

Project Delivery Coordinator

Job Description

Salary range:	£32,266 to £36,875 per annum, plus benefits
Band:	Band 5
Job type:	Full-time (37.5 hours)
Contract period:	Permanent
Reporting to:	Senior Project Manager
Department:	Service Delivery
Location:	Oxford / hybrid working. Some office attendance required.

About Picker

Picker is an Oxford-based charity with an international reputation as a key authority in understanding, measuring, and improving peoples' experiences of care. Our mission is to make person-centred health and social care a reality for everyone.

People interact with health and social care services in different capacities - as patients or service users; as family members or friends of people receiving care; as citizens; and as staff. We are interested in people's experiences in each of these roles, and our work recognises the connections between them. Our goal is to influence, inspire, and empower people and organisations to deliver person centred care - and we do this through in a number of ways, including by:

- Working with professionals, providers, and policy makers to encourage them to embrace and adopt the principles of person centred care;
- Conducting original research to understand people's experiences of care;
- Designing and running surveys to measure people's experiences and to provide actionable insights;
- Providing training, tools, and support to equip organisations to improve services and deliver more person centred care; and
- Identifying and celebrating good practice, and supporting organisations and professionals to learn from these

Service Delivery Team

Service delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

Currently the work profile for the team includes programmes with clients such as private hospitals, NHS hospitals, care homes, international health and care charities and life sciences organisations.

Purpose of the Role

The Project Delivery Coordinator is a hybrid role combining project management responsibilities with operational and administrative support.

The post-holder will support the delivery of project workstreams and client relationships under the direction of a Senior Project Manager. They will be responsible for coordinating day-to-day delivery activity, maintaining programme processes and documentation, and managing defined work packages or projects using standardised approaches, escalating decisions, risks and issues to the Senior Project Managers as required.

Duties and Responsibilities

Client and Customer Management

- Maintain effective operational relationships with clients across assigned programmes, ensuring queries, deliverables and communications are managed accurately and to agreed timelines.
- Act as a first point of contact for routine operational queries, managing customer expectations and resolving queries within agreed parameters, and escalating complex or high-impact matters as required.
- Collect and understand clients' current and future needs to inform service development.
- Identify and raise client needs, risks or opportunities to support wider account management and service development.
- Attend and contribute to client-facing meetings, presentations and knowledge transfer activities such as workshops.

Project Management and Service Delivery

- Deliver work packages and projects, and coordinate delivery activity across assigned programmes, ensuring adherence to agreed scope, timelines and processes. Escalate risks, issues or deviations as required.
- Manage questionnaire design, testing, setup and administration of surveys using in-house and bespoke software platforms.
- Liaise with clients to launch surveys across the healthcare industry using the in-house survey platform.
- Manage, collate and validate data from clients, including data containing personally identifiable information, in compliance with UK GDPR.
- Monitor project progress against milestones, raising risks and issues in a timely manner.
- Work collaboratively with the Data and Analytics team and other internal departments to produce high-quality reporting outputs.
- Provide quality assurance and sign-off of reporting outputs prior to client delivery.
- Coordinate day-to-day interactions with sub-contractors, tracking deliverables and escalating performance or KPI concerns.
- Provide cover and support for service delivery across the team where required.

Process Administration and Operations

- Own and maintain programme documentation and information management systems, including templates and folder structures, ensuring accuracy and compliance with internal and external standards.
- Maintain core programme controls (e.g. milestones, risks, issues and actions), ensuring they are accurate, up to date and actively managed through regular follow-up with stakeholders.
- Coordinate programme governance processes, including scheduling, agenda preparation, minute-taking and tracking delivery of agreed actions.
- Ensure consistent application of standardised delivery processes across programmes, identifying and resolving deviations to maintain quality and consistency.
- Identify and implement improvements to operational processes, templates and ways of working to enhance efficiency and reliability of programme delivery.
- Ensure that surveys, outputs and associated data are handled, stored and published in line with organisational policies and external regulatory requirements.

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker’s aims and objectives
 - Developing new approaches, processes and methods to enhance Picker’s performance
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the use of survey findings.
- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Quality Assurance Framework, current data protection regulations, ISO 27001, ISO 27701, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties as requested by line manager.

Person Specification

Experience, knowledge and understanding	
Experience of managing and supporting client relationships, including front-line communication and query resolution (e.g. customer service or client management)	E
Experience of coordinating project delivery or managing defined work packages to deadline, using structured processes.	E
Proven experience in administrative process development and documentation management	E
Experience of organising and maintaining accurate records and programme documentation	E
Ability to confidently manage sensitive and confidential data	E

Experience of undertaking quantitative research: questionnaire design, online or postal survey methodologies, data handling and reporting	E
Experience of managing, collating and checking data, including personally identifiable information, in compliance with data protection regulations	E
Experience transcribing meeting minutes and translating actions into structured work plans	E
Track record of successfully growing client income and/or meeting or exceeding sales or retention targets	D
Good understanding of ethical and data protection standards	D
Experience of project management and CRM systems	D
Experience or knowledge of the health, social care or charity sector	D
Experience of implementing process standardisation methods (e.g. Lean, Six Sigma)	D
Interest in social or healthcare research or market research	D
Skills / Abilities	
Ability to work to deadlines and tight timescales, managing your own time and adjusting priorities accordingly	E
Ability to manage your own workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E
A methodical approach to work and excellent attention to detail	E
Ability to build and maintain a network of collaborative relationships throughout Picker, and with external partners and stakeholders	E
Strong oral and written communication skills, including an excellent grasp of the English language in a business context	E
Ability to work independently under managerial direction, seeking advice as required and gaining approval at predetermined stages	E
High level of IT proficiency in Windows and Microsoft Office (including Microsoft Word, Excel, PowerPoint, Teams, SharePoint and Outlook)	E
Ability to ensure own compliance with company policies, internal working practices and external regulatory requirements, seeking advice where necessary	E
Empathy with Picker and its aims	E
Willing and able to travel within the UK	E
Experience of using any of the following specialist software packages: Qualtrics, ClickUP	D

Qualifications	
Educated to degree level or equivalent professional experience	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR team by email; hr@pickereurope.ac.uk