SINGLE CORPORATE SERVICES

Strategy

Job title:	**Programme Manager**	***** To be completed by HR ***** ***Job Reference Number***
Reporting to:	Strategy and Transformation Lead / Strategic Planning Lead	
Accountable to:	Head of Strategy & Transformation / Head of Strategic Planning	
Pay Band:	8A	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

The post holder will work alongside a team of programme and project managers in delivering a challenging programme of work across the Strategy portfolio (Planning, Strategy Deployment and Service Transformation) to ensure the delivery of our vision, including Trust Strategies, strategic aims, and True Norths.

To manage and coordinate the programme management function by delivering programmes assigned by the Trust's Executives and Trust Leadership Teams and those acting on their behalf using various change management techniques, including Delivering Excellence.

They will be responsible for developing and overseeing core programme governance arrangements, including key programme boards, steering groups, and working groups, as well as overseeing key programme systems and processes, including risk management and change control. Additionally, they will provide insight into how the benefits of these programmes and projects are realised, linked to how we deliver our operating plans and oversee our decision-making regarding business cases, etc.

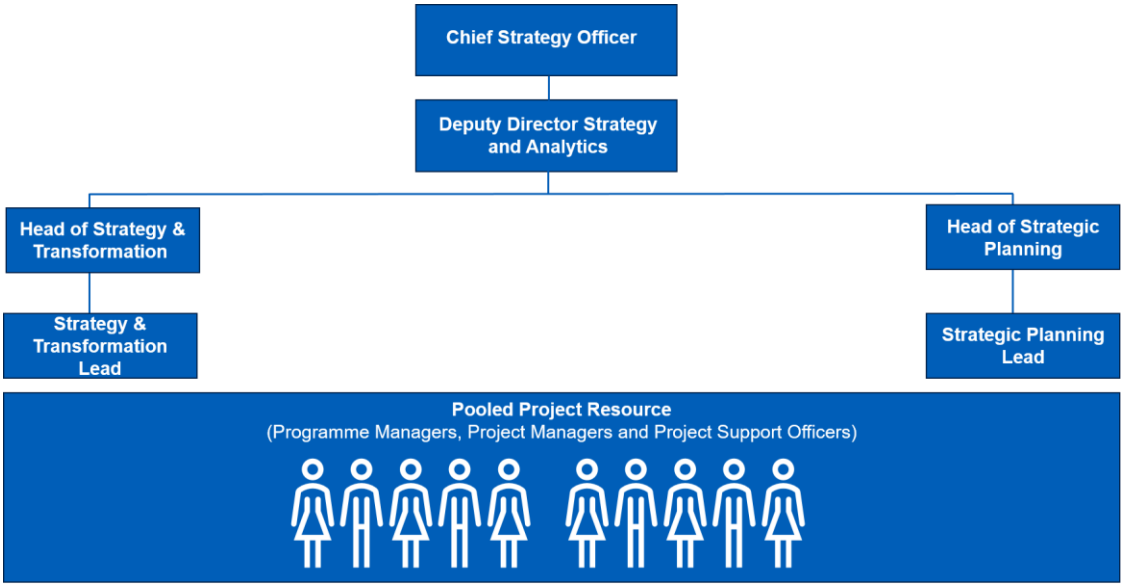
The post holder will work directly with key stakeholders across both the Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

Job summary

1. To have responsibility for specific areas of the Trust business across the strategy functions, which may include:
    - Overseeing the development & implementation of the annual (and long term) plans for both Trusts, aligned to the organisational priorities.
    - Providing the framework for the Trust strategies to be deployed, delivered, and connected throughout both Trusts.
    - Providing transformation and programme management expertise to the Trusts on aligned agreed priorities.
    - Providing benefits realisation expertise and oversight, aligned to the Trusts' Business Case process.

2. Support the development of an effective Programme Office as an agent for organisational and cultural change, driving delivery to support the operational and strategic objectives of both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust. The postholder is expected to:
    - Establish and maintain arrangements to monitor and report on Trust performance in its delivery of programmes of work (whether that be through our strategy deployment approach or other)
    - Facilitate resolution of strategic issues and workstream interdependencies that are hindering progress in programme delivery.
    - Ensure workstream leads and senior reporting officers receive robust, timely programme management information to appraise them of progress and inform their decision-making.
    - Lead the evaluation of projects/programmes to assess the impact of the change and its benefits. Including developing and maintaining Programme Level Risk Logs (Risks, Assumptions, Issues and Dependencies).

Organisational Chart



Specific Core Functions

The postholder has defined responsibilities and is accountable for their own work area in an often complex and sensitive environment.

Core tasks include programme monitoring and scrutiny, establishing and maintaining robust programme management processes (including reporting), supporting key governance forums, facilitating the resolution of strategic issues and interdependencies and providing flexible targeted delivery support to priority programmes to help deliver on key commitments.

Specifically, the Programme Manager will:

- Manage programmes aligned to our Trust strategic priorities, alongside identified Senior Responsible Officers (often Trust Executive Directors or members of the Trust Leadership Teams)
- Provide leadership and support to a range of change projects and programmes which drive sustainable services.
- Be responsible for checking that programmes /work streams have clearly defined project briefs, templates and milestones.
- Facilitate the resolution of strategic risks and issues and workstream interdependencies identified.
- Provide programme management expertise supporting the delivery of key prioritised initiatives within your work area.
- Contribute to regular written and oral reporting on performance and the organisational transformation programme to key governance forums such as the Trust committees.
- Maintain effective links to other corporate, operational and clinical teams, helping to ensure that Trust projects are prioritised & supported effectively in line with programme priorities.

- Provide advice on the drafting and delivery support on the Trusts' business cases.
- Carry out ad hoc tasks as requested.
- Deputise for the Strategic Transformation or Planning Lead; or Head of function as required.

Under each of the Heads of functions, the Programme (and Project) Managers will need to work flexibly as a team, using the same processes, procedures and approaches regardless of which function or functions they are aligned or Trust supporting at any given time.

The Programme Manager(s) will continue to review our systems and processes to continually improve, providing recommendations and advice internally to the team and externally to both Trusts.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy such as advanced keyboard skills.

Patient Client Care

- Provides general non-clinical advice, information and guidance.

Policy and Service Development

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

Management/Leadership

- The post holder is responsible for day-to-day management of staff within the Strategy portfolio. The post holder will deal with the initial stages of grievance and discipline; appraisal, acting as an interview panel member; responsible for monitoring mandatory training compliance with their team. The post holder will be responsible for reviewing work performance and progress and manage the allocation of work.

Information Resources

- The post holder will regularly use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD), or responsible for maintaining one or more information systems where this is a significant job responsibility.

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is unpredictable, or there is an occasional requirement for prolonged concentration.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	** How criteria will be assessed **
Qualifications	Educated to degree level or equivalent level of experience of working at a senior level in a specialist area. One or more of the below programme/project management qualifications or equivalent level of experience for example: - Prince 2 - Managing Successful Programmes - Project Management Institute Evidence of continuing professional development	Trained in service improvement methodologies with significant experience in the application of learning in practice	**Application form and interview**
Experience	Significant experience of managing or supporting large scale projects and programmes, delivering them within agreed timescales and budgets. Proven track record of successful and sustained change management in an NHS Trust or similar public sector organisation. Working with different corporate and service-level function to achieve this. Significant complex programme management experience.	Able to demonstrate a thorough understanding of NHS structures and current issues in the NHS	**Application form and interview**

Criteria	Essential	Desirable	** How criteria will be assessed **
	Extensive experience of identifying and interpreting national policy. Experience of working at a senior level in a corporate team environment Significant experience of managing people and teams and working in a matrix style approach Well-developed communication skills - both verbal and written - with the ability to communicate and influence at all levels, from internal to local and national. Able to clarify key points from diverse and complex sets of information. Experience of being able to draw highly complex qualitative and quantitative information from a range of sources and present it concisely. Ability to effectively plan and think strategically and analyse and resolve problems in a multidisciplinary environment Strong planning and coordination skills in a complex and rapidly changing environment.		

Criteria	Essential	Desirable	** How criteria will be assessed **
	Experience of being able to anticipate problems before they arise and offer solutions Demonstrate the ability to plan over the short, medium and long-term altering plans to fit with the rapidly changing environment. Experience of being able to provide and receive highly complex information and develop clear and concise reports. Track record in writing high-quality reports and presentation material.		
Knowledge	Must have an understanding of the background to and aims of local healthcare policy and appreciate the implications of this on engagement. Previously responsible for a budget, involved in budget setting and working knowledge of financial processes. Excellent working knowledge of Microsoft Office Suite, including the ability to develop gant charts (MS Projects), excel pivot charts to a high standard		**Application form and interview**

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:
Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- • Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.