

West Midlands Ambulance Service NHS Trust

POST:	Senior Project Manager
ACCOUNTABLE TO:	Director for Service Delivery
PAY BAND:	8b
CONTRACT:	2 year Fixed Term

JOB PURPOSE: The post holder will lead change projects to impact on the effective, efficient and productive management of operations across the region using evidence-based practice, service improvement, business process re-engineering, and change management tools and techniques. Working with and supporting colleagues in operations and internal and external stakeholders, the post holder will have a high focus on the behavioural aspects of change management and leadership.

DUTIES & RESPONSIBILITIES:

- Build and maintain excellent working relationships with operational managers and other internal and external stakeholders
- Lead changes of culture, approach, systems and processes
- Reduce the impact of change on the business
- Take responsibility for the research and development of the change programmes ensuring best fit for the organisation
- Analysis and diagnosis of current ways of working identifying enablers and disablers
- Working collaboratively with colleagues and stakeholders to build a compelling picture of the future state of operations with clear key performance indicators built around a balanced scorecard approach
- Deliver a set of recommendations based on evidence
- Build and deliver (in collaboration with colleagues) an action plan to realise the agreed recommendations
- Support managers to deliver the changes, and to support their teams
- Review, evaluate and make further recommendations

ADDITIONAL INFORMATION

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing

circumstances following consultation with the post holder. The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development, and within the grading level of the post.

TRUST POLICIES & PROCEDURES

All employees must adhere to and perpetuate all Trust policies and procedures including those relating to Code of Conduct, Health and Safety, No Smoking at Work and Equal Opportunities in Employment, including responsibilities under the Disability Discrimination Act and awareness and compliance with Infection Control, the Risk Management Policy and Incident Reporting, ensuring risks are identified, managed appropriately and dealt with quickly and effectively.

HEALTH & SAFETY AT WORK ACT

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the West Midlands Ambulance Service NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The Trust has designated the prevention and control of infection as a core issue in the organisations clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity" and specifically with reference to hand hygiene and aseptic techniques.

CONFIDENTIALITY

All employees must observe and comply with the requirements of the Data Protection Act 1998, and associated legislation, and with the Common Law Duty of Confidentiality. Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998 or associated legislation.

FREEDOM OF INFORMATION

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.'

CONTINUING PROFESSIONAL DEVELOPMENT

There is a requirement to participate in the Trust's Personal Development and Portfolio Review process and to ensure your own personal and professional development, attending training courses as directed by the WMAS Trust.

REGISTRATION

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation. **NB:** It is your duty to ensure that your registration is kept up to date.

CRIMINAL RECORDS BUREAU (CRB) DISCLOSURE

Post holders whose work involve, or may involve, direct contact with patients, vulnerable adults and/or children, and/or with access to personal/financial details, are subject to CRB checks.

Under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered 'spent'.

TRAVEL TO OTHER SITES

You may be required to travel to other Trust locations. Please complete the travel expenses form. Details of allowances can be obtained from the Human Resources Department.

SMOKING STATEMENT

The Trust is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Please observe and comply with any notices seen in or around the Trust premises.

DIVERSITY AND EQUAL OPPORTUNITIES

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

PERSON SPECIFICATION
Senior Project Manager

	ESSENTIAL	DESIRABLE	EVIDENCE
QUALIFICATIONS AND TRAINING <i>(Level of education, specific qualifications, specialised training, training requirements for the job)</i>	Educated to Masters Degree or equivalent Evidence of continuing professional development	Relevant postgraduate professional qualification Prince 2 or similar project management qualification	Application, certificates and interview
EXPERIENCE <i>(Length, type and level of work related experience)</i>	Leading change in a complex, service-focussed organisation Consultation, collaboration and influencing of stakeholders	Working with the NHS Coaching managers	Application and interview
SKILLS/KNOWLEDGE <i>(Range and level of skills, depth of knowledge required for the job)</i>	Service improvement and business process re-engineering principles and practice A solid understanding of how people go through change and the change process Understanding of the structure and framework of the NHS and how the Trust delivers care within this Familiarity with project management approaches, tools and phases of the project lifecycle Problem solving and root cause identification skills		Application and Interview
APTITUDES AND ATTRIBUTES <i>(Communication and interpersonal skills, organisational skills, ability to work on own initiative, to strict protocols/procedures and time scales)</i>	Exceptional communication skills Ability to work effectively at all organisational levels Strong analytical and decision making abilities Strong team player, able to work with and through people Ability to use quantitative and qualitative information to stimulate performance improvement		Application and Interview
OTHER JOB REQUIREMENTS <i>(Physical/health requirements, specific requirements e.g. car owner/driver, full, clean, current UK Driving Licence)</i>	Must hold full, clean current UK Driving Licence and have the use of a car which must be available for work purposes Demonstrate flexibility in relation to duties and time Good attendance record Must pass Occupational Health Assessment		Driving Licence check Interview Medical Health Questionnaire