JOB DESCRIPTION

JOB TITLE:	GENERIC - SENIOR PROGRAMME MANAGER
BAND:	8C
DEPARTMENT:	INNOVATION AND TRANSFORMATION
DIRECTORATE:	DIGITAL
REPORTING TO:	PROGRAMME PORTFOLIO LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION AND TRANSFORMATION

JOB SUMMARY

The Senior Programme Manager is a key member of the Innovation and Transformation Team and Digital Leadership Team.

Working in collaboration with the Programme Portfolio Lead and other Senior Programme Managers, responsible for the successfully delivery of all the approved Digital Projects and Programmes within the Digital Programme Portfolio.

Each Senior Programme Manager share a generic job description and are able to 'cross over' with each other's roles, each has a specific role descriptor to enable the development of specialist skills sets that are of value to the Digital Team and which also provide subject matter expertise to the Trust and ICS.

This role has overall responsibility for a specific programme of new and/or large-scale complex projects which are individually led by the respective Senior Project Managers, Project Managers and Senior Project Transformational Specialists to support the delivery of digital priorities and digitally enabled transformation of the Trust, working in partnership with local, regional and national bodies.

Key working relationships:

- Lead and develop an effective model of working with senior management team within Digital Services and outwards to the ICS.
- Develop mutually supportive relationships with the other heads of department and senior team members to identify and achieve the common goals will be key to the success of the role.
- A visible profile across the Trust is required to ensure good communication with all departments, promoting and delivering the benefits of the Digital Programme of work
- Externally, relationships will be built with NHS England, NHS Digital and colleagues in other neighbouring NHS Trusts and organisations, specifically those within the ICS.

The project teams could consist of:
- System suppliers
- Key project stakeholders
- Technical resources
- Clinician and non-clinical staff
- Partner providers

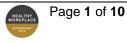*We care   We respect   We are inclusive*

- 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

- Overall responsibility for the successful delivery of a specific digital programme and projects, for the full lifecycle from initiation to closure, taking a responsible role on several projects.
- Lead the coordination, development, preparation and implementation of programme and project plans to agreed milestone delivery dates, resolving issues, and initiating corrective action as appropriate.
- Responsible for the programme of projects up to and including project start, implementation and transition of projects into support. The post holder will be 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.
- Ensure effective engagement and communication with all relevant stakeholders both 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 the programme 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 the programme of projects is successfully transitioned into "Business As Usual" once completed.
- Responsible for resolving highly challenging and highly complex issues that arise during the programme.
- 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.
- Deputise for Programme Portfolio Lead as required.

MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	• Ensure the initiatives of the Digital Programme are complimentary to the Digital Strategy and ambitions of the Trust. Work closely with the programme teams, portfolio office, 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.
	• Manage the services provided by the Digital Programme

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	ensuring an efficient and high-quality profile is maintained, monitoring user satisfaction in the context of the Programme and variable staff expectations, conflicting priorities, resource constraints and related issues. • Strong budgetary management and control of revenue and capital budgets, with a keen eye on identifying and achieving efficiency and productivity savings. Provide regular budgetary updates of each project. • Work autonomously to agreed objectives, with freedom to act within the stated guidelines of local and national policies. • Reporting/communicating progress to the relevant Project Board / external and internal governing bodies and other stakeholders. • Liaising with the Digital Operation, Operational leads and/or Corporate to schedule programme. • Daily monitoring of projects and managing high level risks and issues effectively. • Ensure effective project change management. • Manage business change. • Implementation of and ensure adherence to Trust policies and processes for the management of projects.
Human Resources	• Lead, manage and motivate staff within the Programme Team to deliver and improve services. • Work collaboratively with the Digital Leadership Team to ensure effective workforce planning that meets the needs of both current or future service developments, and to ensure that Systems Team staff receive appropriate education and training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust. • Inspire a sense of ownership for projects within the programme team. • Establish and maintain strong staff commitment within the project lifecycle. • 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** • Work with and lead the respective programme teams to provide programme, technical and change management leadership for the projects within the Digital Programme, and those linked to digital, information or telecommunication projects within the Trust. • Central to the role will be the design, delivery and support of processes and activities required to achieve the benefits and business changes identified in the Trust's Digital Strategy. • Develop a strong working relationship with all key stakeholders within the Programme in order to provide and gain insight across the organisation, ensuring synergy and combined achievement of objectives and benefits (one digital strategy). • Foster excellent working relationships with both external and

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internal partners and develop effective ways of working with them.

- Manage and develop a comprehensive Digital Programme Management service that supports the business needs of the Trust, which may include collaboration with other Trusts.
- Provide clear programme management leadership and support to all clinical and non-clinical areas of the Trust. In conjunction with the Heads of Information and IT, provide expert support to those areas that need to review their IT requirements, e.g. undertaking the research and necessary technical design to provide the right solution that supports the delivery of care.
- Keep up to date with innovation and identify the main suppliers in the market to provide innovation and the development of options appraisals and business cases pertinent to digital and digital-related initiatives. Manage several projects to successful implementation in parallel with each other
- 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.
- Ensure the requirements from users are correlated and specifications documents produced
- Ensure all project documentation is prepared and updated regularly
- Over see the development of project plans and managing project inter-dependencies
- Proactively monitor and develop progress reports for senior management and Board Executives
- Overseeing the planning and implementing Go Live and Post Go Live activities.
- Work with Trust stakeholders to forecast, monitor and realise benefits during project programme from implementation phase and post Go Live.
- Matrix manage project programme resources and influence or negotiate stakeholders where appropriate
- Dealing with business sensitive information on a regular basis to shape the direction and delivery of project programme.
- Interpreting complex data to support decision-making, and the design and development of major 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.
- Remain updated with all Trust Policies and working practices.
- Liaise with external companies providing 3rd party support.

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	Risk Management and Governance • Lead a culture within specific programme team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the Programme Portfolio Lead and other Senior Programme Managers in the delivery of the governance plan for the department • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place for all projects • Work collaboratively with colleagues to ensure that all risks are identified, monitored, escalated and that mitigation arrangements are in place. Where appropriate, included on the organisational risk register and are progressed appropriately to reduce the risk profile • Work collaboratively with colleagues to address complaints and incidents appropriately, lead the learning from such events to ensure that learning is achieved across the department **Corporate** • With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed • 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, responsible for development of programme 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 and boards)
Personal Skills and Qualities	• Excellent analytical and problem-solving skills – ability to analyse highly complex and highly sensitive data/information and make judgements/draw conclusions – including ability to

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respond to unexpected demands
- Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders
- High level of attention to detail and highly organised
- 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

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.

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	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 organisation's 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 performance and affect one's 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	The Trust is accredited as an Investor in People employer and is

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Development/Investors in People	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 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.

PERSON SPECIFICATION

JOB TITLE:	**GENERIC - SENIOR PROGRAMME MANAGER**
BAND:	**8C**
DEPARTMENT:	**INNOVATION AND TRANSFORMATION TEAM**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**SENIOR PROGRAMME MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – INNOVATION AND TRANSFORMATION**

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Master's degree level or has equitable work based experience	E	S/I
	• Recognised professional project management qualification e.g., Managing Successful Programs (MSP) and/or PRINCE 2 or has equitable work-based experience	E	S/I
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• ITIL qualification	D	S/I
Experience	• Successful delivery and implementation of large-scale complex digital programmes and projects across the health or social care sector	E	S/I
	• Significant experience of Project and Programme Management using an established project management methodology	E	S/I

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	• Management of multi-skilled applications design/development/technical teams	E	S/I
	• In depth and wide-ranging experience of working in application design and development across a variety of environments	E	S/I
	• Proven track record of setting strategy and prioritising a broad range of architecture, technical and business knowledge to deliver high quality technical solutions	E	S/I
	• Demonstrable experience leading, introducing and managing major change programmes	E	S/I
	• Experience of specifying and procuring solution and services on large complex projects	E	S/I
	• Development of capital bids and business cases	E	S/I
	• Benefits management life cycle	E	S/I
	• Risk management and governance including any issues, dependencies and constraints in projects	E	S/I
	• Delivering communication plans to ensure engagement, co-production and collaboration.	E	S/I
	• Presentation of information to project board and other relevant governing committees	E	S/I
	• Accountable for project budgets 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
	• Experience of working within a Digital Department environment.	E	S/I
Knowledge and Skills	• High level of technical knowledge of clinical systems with the ability to quickly understand and apply new technologies	E	S/I
	• Excellent technical and organisational skills with the ability to manage complex workloads and multi-task in complex and sensitive environments	E	S/I
	• Clear understanding and appreciation of the processes supporting clinical care and the approaches required to designing and developing computer applications in this environment	E	S/I
	• Sound judgement and decision making involving highly complex facts or situations	E	S/I
	• Excellent communication and interpersonal skills both written and verbal – when dealing with highly technical and highly complex information to a wide range of stakeholders	E	S/I

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	across organisational boundaries and be able to provide and receive highly complex, sensitive information and use a high level of persuasion, influencing and negotiation skills.		
	• Proven ability to convey technical information in lay terms both written and verbal	E	S/I
	• Confident in dealing with and resolving scenarios where people's opinion may conflict	E	S/I
	• Knowledge of Project and Programme Management using an established project management and methodology	E	S/I
	• Excellent working knowledge of NHS practice, current NHS agenda and healthcare policy	E	S/I
	• Excellent working knowledge of core healthcare systems e.g., RiO, EMIS, System One and the role they play in the healthcare setting	E	S/I
	• Ability to write comprehensive, clear specifications and project documentation clearly and concisely	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
	• Highly developed specialist knowledge of working in a Digital Support environment.	E	S/I
	• In depth understanding of change management	E	S/I
	• Working knowledge of financial processes	E	S/I
Personal	• High level of analytical and problem-solving skills – ability to analyse highly technical & high complex data & sensitive information and make high level judgements including ability to responding timely manner to planned and unexpected demands	E	S/I
	• High level of attention to detail	E	S/I
	• Ability to negotiate on controversial issues including performance and change	E	S/I
	• Ability to embrace, lead and drive change in a complex environment	E	S/I
	• Highly organised with strong ability to lead and direct others adjusting plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I
	• Demonstrates a strong desire to improve performance and services	E	S/I
	• Able to lead and direct others to accomplish organisational goals and objectives	E	S/I
	• Reliable, adaptable and dependable	E	S/I

S: Shortlisting   I: Interview   T: Test

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