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| Job Title        | <b>ICETR Senior Programme and Delivery Support Officer</b>   |
| Job Purpose      | To contribute to the overall development, planning and coordination of the Independent Care (Education) Treatment Reviews (ICETRs) programme. Supporting implementation and delivery of the ICETR programme with a focus on quality of delivery in line with CQC values and strategic objectives.  |
| Accountabilities | <ul style="list-style-type: none"> <li>• Delegated responsibility, on behalf of the senior leadership for the programme to include planning, coordination, and implementation.</li> <li>•</li> <li>• Ensure a robust and consistent approach to coordination and administration of ICETRs. Working jointly with external stakeholders.</li> <li>• Work in line with the data protection impact assessment specific to the programme of work</li> <li>• Coordination of training activity across the programme</li> <li>• Strong communication and engagement skills</li> <li>• Define project tasks and resource requirements, support the development of robust programme/project plans to manage successful delivery.</li> <li>• Track the programme/project progress and deliverables using appropriate reporting tools.</li> <li>• Support programme leadership to effectively engage with representative stakeholders throughout their lifecycle</li> <li>• Administration support of procurement and contract management</li> <li>• Ensure all relevant documentation is complete and up to date and all programme tracking is in place</li> <li>• Coordination and administration of relevant governance meetings. Ensuring all relevant logs and supporting documentation are kept up to date.</li> <li>• Ensure flexibility across the team to achieve changing business priorities, facilitating rapid response and delivery of appropriate changes.</li> <li>• Continuously reviewing and improving the quality of own and programme team's output and processes, contributing to the embedding of a quality culture across the whole organisation.</li> <li>• Have the appropriate knowledge, skills and experience to actively promote diversity and equality of opportunity, treat everyone with dignity and respect and avoid unlawful discrimination.</li> </ul> |

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| <p>Specific skills and experience</p>   | <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Appropriate professional qualification and/or experience in coordinating complex, strategic programmes/projects</li> <li>• Experience of business planning and project management.</li> <li>• Experience of managing and delivering large projects or programmes of work across functional teams.</li> <li>• Strong stakeholder management and influencing skills.</li> <li>• Experience of leading on performance improvement activities and ensuring value for money.</li> <li>• Experience of using of performance tools and management information.</li> <li>• Copes with ambiguity and is comfortable working independently in a fluid environment.</li> <li>• Problem solving skills.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Facilitation skills.</li> <li>• Ability to develop strong relations with CQC leaders in order to support the delivery.</li> <li>• Experience of leading or managing a team.</li> </ul> |
| <p>Values</p> <p><u>Excellence</u></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I set high standards for myself and others, and take accountability for results</li> <li>• I am ambitious to improve and innovate</li> <li>• I encourage improvement through continuous learning,</li> <li>• I make best use of people’s time, and recognise the valuable contribution of others</li> </ul> <p><u>Caring</u></p> <p>In my work for CQC:</p> <ul style="list-style-type: none"> <li>• I am committed to making a positive difference to people’s lives</li> <li>• I treat everyone with dignity and respect</li> <li>• I am thoughtful and listen to others</li> <li>• I actively support the well-being of others</li> </ul> <p><u>Integrity</u></p> |   |

In my work for CQC:

- I will do the right thing
- I ensure my actions reflect my words
- I am fair and open to challenge and have the courage to challenge others
- I positively contribute to building trust with the public, colleagues and partners

#### Teamwork

In my work for CQC:

- I provide high support and high challenge for my colleagues
- I understand the impact my work has on others and how their work affects me
- I recognise that we can't do this alone
- I am adaptable to the changing needs of others