Role Profile Descriptor

Job Title: Digital Estates Redevelopment Project Manager	Band: 7

Role Specific Key Tasks:

Scope

- Commissioning and decommissioning Digital infrastructure, equipment and services across Trust sites and partner provider organisations ELFT staff operate from.

- Project manage the Digital aspects of internal moves where a Service Improvement Request is assessed as in excess of the tolerances for a BAU (business as usual) supported move and a project is required.

- Matrix coordination of work packages across project and BAU resources within the Digital Department.

- Coordinate supplier contracting, specification and requirements, SOWs (Statement of Works), quotes and subsequent management of delivery.

- Follow procurement processes for engaging and contracting suppliers.

- Follow financial processes to place orders and ensure suppliers are paid in a timely manner in line with SFIs (Standing Financial Instructions).

Stakeholders

- Engage service leads, technical and non-technical stakeholders to develop and agree requirements.

- Be a point of contact for liaison and collaboration with the Estates Department to ensure seamless project delivery.

- Liaise with partner provider organisation Digital and Estate departments for new services or moves hosted from their sites.

Governance

- Create and present project related RFCs for approval to Change Control Committees.

- Ensure Digital reference documentation for sites is updated throughout the project lifecycle.

- Contribute to project and financial highlight reporting to the Digital Operations and Transformation Board, and Capital Projects Steering Group.

- Where appropriate support the completion and approval of Privacy Impact assessment documentation e.g., DPIA, GDPR.

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Security

- Where appropriate support the completion and approval of relevant Cyber security documentation e.g., DTAC.

Role Specific Accountabilities/Responsibilities:

- Responsible for the planning and delivery of the projects allocated by the Digital Estates Redevelopment Programme Manager.

- Commitment to ongoing professional development to maintain current knowledge of emergent technologies, building regulations and opportunities.

Role Specific Deliverables:

- Successfully deliver Digital Estates Redevelopment Programme projects within a technically complex and dynamic environment.

- Update Trust resource/time tracking and supplier Professional Service days for cost and estimation purposes.

Other:

- Contribute to the reviews of the Digital Estates Redevelopment Programme sub-strategy.

Manager:	**Employee:**	**Date:**

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JOB DESCRIPTION

JOB TITLE:	**DIGITAL ESTATES REDEVELOPMENT PROJECT MANAGER**
BAND:	**7**
DEPARTMENT:	**INNOVATION AND TRANSFORMATION**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**SENIOR PROGRAMME MANAGER**
ACCOUNTABLE TO:	**PROGRAMME PORTFOLIO LEAD**

JOB SUMMARY

The Project Manager is a key member of the Innovation and Transformation Team and will act as a senior lead for key projects within the Digital Programme Portfolio.

This role will lead and deliver projects (and smaller initiatives) within the Trustwide digital programme portfolio, as designated by the Senior Programme Manager. This will include the End-to-End project life cycle from inception to closure for infrastructure improvement projects and the implementation of new technologies across the organisation.

The postholder will work in close collaboration with Senior Project Manager and project teams and liaise with key internal and external stakeholders.

The teams could consist of:
- System suppliers
- Key project stakeholders
- Technical resources
- Clinician and non-clinical staff
- Partner providers
- People Participation
- Project staff responsible for the implementation of key ITIL processes such as Knowledge Management and Change and Service Asset and Configuration.

KEY RESPONSIBILITIES

- Act as the overall owner of the specific projects (or smaller initiatives) including project start up, development of the project plan, implementation, transition to business as usual, project closure and post project reviews
- Responsible for maintaining the projects governance arrangements to ensure a robust audit trail of project outputs, outcomes and benefits exist by establishing and leading a project board structure reporting to the relevant Programme Manager and relevant project boards.
- Work closely with the programme teams, Senior PMO Specialist, Digital Operations Teams, Digital leadership team and other project managers within the Innovation and Transformation Team, to ensure all new projects are scheduled appropriately and have the appropriate deployment, test and release resources forecast, budgeted and scheduled.
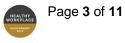- Ensure effective engagement and communication with all relevant stakeholders both

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internal (such as clinical and nonclinical) and external (such as people participation, partner providers and suppliers)

- Responsible for the definition of work packages needed to deliver a project and ensure that these are identified at the planning stage so they resources can be scheduled for work requirements.
- Responsible for ensuring that the appropriate controls are put in place to maintain the quality of services and ensure projects are successfully transitioned into "Business As Usual" once completed.
- Responsible for resolving issues and risks that arise during the project(s) and escalating to Senior Programme Manager accordingly.
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	- Matrix management of technical resources and project stakeholders. - Reporting/communicating progress to the relevant Project Board / external and internal governing bodies and other stakeholders. - Liaising with the Digital Operation Leads to schedule projects. - Liaising with operational teams and corporate functions - Ensuring project budgets are managed effectively - Monitoring project and managing risks and issues effectively on a daily basis. - Ensure effective project change management. - Manage business change - Manage several projects to successful implementation in parallel with each other. - Implementation of and ensure adherence to Trust policies and processes for the management of projects - Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. - Deputise for the Senior Project Manager as required
Human Resources	- Build, motivate and inspire a sense of ownership for projects within the team - Establish and maintain strong staff commitment within the project lifecycle to deliver and improve services. - Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust
Performance and Quality	**Service Delivery and Improvement** Scoping, planning, implementing and evaluating the delivery of specialist digital projects, using knowledge and experience of

Inspected and rated Outstanding CareQuality Commission | disability confident EMPLOYER | POSITIVE ABOUT DISABLED PEOPLE | FOR HEALTHCARE LEADERS HSJ | BEST PLACES TO WORK | Stonewall DIVERSITY CHAMPION | MINDFUL EMPLOYER | HEALTHY WORKPLACE ACHIEVEMENT 2019 MAYOR OF LONDON

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best practice across clinical and non- clinical areas
- Fully understand key drivers for change in the organisation and manage change effectively adopting best practice methods
- Ensure that all projects and documentation are undertaken to approved relevant standards – respective project management methodology.
- Collate requirements from users and produce specifications documents
- Preparing and updating project documentation
- Set up projects, identify suitable project team members
- Developing deliverable project plans and managing project inter-dependencies
- Proactively monitor and develop timely and accurate status reports (written and verbal) for Senior Programme Manager using Trust proved project templates
- Planning and implementing Go Live and Post Go Live activities.
- Foster strong working relationships with departments/individuals around the trust to promote the adoption of new systems working practice.
- Work with Trust stakeholders to forecast, monitor and realise benefits during project implementation phase and post Go Live
- Matrix manage project resources and negotiate with stakeholders where appropriate.
- Dealing with business sensitive information on a exceptional basis to shape the direction and delivery of projects
- Interpreting data to support decision-making, and the design and development of information systems across service lines
- Liaise with ICS partner organisations/ suppliers and other external organisations.
- Oversee installation of new equipment on projects.
- Propose changes to and implement new procedures when introduced.
- Ensure that users of any specialised equipment have the necessary training in the correct use.
- Ensure the efficient organisation of specific project teams making best use of capacity to deliver activity and with cost effective utilisation of staff and non-pay resources
- Work with the digital operational teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support.
- Correctly record and update asset information
- Remain updated with all Trust Policies and working practices.
- Liaise with external companies providing 3rd party support.

Risk Management and Governance
- Lead a culture within specific project teams that ensures that all technical and operational employees comply with Trust policies and guidelines
- Support the senior programme manager and other team leads in the delivery of the governance plan for the department

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	• Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place • Work collaboratively with colleagues to ensure that all risks are **Corporate** • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives • Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between service lines and shapes individual and joint roles across the organisation
Financial and Physical Resources	• In collaboration with finance manager and senior programme manager, responsible for preparation of project budget costs for new services, initiatives or systems for submission to Board for approval. • Responsible for monitoring progress against planned expenditure to ensure compliance with the forecasted project costs and address any variance with corrective actions. • Ensure that budgets are managed in accordance with the Trust's Standing Financial Instructions. • Develop capital bids and contribute to Trust business cases for submission to the respective senior programme manager for the relevant committees)
Personal Skills and Qualities	• Good analytical and problem-solving skills – ability to analyse complex data/information and make judgements/draw conclusions • High level of attention to detail • Ability to work independently and make autonomous decisions • Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals • Ability to work independently and make autonomous decisions • Good communication skills both written and verbal – able to provide and receive sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders • Ability to embrace, lead and drive change • Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role • Demonstrates a strong desire to improve performance and services

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	• A willingness to maintain and acquire new skills in the area of project management
	• Enthusiasm for working collaboratively with other departments and organisations.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work

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	performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the

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	burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities:
	Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.
	Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

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PERSON SPECIFICATION

JOB TITLE:	DIGITAL ESTATES REDEVELOPMENT PROJECT MANAGER
BAND:	7 (TBC)
DEPARTMENT:	INNOVATION AND TRANSFORMATION TEAM
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR PROGRAMME MANAGER
ACCOUNTABLE TO:	PROGRAMME PORTFOLIO LEAD

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to degree level or has equitable work based Digital knowledge and experience	E	S/I
	• Recognised professional project management qualification e.g., PRINCE 2 or Managing Successful Programs (MSP) or has equitable work-based experience	E	S/I
	• Management/leadership qualification or equivalent experience	D	S/I
	• Evidence of continued professional development	E	S/I
	• ITIL qualification	D	S/I
Experience	• Successful delivery of digital projects across health or social care or equivalent	E	S/I
	• Contribute to the development of capital bids and business cases	E	S/I
	• Project initiation through to sign off following agreed project management methodology principles	E	S/I
	• Managing change across all departments in a health or social care organisation or equivalent	E	S/I
	• Delivering communication plans to ensure engagement, co-production and collaboration.	E	S/I
	• Presentation of information to project boards and other relevant governing committees	E	S/I
	• Managing project budgets within a changing environment	E	S/I
	• Adapting to different projects within a changing environment	E	S/I
	• Facilitation of business change	E	S/I
	• Managing, leading and motivating large teams	E	S/I
	• Advanced Microsoft office applications e.g., VISIO, Project, Excel, PowerPoint	E	S/I
	• Leading service changes to improve performance	E	S/I
	• Implementing national changes as required	E	S/I

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	• Managing risks, issues, dependencies and constraints in	E	S/I
	• Experience of working within a Digital Department environment	E	S/I
Knowledge and Skills	• Ability to write comprehensive, clear and concise specifications and project documentation	E	S/I
	• Ability to communicate concepts and issues clearly at Senior level	E	S/I
	• Able to meet deadlines in a challenging and resource lean environment	E	S/I
	• Ability to build strong relations with internal and external project stakeholders	E	S/I
	• Excellent negotiation and influencing skills	E	S/I
	• Able to work under pressure	E	S/I
	• Knowledge of project management controls, tools and techniques	E	S/I
	• Knowledge of Digital infrastructure	E	S/I
	• Application/systems development, support and training principles	E	S/I
	• Good specialist knowledge of working in a Digital Support environment.	E	S/I
	• Good understanding of change management	D	S/I
	• Working knowledge of financial processes	D	S/I
	• Good understanding of the current NHS agenda and healthcare policy	D	S/I
Personal	• Ability to think logically	E	S/I
	• High level of attention to detail	E	S/I
	• Passionate on project delivery	E	S/I
	• Able to motivate and influence people of all levels	E	S/I
	• Enthusiastic about digital and its role in improving patient experience and operational efficiencies and effectiveness	E	S/I
	• Effective team player	E	S/I
	• Work flexibly to accommodate project delivery	E	S/I

S: Shortlisting   I: Interview   T: Test

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