicians, clinical scientists, commercial and NHS experts works with pioneering start-ups, universities, global corporates and the NHS to ensure that the best innovations in health and care reach the people and places where they deliver the most benefit. We also have a growing team of specialist programme managers, experts in real world evidence and data scientists who support the specialist work increasingly needed to deliver today's world of technology-enabled patient care.

Role purpose:

The post holder will be part of the Health Informatics team at Health Innovation East, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

This role is suitable for someone looking to develop a career in project or programme management. Subject to successful completion of the probation period, there may be the opportunity to undertake a funded Project Management apprenticeship or equivalent formal training, should the post holder wish to do so.

The successful candidate will bring strong organisational, communication, and interpersonal skills, alongside a desire to support multi-stakeholder projects and a keen interest in developing their own programme management skills.

The role holder will be a collaborative team player, comfortable with working in a fast-paced, dynamic working environment where multiple internal workstreams and external stakeholders converge. They will balance competing priorities and deadlines with clarity, adaptability, and a focus on team success.

The post holder will need to demonstrate the following experience and knowledge:

- Strong organisational and planning abilities, including experience of working to deadlines, managing and maintaining project documentation, scheduling meetings and helping to coordinate project activities
- Excellent communication skills, both written and verbal, to engage effectively with a wide range of stakeholders. The ability to convey information clearly and confidently is essential for facilitating meetings, recording notes and actions, sharing updates, and ensuring alignment across teams.

Key responsibilities:

As a Project Support Officer, the post holder will:

Project & programme support

- Provide support to Programme Delivery Managers on a range of Health Informatics projects
- Provide project management support across multiple workstreams and changing priorities with agility, supporting reprioritisation as needed to meet strategic and operational goals
- Remain flexible to pick up ad hoc, sometimes urgent tasks, as required and reprioritise existing workload accordingly
- Use judgement to troubleshoot arising problems where required

Meetings, coordination & stakeholder support

- Effective organisation of meetings including preparing agendas, compiling & distributing high-quality meeting packs, scheduling with multiple internal and external diaries, venue booking, etc
- Attend project and programme meetings, take accurate and well-structured notes, capture actions and decisions, and subsequently follow up with action owners, including where discussions are complex or involve multiple stakeholders
- Participate in working groups and meetings to provide project reports, record discussions, and capture key actions

Documentation, reporting & assurance

- Maintain and update, where necessary, core documentation such as templates, presentations
- Ensure all documentation is produced to a high standard and consistent format
- Support the Senior PMO Assurance Manager to stay on top of reporting schedules, coordinating inputs, liaising with contributors, and producing regular reports and status updates
- Where required, and with supervision, draft clear and accurate project reports tailored for different audiences - internal, regional, and national / funder

Project controls, tracking & tools

- Coordinate project activities ensuring actions are completed on time and dependencies are tracked, using our project management software Jira
- Maintain project documentation, keep accurate and up-to-date records, including action logs, risk and issue registers, and meeting notes
- Track project performance against agreed milestones and flag any delays or concerns

- Support the Senior PMO Assurance Manager in ensuring that programme risks and issues are proactively identified and reported and develop proposals for resolution, mitigation and escalation of those risks
- **Working relationships & continuous improvement**
- Engage with our collaborative team, offering support and taking part in lessons learned reviews
- Build and maintain relationships with key internal and external project partners to support the progression of our programmes of work
- Effectively communicate the progress of projects at team meetings

Corporate duties:

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East's employees, supported by policies and procedures as appropriate
- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities.
- Observe Health Innovation East's Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

Person Specification:

	Essential	Desirable
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Qualifications and training:	<ul style="list-style-type: none"> • Educated to degree-level or 2-3 year's work experience in a similar role • Openness to undertaking further on-the-job formal training in programme or project management, including the potential to undertake a Project Management apprenticeship (subject to successful completion of probation) 	<ul style="list-style-type: none"> • Experience of working in the NHS or academic institution in a health-related role/team
Knowledge and understanding	<ul style="list-style-type: none"> • Experience of scheduling and preparing documentation for project meetings, taking summaries of discussions in order that actions can be monitored and delivered • Proven ability to keep accurate records and project documentation and to support seamless project management 	<ul style="list-style-type: none"> • Experience of using project management or collaboration software such as JIRA, Microsoft Teams etc, or the capability and willingness to learn new systems quickly
Skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, able to adapt tone for different stakeholder • Ability to take information and present it in a way that appeals to various audiences • Ability to analyse and interpret data to inform decision-making and improve operational efficiency • Strong organisational skills, able to multitask and prioritise work with competing pressures • Keen accuracy and attention to detail • Microsoft Office 365 (Outlook, Word, Excel, PowerPoint) with ability to learn additional software (such as Canva and Miro) 	

Disposition/ Aptitude	<ul style="list-style-type: none"> Enjoys working in a team, picking up tasks from colleagues as required to support each other's workload, re-prioritising as needed to collectively deliver responsibilities 	
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Right to work in the UK: Applicants must be able to provide evidence of their right to work in the UK at the point of interview.

The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.

Occasional travel both within the region and nationally is required.

Personal development responsibilities

- Understanding and awareness of own personal development needs
- Maintenance of a compliant professional portfolio where required.

Key relationships

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Health Innovation Networks.
- Funding/investment organisations.
- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Local Government.
- Integrated Care System and Integrated Care Boards.
- Third Sector Organisations.
- Patient Advisory Groups/Services.

Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-

being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

How to apply

To apply please submit your CV and a covering letter by 11:59pm on Sunday 22nd February to recruitment@healthinnovationeast.co.uk specifying your motivation for applying and how you meet our person specification.

For an informal discussion, please contact InformaticsOperations@healthinnovationeast.co.uk

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.