

## SINGLE CORPORATE SERVICES

### Workforce Planning and Transformation

<b>Job title:</b>	New Workforce Solution Project Manager	<i>To be completed by HR</i>
<b>Reporting to:</b>	Director People – Planning and Transformation	
<b>Accountable to:</b>	Director of People Planning and Transformation	
<b>Pay Band:</b>	8a	

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

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. 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 NHS is rolling out a New Workforce Solution which is linked to a transformative programme for People Services, we are following a national roll out programme supported by a national team. We are a Pathfinder within the Early Adopters for this national programme.

This role working directly with the HR, LEaD and OD teams to support the New Workforce Solution roll out. Specifically providing project manager support to the Implementation Lead and Transformation Lead. You will provide a structured and focused approach to the management of large scale complex change management.

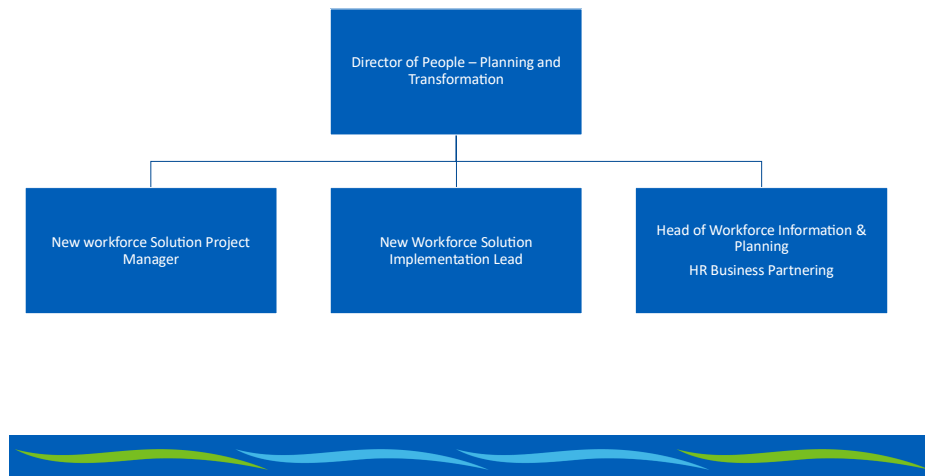
You will assist in the design of work internally, embedding local trackers of activity and reporting functionality to the programme board. You will need to be an ambassador for improvement and model the integrity, people focused and value for money behaviours essential to sustainable improvement. You will be expected to work within a clearly defined competency framework and will receive support and training to enable you to do this effectively.

#### Job summary

- Support implementation of the quality strategy, including any processes and templates, across all projects.
- Implement the change control process across all projects and portfolios.
- Support the definition of small/medium project Business Cases (scope, goals, deliverables, costs, timescales, plans, dependencies, resource requirements and milestones)
- Ensure a pre-scope project plan is communicated to all project stakeholders together with their individual responsibilities.
- Provide effective management support to project teams on small to medium sized projects.
- Ensure project plans are created and maintained, deliverables tracked against time and cost, and resource utilisation is monitored

- Monitor and report on progress of the project to the Project Board and all stakeholders
- Co-ordinate quality activities to meet quality objectives. Manage project risks, issues and change control, communicating the impact to the Project Board.
- Monitor projects against time, budget and quality standards.
- Identify the location of support to resolve technical issues affecting the transition into support, and formally closing off the project.
- Conduct or contribute to post-implementation reviews and identify any lessons learned
- Evidence of the ability to persuade teams to take on new ways of working and to consistently challenge the status quo
- Act as a change agent in the new workforce solution supporting people to think differently about the digital solution.
- Support the System Implementation Lead to challenge the status quo
- Experience of developing, monitoring and managing budgets
- Evidence of successful delivery of financial and/or quality benefits within agreed timescales.
- Experience of working in complex clinical environments
- Experience of executive report writing.
- Advanced analytical and judgement skills including understanding and application of complex statistical and numerical data.
- Proficient in the use of Microsoft products in particular Word, Excel and PowerPoint, Teams
- Experience in the use of project planning software e.g. MS Project
- Advanced communication skills both written (complex report writing) and spoken, including formal presentation / facilitation skills.
- Ability to gather and incorporate the views of service users into service change
- Ability to set out conclusions and recommendations clearly and concisely in a range of styles to reflect the needs of the audience.
- Ability to present effectively to large groups including senior staff and external professional bodies.
- Ability to influence, negotiate with, and motivate senior managers and clinicians
- Ability to manage and work through conflict situations
- Confidently facilitate workshops, generating enthusiasm and support from participants.
- Make clear rational decisions, exercising independent judgement in a professional and competent manner
- Ability to identify and manage risks.
- Ability to create a clear project plan and prioritise workloads and resource them in response to changing demands and requirements.
- Skilled in use of Statistical Process Control (SPC)

## Organisational Chart



### Specific Core Functions

1. As a Project Manager, you will lead on the implementation of the new Workforce Solution, working autonomously on some areas and closely with the Implementation & Transformation Manager and the rest of the team.
2. The post-holder will need to work across different levels of the organisation with a high level of autonomy, self-drive & motivation, to inspire, design and lead projects. You will be able to manage multiple priorities and work effectively within teams to achieve the plan set out.
3. The role requires the individual to engage with a complex agenda and to support the organisation in driving forward the transformation and quality agenda.

### Key Responsibilities

#### ***Communication and Working Relationships***

The post holder will be providing and receiving highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding and/or presenting complex, sensitive, or contentious information to a large group of staff.

#### ***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 physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

***Patient Client Care***

Assists patients/clients/relatives during incidental contacts.

***Policy and Service Development***

The post holder is responsible for a range of policy implementation and policy or service development for a directorate or equivalent.

***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. They will advise on matters relating to budgets for staff.

***Management/Leadership***

The post holder manages a discreet area of the HR function e.g. a Division

***Information Resources***

The post holder is responsible for adapting / designing information systems to meet the specifications of others.

***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***

Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

***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***

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

***Working conditions***

Exposure to unpleasant working conditions or hazards is rare.

## Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Masters level and evidence of post-graduate qualification, or equivalent by virtue of experience</li> <li>• Evidence of continuing professional development.</li> <li>• Project management qualification or significant knowledge of methodologies</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuing professional development including management studies to masters level or above or equivalent experience</li> <li>• Professional registration (BCS, IET, UKCHIP)</li> <li>• ITIL Practitioner Certificates</li> <li>• Sufficient knowledge of NHS/Government policies, strategies and organisational relationships in relation to digital, IT and public service developments, to be able to advise clients and develop proposals for the IT Department to respond to corporate needs.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge &amp; experience of organisational change or continuous improvement</li> <li>• Experience of training and facilitating group development and delivering training, education and development opportunities</li> <li>• Significant experience of working in an autonomous way, working within defined parameters to meet defined objectives and make rational decisions</li> <li>• Experience of providing specialist service change and modernisation advice to a range of professionals</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as a digital specialist within a non-digital environment (preferably involving clinical or supporting health services)</li> <li>• Experience of working in a People Services environment.</li> </ul>	

	<p>and in various environments.</p> <ul style="list-style-type: none"> <li>• Experience of working in a change environment with multiple stakeholders, across organisational boundaries and securing their engagement</li> <li>• Experience of influencing staff at all levels to ensure project objectives are owned by all members of the teams including users and stakeholders.</li> <li>• Experience of working across organisational boundaries and multiple services</li> <li>• Significant senior experience either of clinical or supporting health services, or of IT development or operational services.</li> <li>• Effective leadership and people management skills</li> <li>• Strong influencing and negotiating skills in complex and contentious situations, able to engage people from a variety of backgrounds to deliver shared objectives and outcomes that gain maximum benefit</li> <li>• Able to articulate a compelling vision of how things could be and might be</li> </ul>		
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Knowledge &amp; experience of organisational change or continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the current and developing strategic digital requirements of an NHS Trust</li> <li>• Knowledge of clinical pathways across the Trust and understanding of Trust mandatory performance standards</li> </ul>	

## 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.