

WEST LONDON MENTAL HEALTH NHS TRUST**JOB DESCRIPTION**

Post Title: Head of Programme Office

Grade: Circa Band 8b (to be evaluated)

Responsible to:

Accountable to: Deputy Chief Executive

Job Purpose:

To set up and lead the delivery of a structured programme to ensure the Trust and its senior leaders achieve a range of outcomes and objectives in key corporate deliverables aligned with service change and performance improvement. Initially, the programme will cover four main areas of focus; High Secure Services Re-licensing, CQC Registration and Core Standards, NHSLA Level 2 and External Enquiry Action Plan (PB/RL). However, it is envisaged that the postholder will develop the programme office and use project methodology to ensure achievement of a range of initiatives that will drive change across the Trust to achieve measurable and sustainable improvements in service performance.

The post holder will develop high level reporting to provide assurance to the Chief Executive that all elements of the programme are being delivered to meet requirements in terms of time, resources and quality. The post holder will ensure the availability of all the required information to evidence successful achievement in the identified outcome areas and that these meet the needs of all internal and external stakeholders. In doing so, the post holder will also ensure that any associated administrative burden this places upon those delivering patient services is minimised and will set up and be responsible for a programme office to provide support to the SDUs and corporate services in delivering outcomes in the most resource efficient way.

Another important aspect of the role involves active 'horizon scanning' to identify opportunities to learn from external sources and comparisons with recognised good practice in these outcome areas, and how these can be adopted by the Trust; whilst at the same time, identifying and pre-empting potential/emergent risks which may impact upon the success of the change programme.

Key Relationships: Chief Executive and Executive Team members
SDU Leads
Trust Operational Board
Business Managers
Information Manager
CQC
NHSLA
Risk Reduction Team
High Secure Services Commissioner
NHS London PB/RL Enquiry Team

Main Duties and Responsibilities

Programme Organisation:

Set up and establish a programme office to support the range of projects.

Develop and manage systems for document management and control.

Develop the programme definition document clarifying the aims and objectives of the programme, outlining the component projects and deliverables, their interdependencies and prioritisation together with a schedule of benefits realisation.

Define the programme structure and its governance framework.

Develop, create and maintain the programme plan, proactively monitoring its overall progress, resolving issues and initiating corrective action as appropriate.

Plan and organise own work schedules and that of others to ensure activities are completed within agreed weekly, monthly and annual timescales and comply with Trust policies and procedures.

Develop and manage a programme risk register in conjunction with key stakeholders.

Develop and maintain an issues log and establish criteria and process for escalation.

Develop reporting schedule. Identify reporting tools for internal and external requirements, working with relevant services to implement agreed option. Develop more accessible and innovative approaches to Programme reporting to enable the Trust and the Operational Board to understand fully the position and any risks to success.

Communications and Stakeholder Engagement:

Gain support of Trust Operational Board (who will act as Programme Board) for agreed work programme and reporting schedule.

Meet regularly with key leads in SDUs and corporate services and identify issues of concern and seek to resolve them.

Work with all stakeholders to support plans and deliver the agreed outcomes.

Develop and manage influential relationships with key stakeholders and partners to support improvement in Trust reputation.

Seek out and develop relationships with key professional contacts – to represent the Trust's interests and to facilitate the exchange of information and the provision of informed advice.

Ensure that the contributions and perspectives of all staff are heard and valued, and influence management decision making as appropriate within the department.

Other Duties as determined by Deputy Chief Executive

Management of Report(s) suitable administrative support (assumed to be 1WTE Band 4/5)

Management of Resources (to be agreed)

General

The above job description is a general guide to the main duties and responsibilities of the post and may change in time in consultation and review with the post holder.

WEST LONDON MENTAL HEALTH NHS TRUST

AGENDA FOR CHANGE

Head of Programme – Governance and Improvement

<i>CRITERIA</i>	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
QUALIFICATIONS	Educated to Master's level or equivalent . Formal Project/ Programme Management Qualification or equivalent	Health Service Management qualification MSP (Managing Successful Programmes) Practitioner Prince 2 Practitioner	A
EXPERIENCE	Min 3 – 5 years experience at senior management level. Evidence of applying programme and project management theory to achieve successful and sustainable outcomes. Experience of dealing with senior managers and staff	Experience of delivery change management projects in a health or social care setting. Experience of modernisation tools and techniques including LEAN, process and systems improvement	A/I
KNOWLEDGE	Good understanding of service planning, change management process and quality management Sound understanding of business and legislation with the NHS environment. Good understanding of risk and incident management, plus the inter-relationship between the two. Understanding of delivery of projects and programmes in a matrix management environment. Thorough	Sound understanding of work flow processes and associated mapping and improvement techniques.	A/I

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
	<p>understanding of business processes.</p> <p>Knowledge of how to search for, and keep updated, with latest evidence base to inform practice.</p>		
SKILLS	<p>Excellent interpersonal skills. Confident communicator and effective listener. Excellent influencing and negotiation skills. Ability to engage all stakeholders. Accomplished report writing skills. Ability to work with minimum supervision and assume responsibility for own decisions. Ability to prioritise a busy workload, work under pressure and meet deadlines. Able to formulate information from data. Able to identify and analyse problems and propose/implement solutions. Excellent planning and organisation skills. Advanced keyboard skills proficient in M/S office package (including MS Project). Ability to work to tight deadlines.</p>		A/I
OTHER REQUIREMENTS	<p>Creative innovative and self-motivated. Ability to lead and motivate others.</p>		I

Assessment Key

A – Application form	I – Interview	T – Test
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Review date: October 2010

Reviewed by: _____