



JOB DESCRIPTION

GENERAL INFORMATION

Job Title:	Programme Manager
Band	To be table topped
Hours	37.5 per week
Terms & Conditions Of Service:	In accordance with Agenda for Change Terms and Conditions handbook
Responsible to:	Head of Business Planning and Performance Management
Accountable to:	Director of Strategy and Business Development
Key working relationships:	Directors and Assistant Directors, Service Line leads, Partner organisations.

JOB SUMMARY

The Programme Manager will lead on the design, development and implementation of the Programme Management Function as part of the overall performance management framework.

The post holder will monitor delivery of service developments and cost improvement programmes that lead to additional patient and/or staff benefit and income for the Trust and in support of the Trust's long term vision and strategic direction.

It is likely that in the first year of the new function the majority of workload will be based on establishing new processes and programme managing critical, high profile projects, mainly for the Trust's Cost Improvement Programme, and putting systems in place to plan for the expansion of the programme portfolio.

1. Main duties and responsibilities

1. To support the Head of Business Planning and Performance Management in driving the delivery of the Trust's strategic plans and business service developments.
2. To manage an agreed programme of business development initiatives per year. As the function develops the post holder will be required to co-ordinate as many as 20 concurrent projects and the role will involve project planning, risk management, resourcing, progress reporting, project team management, troubleshooting and the continuing maintenance of good working relations. The cost improvement programme alone is expected to delivery several million pounds of savings over the next five years.

3. To drive and embed a formal and robust approach to project management, addressing infrastructure and cultural issues.
4. Ensure delivery of all projects to an agreed time, cost and quality.
5. To act as a point of escalation for issues within individual projects.
6. Identify opportunities within the programme portfolio to maximise income streams and/or make efficiencies.
7. To facilitate and structure reporting of development activities targeted to the Executive Team, Board of Directors and other business stakeholders, fitting with the Trust's governance structure.
8. To monitor Programme spend and providing warnings on potential cost over runs and deviations from plans.
9. Responsible for resolving in the first instance any conflicts that exist between projects (resource, schedule etc).
10. Ensure all projects adhere to the existing business processes.
11. Ensure all project communication is appropriate and effective and stakeholder engagement is key to project development and delivery.
12. Support the Trust in communicating the organisation's strategic goals, objectives and priorities both internally and externally.
13. Ensure managerial and staff engagement across the Trust in developing and implementing the function.
14. Support the Trust in developing planning capacity and capability.

2. **Key Working Relationships**

Directors
 Trust Board
 Service lines and support functions managers
 Head of Commissioning
 Finance colleagues
 PCT Commissioning Managers
 Strategic Health Authority
 (and Governors when in post)

- Work closely with the Trust's key stakeholders to inform and shape programme management, in line with best practice and patient interests, to ensure the Trust delivers its contractual obligations and develops its external relationships.

3. **Functional Responsibilities**

3.1 **Administrative responsibility**

- To support the Head of Business Planning and Performance Management in their overall responsibility to progress delivery of the Trust's Business Strategy and Plans and delivery of service developments.

- Manage delegated resources pertinent to specific service development projects and day-to-day management of support staff; finance and administration.

3.2 Information management

- Drive the development of specific information and systems to support the programme management function in fulfilling its responsibilities.
- Working with the project teams to identify and report on relevant performance indicators.

3.3 Research and development

- To provide expertise to project teams in developing research and analysis capabilities.

4. Operational Responsibilities

4.1 Running the programme management function

- Ensure that business developments are reflected in the Trust's Long Term Financial Model, as well as the annual and integrated business plans.
- In working with project teams and leads identify opportunities to improve patient experience and promote quality of services.
- Risk identification in regards to business and performance to be identified in the corporate risk register.
- To ensure that risks are fully assessed and mitigation plans put in place by project teams. This is particularly important for projects involving the establishing of new and emerging services.

4.2 Performance Management

- Production of all performance requirements to fixed timetable.
- Co-ordinate the collation of project high-light reports and risk registers for your review and report to the Trust Board and Executive Team.
- Feed performance issues and progress reports into the Trust's Integrated Performance Report.

4.3 Planning and organisation

- Organise the planning and co-ordination of multiple project team meetings and the supporting documentation.
- Ensure strong engagement across staff groups and teams in the design of new service solutions, acting as an ambassador for integrated working, and helping shape and promote a vision for team working.

4.4 Policy and Service Development

- Ensure the appropriate financial control is put in place for projects.
- To be conversant with the wider changes in the commissioning and provision of health care in the UK and familiar with the strategy for improving health in the North East of England, 'Better health, fairer health' and region's ten year vision.
- Advise project teams on policy changes and provide expert advise in the interpretation of policy where appropriate.

5. Other Duties

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

6. Confidentiality

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

7. Infection Control

The post holder will be expected at all times to practice in accordance with the infection control standards specified in the Community Infection Control Policy and in accordance with the Health Act (2006) *Code of practice for the Prevention and Control of Health Care Associated Infections*.

8. Data Protection

The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

9. Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

10. Equal Opportunities

The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

11. Health and Safety

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

12. Flexibility

The Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

13. Risk Management

Support the implementation of the Trust's Risk Management Strategy

Help the Trust meets its risk management obligations by being aware of hazards and risks within their work environment and working with the Risk Officers for the reduction and removal of unacceptable risks.

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PERSON SPECIFICATION

This is a specification of the qualifications, experience, skills, knowledge and abilities that are required to effectively carry out the responsibilities of the post (as outlined in the job description) and forms the basis for selecting a candidate.

POST: Programme Manager

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	<p>Masters level qualification or equivalent experience.</p> <p>Evidence of commitment to Continued Professional Development</p> <p>Can demonstrate substantial financial management experience.</p>	<p>PRINCE 2 (Practitioner) or have PMI accreditation and is able to demonstrate financial management knowledge and cost benefit analysis process.</p>
Knowledge, training and experience	<p>At least 3 years experience of working in a business management role, supporting operational managers</p> <p>Demonstrable ability to lead and drive project teams</p> <p>Good practical understanding of Microsoft Project and other IT tools</p> <p>Knowledge and understanding of the NHS financial and commissioning processes</p> <p>Strong project management experience</p> <p>Experience of successfully delivering large complex projects</p> <p>Highly developed negotiating and influencing skills</p>	<p>Experience in setting up new functions/systems</p> <p>Management experience in the non-NHS or commercial sector</p> <p>Organisational development and change management skills</p> <p>Process redesign skills</p>
Business analytical skills	<p>Able to understand, disseminate and present complex information, using both verbal and written disciplines</p> <p>Able to identify new business opportunities, opportunities to improve the patient experience and make cost improvements.</p> <p>Politically astute</p> <p>Has good levels of critical thinking skills, problem solving ability and can think creatively to stimulate action</p> <p>Can evidence innovative and strategic thinking ability</p> <p>Has strong analytic, numeric and critical reasoning skills to offer expertise/advise to project teams and is capable of effective problem solving</p> <p>Ability to translate strategic goals into effective and achievable operational plans and capable of monitoring their success and</p>	<p>Good understanding of health care delivery in a range of NHS organisation</p> <p>Clear commitment to modernisation of services</p> <p>Record of delivering change across organisations</p>

	<p>outcomes</p> <p>Able to make sense of conflicting priorities and reach effective and speedy solutions</p> <p>Able to assess risks, anticipate difficulties and address them</p> <p>Able to handle detail within strategic plans and make informed decisions and judgements</p> <p>Is politically astute with knowledge of national and regional decision making and influencing bodies</p>	
Planning Skills	<p>Ability to prioritise own time, and others and effective at workload management</p> <p>Ability to translate strategic goals into local deliverables</p> <p>The ability to manage, direct and co-ordinate the work of other employees and prioritise a wide ranging workload</p> <p>Ability to work with individuals and groups from a range of backgrounds</p>	
Management Skills	<p>Has excellent leadership skills.</p> <p>Is confident in providing direction and strict delegation of work to project team leads and members to keep projects on track.</p> <p>Relationship management and networking</p> <p>Ability to lead change by influencing others and partnership working skills.</p> <p>Highly motivated and committed with the ability to motivate others</p>	
Specific skills	<p>Flexible</p> <p>Proactive</p> <p>Self disciplined with high level of personal integrity</p> <p>Lateral thinker</p> <p>High personal resilience and a commitment to deliver</p> <p>Ability to inspire colleagues</p>	
Equality and diversity	<p>Commitment to Equality and Human Rights</p>	

11th August 2009