



Programme Officer Job Description and Person Specification

1. Introduction

Digital technology helps care services spend more time caring. It helps the people we support keep control of their lives, and of their care. And in recent months, the need for information to be shared securely and efficiently between health and care services has become even more apparent. But there can be risks – for example how information is kept safe and secure, and what happens if a digital system fails.

Better Security, Better Care (BSBC) is a support programme to help adult social care providers to store and share information safely through the Data Security and Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security.

The BSBC programme supports the sector with resources and assistance to help care providers complete the DSPT. It's an ambitious programme with the aim that all CQC registered adult social care services will have completed the DSPT. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

Better Security, Better Care is led by a programme board whose members are NHSX, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services and, Digital Social Care on behalf of care providers. You can find more about the programme [here](#).

The Programme Officer is key in supporting the Programme Director and Delivery Manager in the day-to-day delivery of the programme. They will be an important resource for our partners delivering local support across England. He or she will monitor activity and will support delivery partners to offer a great service to care providers in their areas.

2. Key roles and responsibilities

- Support and encourage local delivery partners in their work promoting the DSPT to care providers in their areas.
- Support Delivery Manager with grant management and reporting under the funding agreements of the programme
- Support Communications colleagues with events organisation and any other comms and media tasks as necessary.
- Monitor the Better Security, Better Care email inbox and respond to or escalate emails as appropriate.
- Schedule programme meetings and appointments and action/ minute taking- both internal and external.
- Support Programme Director in monitoring programme income and expenditure and dealing with day-to-day finance tasks.
- Contribute to the development of the BSBC programme activity
- Work flexibly to support a programme that will inevitably change and develop over time.
- Deputise for the Delivery Manager as required.
- Such other duties in line with the needs of the programme as requested by the Programme Director.

3. Essential criteria

- A track record of supporting colleagues and stakeholders in a friendly, courteous and professional manner.
- A creative, solution-focused approach to working as part of a team.
- A high level of personal organisation, reliability and attention to detail.
- Experience of monitoring and reporting on activity and budgets.
- A good level of general and IT literacy.
- Experience of using spreadsheets and/or databases.
- Be willing to work flexibly to ensure programme targets and timescales are achieved.

4. Desirable criteria

- Knowledge of and experience working in the adult social care provider sector.
- Experience of managing systems.

- Knowledge and experience of data protection, data security and cyber security.
- Knowledge and experience of marketing and communications.

5. Organisational arrangements

The programme is overseen by a Programme Board whose members include Digital Social Care, NHSX, NHS Digital and the Local Government Association.

The Programme Officer will be employed by the Registered Nursing Home Association (RNHA), which is one of the members of Digital Social Care. The postholder's line manager and day to day reporting will be the Programme Director.

6. Main terms and conditions

- Part time 30 hours per week fixed term contract to 31st March 2022.
- Homebased, flexible working with some national travel.
- Salary in the range £35,000 per year pro rata

7. To apply

Please submit a CV and covering letter to michelle.corrigan@rnha.co.uk by Friday 15th October 2021

If you would like an informal conversation about this role please contact Michelle Corrigan on the email above.