



Project Coordinator



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Welcome Letter

Dear Applicant,

Thank you for your interest. Badger is a not-for-profit social enterprise and has been providing NHS GP out of hours and urgent primary care services in Birmingham and Solihull since 1996. Rated as 'Outstanding' by the Care Quality Commission (CQC) in March 2024, we have built a respected reputation throughout Birmingham and the surrounding areas. Badger has a national profile as an organisation where excellent care, quality services, continuous improvement and innovation are at the heart of what we do. We know that the future brings new and significant challenges for healthcare providers with an increased focus on improving value. However, against this shifting delivery context, one thing remains a constant - our passion to provide care that people can trust.

Our NHS services serve a diverse population of over 1.6 million people, delivered by our dedicated workforce of clinicians and operational staff, and our energetic leadership and management teams. This is an exciting and rewarding opportunity to join Badger and make a real difference to improving the health and wellbeing of our communities.

We are proud that our organisation reflects the diversity of the population we serve and understand the benefits this brings to the quality of services. We warmly welcome applications from all irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The successful candidate will bring energy, commitment, skill and a patient-centred, values-based approach. The position will offer the successful applicant the opportunity to bring their own personality and skills to contribute to, and grow in, our caring, expanding, and forward-thinking organisation.

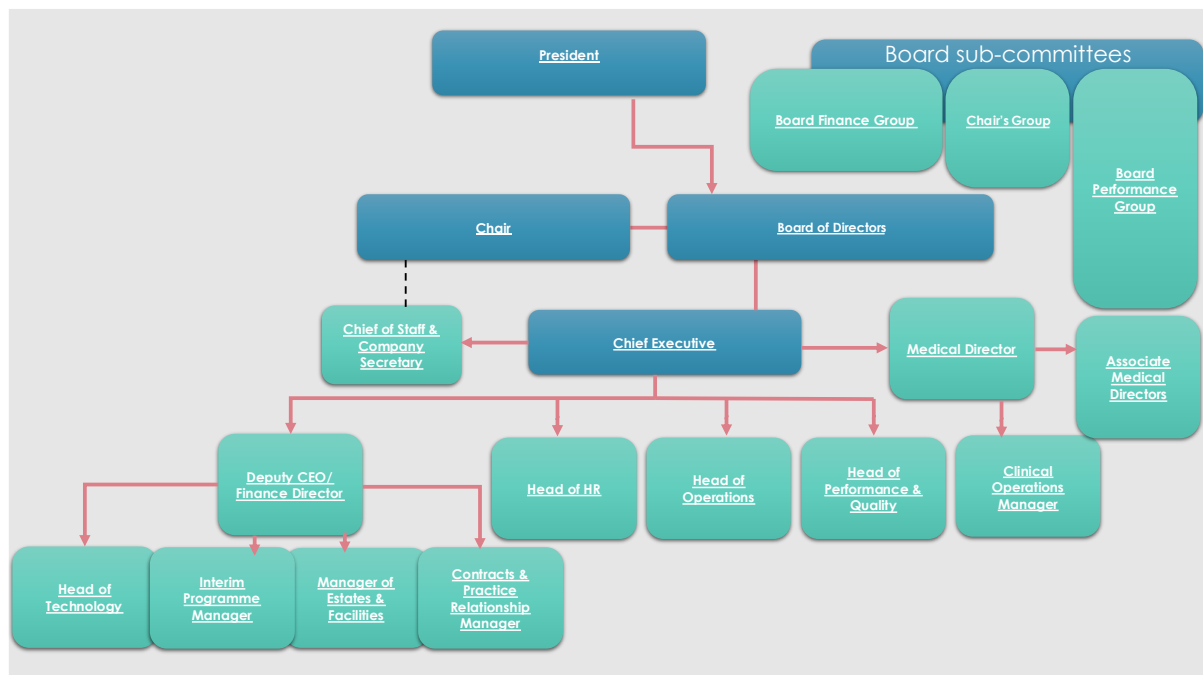
About Badger Group

Birmingham and District GP Emergency Room (Badger) Ltd is a not-for-profit social enterprise healthcare co-operative which includes, as part of its group of companies, Badger Medical Ltd, Badger Healthcare Ltd and Sett Support Partnership plc. It has an annual turnover of £13 million; consisting of Board Leadership; Clinical; Finance; Workforce & HR; Quality & Performance; Operations; IT and Business Development departments.

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.6 million. We run the Urgent Treatment Services at Solihull and Erdington Stockland Green, with face to face and 24/7 remote clinical assessment services operating from Bourne Road in Aston. Our head offices are at Glover Street, near the city centre. Badger was recognised with an 'Outstanding' rating following our Care Quality Commission (CQC) inspection in March 2024.

Organisational Structure and Governance

The non-executive Chairman chairs the Board of Directors, who are elected by Member practices. Dr Waqar Azmi is the Chief Executive.



Badger's Vision, Values & Objectives

Vision

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence, supporting and driving the ways we work to ensure quality care for our patients

- Safety:** We believe in safety for all.
- Efficiency:** We eliminate waste and delay for the benefit of our patients.
- Respect:** We respect diversity in all its forms and treat everyone fairly.
- Quality:** We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six priority actions for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym.

- Build** on what we do best
- Achieve** sustainability and growth
- Develop** new ways of working
- Get** our governance in gear
- Excel** as an employer
- Resolve** our risks

Advert – Project Coordinator

Salary:	£35, 000 per annum
Hours:	37.5 hours
Contract:	Permanent Full Time
Location:	At Badger sites/ services across Birmingham and Solihull, and other sites as required by the role/ service development (in person)

We have an exciting opportunity that has arisen at Badger Group which is a social enterprise that works with key stakeholders including NHS Trusts, local authorities, local Councillors & MPs and GPs to deliver best patient care.

If you would like to apply to join our dynamic team please review the Job Description and Person Specification for this role from our website www.badger-group.com and submit your Curriculum Vitae (CV) and Supporting Information (maximum 3 pages) which outlines why you meet the essential skills required for the job.

It is a good idea to look at the 'essential' skills and knowledge in the Person Specification. Send your CV and Supporting Information to recruitment@badger.nhs.uk.

Informal enquiries should be made to recruitment@badger.nhs.uk.

Closing Date: 13 July 2025

Company Benefits

- NHS Pension Scheme
- Cycle to work Scheme
- Free parking
- NHS Smartcard
- BHSF health Cash Plan - [access to preventative health services]

Job Description – Project Coordinator

We are seeking a highly organised and detail-oriented Project Coordinator to assist in the planning, execution, and management of IT strategic projects within Badger Group. The Project Coordinator will work closely with the Head of IT and various department stakeholders to ensure projects are delivered on time, within scope, and budget.

This role will focus on coordinating resources, tracking progress, and facilitating effective communication across project teams. This is an excellent opportunity for a motivated individual who is passionate about technology, project management and patient care within the NHS, looking to play a key role in the success of IT initiatives.

Key Responsibilities and Accountabilities

- **Project Planning and Support** - Assist in the planning and initiation of IT projects, working with stakeholders to define project scope, objectives, deliverables, and timelines.
- **Project Documentation** - Maintain comprehensive project documentation, including project plans, timelines, meeting minutes, status reports, and risk logs.
- **Resource Coordination** - Coordinate the allocation of resources, including team members, equipment, and external vendors, ensuring that all project tasks are assigned and completed on schedule.
- **Monitor Progress and Updates** - Track project milestones, deliverables, and progress, ensuring that deadlines are met and identifying any potential risks or delays.
- **Stakeholder Communication** - Act as the main point of contact for project updates, communicating progress to stakeholders, team members, and leadership. Facilitate meetings, including project kick-offs, status updates, and post-project reviews.
- **Issue and Risk Management** - Identify, document, and escalate any project issues or risks to the Head of IT, and assist in implementing mitigation strategies.
- **Budget Tracking** - Assist in tracking project budgets and expenses, ensuring projects stay within financial guidelines.
- **Project Ownership** – Assist the Head of IT with reporting to stakeholders and board members.
- **Leadership** – Becoming a deputy to the Head of IT managing coaching, mentoring, leading of direct reports.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.

Relationship to Other Roles

The role will report to the Head of IT

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to work in line with Badger's values and show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression towards any colleagues, patients or partners.

Disclosure and Barring Service

This appointment will be subject to a criminal record check from the Disclosure and Barring Service

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

Person Specification – Project Coordinator

Criteria	Essential	Desirable
Education/Qualification	<ul style="list-style-type: none"> • Bachelor's degree in information technology, Computer Science, Business Administration, or a related field. • Project management certification (such as PRINCE2 or PMP) • Leadership or Stakeholder management 	
Experience	<ul style="list-style-type: none"> • Experience working in an IT or technical environment is essential. • Familiarity with project management software such as Microsoft Project, Jira, Trello, or equivalent tools. • Basic understanding of IT infrastructure, software development, and technical terminologies. • Minimum of 2 years of experience in IT project coordination roles 	
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • Strong Organizational Skills: Ability to prioritize tasks, manage multiple projects simultaneously, and maintain detailed records. • Communication: Excellent verbal and written communication skills to liaise with team members, stakeholders, and vendors. • Problem Solving: Strong analytical and problem-solving skills to identify project risks and recommend solutions. • Attention to Detail: Ability to ensure accuracy and completeness in project documentation and deliverables. • Team Collaboration: Ability to work collaboratively in a fast-paced environment and support cross-functional teams. • Adaptability: Capable of working in a dynamic environment and adjusting to changing project demands. • Leadership: Capable of standing in as a Deputy Head of IT when required and managing direct reports. 	

Other attributes	<ul style="list-style-type: none"> • Willing to learn new systems, processes and procedures • Can introduce beneficial changes through automation • Owns projects to delivery, risk free and with Patient Care. 	
Other requirements		