

## JOB DESCRIPTION

### Reference Number – PMO01

<b>Job Title:</b>	Project Manager
<b>Directorate:</b>	<b>Transformation &amp; Population Health Management</b>
<b>Responsible to:</b>	Programme Manager
<b>Accountable to:</b>	Senior Programme Manager
<b>Location:</b>	TBC
<b>Band:</b>	7

### 1. REPORTING RELATIONSHIPS

The project manager reports to the Programme Manager

### 2. JOB PURPOSE

- Management and successful delivery of a portfolio of transformational projects through the full project life cycle with a significant focus on change management and service re-design.
- To provide an efficient and effective project management service ensuring that all good practice guidelines are followed and key documents are produced in a timely manner.
- Work internally and externally to ensure that lessons are learnt and benefits are clearly identified for projects.
- Coordinate activities leading to the successful delivery of projects including managing project activities
- Support and train staff to manage projects using NECS methodology.

### 3. DIMENSIONS

The directorate is the focal point for the delivery of programmes / projects, drawing on multi-disciplinary teams to manage the day-to-day planning and delivery of services to customers; co-ordinating a programme of projects and services on their behalf. It will adopt a standard set of methodologies and tools to enable common ways of working, continuous improvement and best practice.

The post holder will form part of the team of staff who run the Portfolio Management Office known as the Transformation and Delivery Team. The priority of the PMO will be to oversee the delivery of the regional programmes of work on behalf of the CNE customers. Identifying areas of best practice that can contribute to the successful implementation of transformational/QIPP schemes on behalf of customers.

#### **4. GENERIC DIRECTORATE/CORPORATE RESPONSIBILITIES**

- Responsible for supporting the provision of a high quality, efficient and customer focused project management to a broad range of customer groups.
- Support the achievement of KPI's as defined in service level agreements.
- Ensure friendly, courteous and effective communication with customers to ensure their needs are addressed in a professional manner.
- Maintain and support improvement of overall customer satisfaction.
- Provide regular progress reports to NECS Executive Team and customers.
- Present formal presentations to all members of the organisation up to senior management level.
- The post holder will be expected to research and investigate opportunities to improve existing services offered to customers and also keep abreast of new solutions and opportunities that would provide benefits to customers.
- Attends Project Team Meetings on a regular basis and completes all appropriate actions within the set timescales and budget.
- Works across organisational boundaries, influencing decisions where appropriate, and negotiating areas of improvement, seeking agreement and co-operation.
- Capacity to understand complex facts or situations requiring analysis and interpretation with the ability to investigate and resolve complex technical issues, where there are a number of options available using established techniques and available resources.
- The post holder will work to objectives agreed with their line manager but has freedom to act independently to achieve this in their own way, while working within existing professional guidelines.
- Conform with the Data Protection Act, Caldicott recommendations and IT security policy
- You may be required to undertake any other duties as may be reasonably required of you commensurate with your grade/level within the organisation.

#### **5. ROLE SPECIFIC RESPONSIBILITIES**

- Ensure programmes and projects maintain direction so they deliver against the customers strategic and operational plans.
- Co-ordinate and control concurrent multiple programmes and projects utilising EPM Live.
- Lead and facilitate the activities of project/programmes/workstreams within and across multiple priorities and ensure work packages are complete within timescales.
- Produce core project documentation, to include: Project Mandates, Project Initiation Document(s) (PID) in line with PRINCE2 methodology and PMO standards.
- Assist with the development of customer and service strategy documents.

- Ensure that all project documentation is completed to the standards set out by NECS
- Utilising facilitation, issue resolution, mediation and diplomacy skills to support all staff groups in identifying an appropriate way forward in the event issues/conflicts arise.
- Liaison with a wide range of clinical, administrative and managerial roles, across multiple organisations and national agencies to support delivery of the project portfolio.
- As the Project Manager for specific projects, leads the project through Project Initiation, Delivery Agreements, detailed planning of deployments, implementations and verification process through to operational handover. Sometime you will be asked to set up a project and hand it over to another project manager to manage.
- Ensure that the various elements of the projects are delivering the benefits and are achieving the stated objectives, on time and within the available funds.
- Responsible for contributing to business change management and benefits realisation.
- Contribute to NECS strategy development identifying long-term requirements through the interpretation of NHS and organisation policies and requirements.
- Negotiating project resource and deployment priorities
- Complex problem solving across multiple projects is necessary to ensure project timescales are maintained.
- Project Team resource direction / motivation.
- Close working with a broad range of, clinicians, health professionals and patient forums to ensure anticipated benefits and transformational change are fully realised.
- Responsible for horizon scanning/researching, analysing and interpreting the impact and benefits of QIPP schemes that have been implemented across the country.
- Responsible for scoping, planning and implementing projects in line with Organisational business plan, ICT Security, Information Governance and National legislation.

## **6. KEY WORKING RELATIONSHIPS**

### **Internal**

Other NECS Departments

### **External**

ICBs

ICBArea Teams

NHSE/I

Other customers

Primary Care

## **7. MOST CHALLENGING PART OF THE JOB**

- To support the successful implementation of transformational projects in accordance with customers priorities and objectives.
- To support the successful implementation of transformational/QIPP projects for multiple customers across a wide geographical footprint.

**8. AGREEMENT**

Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_



Feature Sought	Essential	Desirable
<b>Attainments</b>	<p>Educated to Degree level or equivalent experience.            Have or working towards PRINCE 2 Practitioner or with a proven background of successful project delivery</p>	
<b>Experience</b>	<p>Significant experience in a project management environment            Experience of managing staff            Experience of dealing with clinical suppliers            Experience of budget management            Experience of business change activities</p>	<p>Experience of working across organisations and with other agencies</p>
<b>Skills &amp; Aptitude</b>	<p>Able to switch from one task to another without losing focus, holding a clear overview while paying attention to key aspects of detail.</p> <p>Ability to forge and maintain good working relationships with external suppliers and internal clients/departments.</p> <p>Ability to manage multiple projects to a successful conclusion</p> <p>Negotiating project resource and deployment priorities</p> <p>Responsible for horizon scanning/researching, analysing and interpreting the impact and benefits of successful transformational/QIPP schemes that have been implemented across the country</p> <p>Excellent oral and written communications</p> <p>Sensible negotiator with practical expectation of what can be achieved</p> <p>Track record of performance management and delivery of projects, targets, national policy implementation, change management.</p> <p>Ability to facilitate large groups ensuring objectives are achieved.</p> <p>Good telephone manner</p> <p>The ability to work under pressure to meet agreed service levels</p>	<p>Highly developed analytical skills with the ability to manage and interpret hard and soft data.</p>

<p><b>Disposition</b></p>	<p>Able to prioritise work, and work well against a background of change and uncertainty</p> <p>Customer focused attitude to providing project management Services</p> <p>Adaptable to situations, can handle people of all capabilities and attitudes</p> <p>Commitment to team-working and respect for the skills of others</p> <p>Self-motivated, proactive and innovative with a 'can do' attitude</p> <p>Ability to promote workforce diversity and contribute to wider equality and diversity agenda</p>	
<p><b>Knowledge / Abilities</b></p>	<p>Systematic approach to problem solving</p> <p>Ability to establish priorities, work independently and proceed with objectives without supervision</p> <p>Proven ability to understand organisational business drivers and service provision to ensure that all project planning and implementation is in line with business plans and deliverables.</p> <p>Sound knowledge of project management processes and ensure best practice is adhered to.</p> <p>Continuous ability to source, assimilate and analyse data and information relating to wide range of services and translate into an easily understood format</p>	
<p><b>Circumstances</b></p>	<p>Ability to undertake the duties of the post subject to reasonable adjustments under the DDA</p> <p>Requirement to travel between numerous NECS/customer ICB buildings.</p> <p>Able to meet NHS standards of attendance</p>	