

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>SENIOR PMO SPECIALIST</b>
<b>BAND:</b>	<b>7 (TBC)</b>
<b>DEPARTMENT:</b>	<b>DIGITAL ADMINISTRATION &amp; PROJECT INITIATION</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>DIGITAL ADMINISTRATION &amp; PROJECT INITIATION MANAGER</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR – INNOVATION &amp; TRANSFORMATION</b>

### JOB SUMMARY

The Senior PMO Specialist is a key member of the Digital Administration and Project Initiation team.

The role is responsible for leading and supporting the Programme and Project Team in the delivery of a comprehensive, confidential and sensitive high quality administrative support for approved new and/or large digital projects from across the Trust.

The postholder will work with portfolio, programme and project managers to oversee the completion of all post approval documentation in accordance with the Project Management Office (PMO) guidance and provide the ongoing administrative support relating to the monitoring of project progress and delivery. The postholder will provide administrative support for producing the progress reports for Digital Solutions Board and subsequently by the Digital Operational and Transformation Board.

The post holder is expected to be the knowledge repository or 'go-to-person' for all potential post approval project administrative related elements.

The Digital Administration & Project Initiation Team comprises of the following functions:

- Digital Administration
- Digital Project Initiation
- Digital PMO
- Digital Communications
- Digital People Participation

The Digital Administrative & Project Initiation Team will:

- Act as a central point of contact regarding digital administration for the digital department
- Deliver a high level of administrative support to Senior Digital Leadership team and Digital Leadership Team
- In collaboration with the Communications Department, oversee communications from the digital team to the wider Trust
- Act as the Digital 'site manager' including the front of house function
- In collaboration with the People Participation Team represent the digital needs from a service user perspective
- Work collaboratively to ensure that all team functions are met in a timely manner to support the various digital teams to meet their deadlines

The activities of the PMO are centralised around resource and work planning and control, budget management, change management and product quality control.

This lead role incorporates customer care, vendor or relationship management, operations and communications co-ordination. For all these functions, the post holder is expected to understand, meet or exceed their customers' requirements and have the ability to communicate complex digital administration related issues to digital and non-Digital staff.

**KEY RESPONSIBILITIES**

- Establish, lead and manage the Project Management Office service
- Provide a professional support service to projects and programmes, independently and acting as a right hand of the project manager / delivery manager.
- Lead on the organisation and planning of administrative support to the relevant portfolio, programme, project and transformation managers in relation to project management including project and change action plans, process mapping, project tools
- Monitoring of progress of actions, project boards and highlight reporting of approved digital projects
- Provide visible leadership and promote continual improvement in quality, performance and delivery of Trust objectives within project initiation team
- Coordinating complex meetings with stakeholders and suppliers
- Preparation of relevant Project Management documentation for digital governance board
- Organisation and planning of administrative workload within Project and Programme Team prioritising accordingly to ensure timely delivery to meet deadlines
- Develop and maintain effective relationships with key stakeholders internally and externally providing regular feedback and update reports
- Develop the business and planning processes across the department to deliver services to required standards and within the available resource base
- Ensure the efficient organisation of the services within Digital Administration team making best use of capacity to deliver activity within the terms of Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources
- Deputise for the Digital Administration & Project Initiation Manager as required

**MAIN DUTIES AND RESPONSIBILITIES**

<p>Management/ Leadership</p>	<ul style="list-style-type: none"> <li>• Lead and manage the administrative elements of the project management cycle using expertise and specialist knowledge</li> <li>• Develop and maintain effective relationships with key stakeholders internally and externally requiring strong negotiation skills to manage competing priorities and ensure actions take place in a timely manner.</li> <li>• Prioritise workload for the Digital Administration &amp; Project Initiation team as required to meet business needs and customer requirements</li> <li>• Work collaboratively with the Digital Administration &amp; Project Initiation Manager, the Digital Leadership team or other colleagues to develop processes to ensure that service delivery, development and improvement plans are developed, implemented and reviewed</li> </ul>
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	<ul style="list-style-type: none"> <li>• Ensure that service delivery standards are achieved</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Work collaboratively with the Digital Administration &amp; Project Initiation Manager and the Digital Leadership team to ensure effective workforce planning that meets the needs of both current and future service developments</li> <li>• Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and strategic aims of the Trust</li> <li>• Recruitment and selection of new staff within the team in collaboration with Digital Administration &amp; Project Initiation Manager</li> <li>• Develop and coach less experienced members of the digital team when required</li> <li>• Provide support for the induction of new starters</li> </ul>
Performance and Quality	<p><b>Service Delivery and Improvement</b></p> <ul style="list-style-type: none"> <li>• Successful delivery of project management support to the Project/Programme Managers through completion of PMO documentation.</li> <li>• Scheduling of formal and complex meetings, ensuring deadlines are achieved, and minutes and actions are recorded accurately and disseminated in a timely manner</li> <li>• Initiate/produce reports, briefings, papers, agendas, minutes and action notes for meetings with key stakeholders within the required timeframe as appropriate ensuring actions are followed.</li> <li>• Coordinate Project Management Groups, including clinical experts, application vendors, technical expertise and other associated groups.</li> <li>• Provide regular feedback and update dashboards/reports on progress, issues and risks to senior stakeholders and Digital Leadership Team</li> <li>• Manage competing agendas and ensuring an effective project initiation support function</li> <li>• Develop processes in collaboration with the Digital Administration &amp; Project Initiation Manager to jointly manage the business, delivery and development of services</li> <li>• Act as the administrator for significant, complex, confidential and sensitive meetings to include, circulating agendas, taking minutes on laptops/or PCs where possible, and preparation of equipment, venues and refreshments.</li> <li>• Ensure compliance with the Trust's Corporate Business Guidelines by implementing and maintaining effective office systems and procedures, making maximum use of technology with the ultimate aim of achieving a paperless office.</li> <li>• Develop and maintain effective working relationships with staff at all levels, internal and external, NHS and non-NHS organisations both locally and nationally</li> <li>• Assist in ensuring that the service is proactively monitored and appropriate alerting mechanisms are in place and fully functional. Propose changes to and implement new procedures when introduced</li> </ul>



	<ul style="list-style-type: none"> <li>• Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed</li> <li>• Keep up to date with all Trust policies and working practices</li> <li>• Demonstrate good understanding and knowledge of local and national guidance and targets that impact on individual projects from within the NHS e.g. Department of Health initiatives, NHS England, Health Education England etc.</li> </ul> <p><b>Risk Management and Governance</b></p> <ul style="list-style-type: none"> <li>• Support a culture within the team that ensures that all technical and operational employees comply with Trust policies and guidelines</li> <li>• Support the service manager and other team leads in the delivery of the governance plan for the department</li> <li>• Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place</li> <li>• Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile</li> <li>• 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</li> </ul> <p><b>Corporate</b></p> <ul style="list-style-type: none"> <li>• Use specialist knowledge and experience to ensure that decisions taken are in the Trust’s best interests</li> <li>• Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives</li> <li>• 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</li> <li>• Hold a ‘corporate’ leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation</li> <li>• 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</li> <li>• Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust’s values</li> </ul>
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> <li>• Ensure that budgets are managed in accordance with the Trust’s Standing Financial Instructions, working collaboratively with the Digital Administration and Project Initiation Manager and Finance lead, taking the necessary actions to prevent or</li> </ul>



	<p>address variance in performance, and to incorporate recommendations of internal and external audit</p> <ul style="list-style-type: none"> <li>• Ensure the department meets the required performance standards</li> <li>• Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standards or milestones</li> <li>• Work collaboratively with the Digital Administration &amp; Project Initiation Manager in the development of cost improvement plans and their implementation as part of financial recovery processes</li> <li>• Support in the development of capital and/or revenue business cases for submission to the Associate Director – Innovation &amp; Transformation for the relevant committees</li> </ul>
<p>Personal Skills and Qualities</p>	<ul style="list-style-type: none"> <li>• Personal presence and positive representative for the trust/department.</li> <li>• Ability to communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome</li> <li>• High level of attention to detail</li> <li>• Enthusiasm for working collaboratively with project groups</li> <li>• Willingness to maintain and acquire new skills in the area of digital administration &amp; project initiation</li> <li>• Ability to develop effective working relationships with peers and stakeholders across the organisation</li> <li>• Ability to analyse complex data/information, problem solve and make judgements/draw conclusions</li> <li>• Able to work independently, using own initiative and as part of a team</li> <li>• Able to embrace and drive change</li> <li>• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term</li> <li>• Able to work flexibly to meet the demands of the role.</li> </ul>

**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:-

<p><b>Health and Safety</b></p>	<p>Under the Health &amp; 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</p>
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	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.
<b>Equal Opportunities</b>	<p>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.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
<b>Dealing With Harassment/ Bullying In The Workplace</b>	<p>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.</p> <p>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.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
<b>No Smoking</b>	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.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work 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.
<b>Confidentiality</b>	<p>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&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>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 &amp; Culture Department.</p>
<b>Safeguarding</b>	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



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	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.
<b>Service User and Carer Involvement</b>	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.
<b>Personal Development</b>	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.
<b>Quality Improvement</b>	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
<b>Professional Standards</b>	To maintain standards as set by professional regulatory bodies as appropriate.
<b>Conflict of Interests</b>	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.
<b>Risk Management</b>	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.
<b>Personal and Professional Development/Investors in People</b>	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.
<b>Infection Control</b>	<p>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:</p> <p>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.</p> <p>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.</p>



## PERSON SPECIFICATION

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<b>BAND:</b>	<b>7 (TBC)</b>
<b>DEPARTMENT:</b>	<b>DIGITAL ADMINISTRATION &amp; PROJECT INITIATION</b>
<b>DIRECTORATE:</b>	<b>DIGITAL</b>
<b>REPORTING TO:</b>	<b>DIGITAL ADMINISTRATION &amp; PROJECT INITIATION MANAGER</b>
<b>ACCOUNTABLE TO:</b>	<b>ASSOCIATE DIRECTOR – INNOVATION &amp; TRANSFORMATION</b>

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
<b>Education/ Qualification/ Training</b>	• Educated to Degree level or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• ITIL Foundation Methods to Foundation level	E	S/I
	• Business Administration	D	S/I
	• PRINCE2 or equivalent	D	S/I
<b>Experience</b>	• Lead role in senior administrative capacity	E	S/I
	• Experience of working with a senior management team/senior managers	E	S/I
	• Strong experience of working in administration function	E	S/I
	• Experience in preparation of reports, papers and agendas for complex meetings	E	S/I
	• Experience of facilitating change in practice to improve services	E	S/I
	• Financial procedures including responsibility for budget management	E	S/I
	• Business planning / annual planning	E	S/I
	• Risk management and governance	E	S/I
	• Experience of working in a project management environment.	E	S/I
	• Organising and prioritising resource and workload deadlines	D	S/I
	• Working in health or social sector		S/I
<b>Knowledge and Skills</b>	• Advanced Microsoft Office Skills	E	S/I
	• Practical knowledge of working with a project management office	E	S/I
	• Excellent interpersonal, written, presentational and communication skills		
	• Able to support project managers in the	E	S/I



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	<p>administrative project initiation elements, identifying risks and issues, developing mitigation strategies and establishing key milestones</p> <ul style="list-style-type: none"> <li>• Ability to simultaneously manage a number of relationships and conflicting priorities across the different work programmes</li> <li>• Must be able to work to agreed deadlines</li> <li>• Ability to analyse problems and develop effective solutions</li> <li>• Ability to provide specialist knowledge and advice within the department and other organisations.</li> <li>• Good understanding of change management</li> <li>• Demonstrable knowledge of service improvements and project delivery</li> <li>• Good understanding of the current NHS agenda and healthcare policy</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Good analytical and problem-solving skills – ability to analyse complex data/information and make judgements/draw conclusions</li> <li>• High level of attention to detail</li> <li>• Ability to work independently, using own initiative and as part of a team</li> <li>• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation</li> <li>• Ability to embrace and drive change</li> <li>• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term</li> <li>• Able to work flexibly to meet the demands of the role</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

S: Shortlisting I: Interview T: Test

