Job Description

Post	Digital Transformation Project Manager
Band	Band 7
Department	Digital Transformation and Innovation
Responsible to	Digital Transformation Programme Lead
Professionally Accountable to	Digital Director
Date written	June 2022
Written by	Deputy Digital Director

Job Summary

We have recently formed the University Hospitals of Northamptonshire NHS Group, bringing together the constituent organisations of Kettering General Hospital NHS Foundation Trust and Northampton General Hospital NHS Trust. We have agreed an ambitious Group Strategy 'Dedicated to Excellence' which sets out our strategic ambitions and priorities for the next five years. We have also launched our Group Digital Strategy, which sets out our ambitions over next three years to become the most digital hospital in England. Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Doing things once across the Group
- Communicating and engaging throughout

The post holder will work as part of a dynamic and agile digital transformation and innovation team. They will be accountable for delivering and implementing digital products and services as part of the Digital Transformation Programme which is in support of University of Northamptonshire's Digital Strategy

All members of the Digital portfolio will strive towards "Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations" [Tom Loosemore's definition of Digital].

The post holder will share the responsibility of identifying and recommending courses of action to support the success of projects, to establish clear planning, risk, issue and financial management and accountability arrangements.

The post holder is responsible for providing professional expertise around planning, dependencies and associated impact of change. They will lead and work alongside departmental teams working to understand and address user need ensuring successful and beneficial changes to their working practices.

Compassion   Accountability   Respect   Integrity   Courage

The post holder will be competent with technology-enabled service re-design and service transformation. Experience of working with agile methodologies will be an advantage.

Key Working Relationships

Working collaboratively with key stakeholders the postholder will work with a range of internal and external stakeholders.

Key relationships include:
Internal:

- Users across the Trust
- Clinical staff
- Other project managers
- Digital staff

External
- Other NHS Trusts
- Local digital health community
- Third party suppliers
- Healthcare institutions (CCGs, mental health foundation trusts etc)

Be responsible for the collation and presentation of information to Project Boards. Programme Boards, members of staff within the Trust and external agencies, ensuring the project remains high on all relevant staff's and organisation's agenda

Be responsible for effective communication to users and the wider Trust.

Organisational Structure

Main Duties and Responsibilities

Key deliverables
- Develop, lead and manage the delivery of projects associated with the Group Digital Strategy, with varying levels of size and complexity ensuring that they do not have an adverse impact on patient care and quality
- Promote and practice agile methodologies in delivery of digital projects.
- Report regularly on project performance, risk management and financial control.
- As budget holders for projects you will carry out day to budget management duties, including administering and monitoring the project budget.
- Develop business justifications, business cases and project artefacts in collaboration with Business Unit operational teams, working to principles of Minimum Viable Bureaucracy.

- To ensure that services are continually reviewed and improve the quality, effectiveness and safety of care, actively seeking out and learning the lessons from complaints, compliments, investigations and other information and intelligence

Digital Transformation
- To use tools and techniques of the internet era to understand user needs and put into place solutions that meet expectations
- To support the disciplines of service design and user research to support product development

Project assurance
- Be responsible for the management of milestone delivery, interdependency of deliverables, project risks, mitigations, issues, change and configuration
- Ensure every project has an appropriately scoped project plan with clear roles, responsibilities accountabilities and timescales for delivery. Ensure each project has the right team to support delivery; establishing clear agreed objectives; risk management and benefits realisation metrics against which delivery can be monitored.
- Proactively manage changes in project scope, identify potential crisis and devise contingency plans in conjunction with appropriate colleagues.
- Develop and providing key operational management data and project reports, for review and use by the necessary Programme Board.
- To foster a culture that values respect, teamwork and excellence in all aspects of the delivery of patient care.

Management and leadership
- Ability and capacity to quickly absorb and understand large amounts of complex, service, financial, legal and policy information, whether in written, verbal, numerical, analytical and electronic forms
- Line Management of the project support officer and/or junior members of the project team and provide training on own project to all key stakeholder, including management, clinicians and staff at all levels
- Challenge existing practices, ensuring that progressive solutions, which consider models of best practice, are incorporated into service plans
- Interpret and lead on the local implementation of new policies applicable to the management of data and digital technology across the Trust and managing cultural change as required to embed new ways of working.
- Monitor and manage budget and expenditure for projects

Communication and relationships
- Work in collaboration with users to understand their needs and ensure digital products meet their needs and provide benefits for organisation, staff and patients
- Identify where existing clinical and administrative policies and working practices will need to change in order to maximise the benefit of these new digital systems and work collaboratively with staff in order to do this
- Use developed persuasive, motivational, negotiating, influencing empathetic and / or reassurance skills especially when required to overcome significant barriers to

acceptance of projects, thus drawing on the highest level of interpersonal communication skills.

Professional/ personal development
- The post holder will take responsibility for their own professional development, identifying training and educational needs and agreeing ways of addressing these with the Digital Transformation Programme Manager

Job requirements
- We support distributed and flexible working arrangements, however, subject to business needs, there may be a requirement to travel between the Kettering and Northampton Hospital sites and other sites across the Group and ICS.
- Frequent VDU use is required for this post for periods of up to 3 to 4 hours at a time in order to produce complex reports and analysis to support decision-making.
- Standard keyboard skills
- Frequent concentration will be required on a wide variety of complex issues throughout the day.
- The post holder will participate in and facilitate meetings, which require a high level of concentration, with a variety of audiences and mixtures of attendees.
- There will also be a requirement to present complex information at meetings which will require the individual to have a high level of concentration to ensure that there is active engagement in the subject matter at hand.
- Exposure to unpleasant working conditions or hazards is rare.
- Office conditions, with an occasional requirement to travel between sites in this role (for example, to support go lives of projects; an unforeseen level of absence at one site; support training or onboarding of new starters; team workshops etc.)
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Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff).
- This post involves incidental access to the public and does not have access to children and/or vulnerable adults, as defined by the Disclosure and Barring Service (DBS). Therefore, no DBS check is required of the post holder.
- If you have not had a satisfactory DBS check within the last three years you may be required to apply for an updated DBS check during your employment.
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.

- Responsibilities will stretch to working across the Group in line with this job description. This post is subject to the terms and conditions of employment of your employing Trust. Please refer to your terms and conditions of employment for confirmation of your employing Trust (Northampton General Hospital NHS Trust or Kettering General Hospital NHS Foundation Trust).
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. It is the Group's aim to reach agreement on reasonable changes, but if agreement is not possible the employing Trust reserves the right to effect changes to the postholder's job description after consultation with them. Appropriate notice of such changes will be given.

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:
- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

University Hospitals of Northamptonshire NHS Group is made up of Northampton General Hospital NHS Trust and Kettering General NHS Foundation Trust. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- University Hospitals Northamptonshire NHS Group
- Best of Both Worlds Northamptonshire
- Kettering General Hospital
- Northampton General Hospital NHS Trust

Person Specification	Essential	Desirable
Education, Training & Qualifications		
Educated to degree level or equivalent level of experience	X	
Working at a senior level in specialist area		X
Project Management qualification		X
Quality improvement methodology qualification e.g. QSIR		X
Agile delivery qualification e.g. ScrumMaster, AgilePM.		X
Knowledge & Experience		
Evidence of continuing professional development	X	
Proven experience of effectively managing complex projects from brief through to delivery, including risk management and change control	X	
Proven experience delivering projects with sizable elements of organisational change	X	
Proven experience of setting project objectives, managing priorities and dependences within project, mitigating risks and reporting status updates to teams and stakeholders	X	
Track record in successfully delivering service improvement initiatives demonstrated by quantifiable metrics	X	
Experience of working with a wide range of stakeholders using different approaches relevant to the audience	X	
Experience of effective budgetary management for projects		X
Experience of working within the NHS		X
Experience and understanding of agile methodology and thinking		X
Skills		
Ability to apply appropriate project management methodologies according to the risk, scope and scale of a project	X	

Ability to self-motivate and work on own initiative and organise own workload	X	
Excellent interpersonal skills, including negotiation and influencing, and managing project performance effectively.	x	
Good verbal communication skills; ability to build rapport with a wide range of stakeholders at all levels and to develop wider networks	X	
Good written communication skills; ability to convey highly complex information in a way that is understood by a range of target audiences	X	
Ability to respond to shifting priorities, demands and timescales through analytical and problem solving capabilities in a high-pressure environment where there are competing demands.	X	
Ability to work with service users to understand their needs and translate this in order to inform product design, planning and implementation	X	
Credible and effective leadership qualities including ability to gain buy in and influence	X	
Key Competencies/ Personal Qualities & Attributes		
Passionate and committed to bring our Dedicated to Excellence values to life, improving the way we work with each other, particularly focusing on empowerment, equality diversity and inclusion of our staff, patients and service users	X	
Highly motivated, hard-working individual with drive and determination to deliver	X	
Honesty and professional integrity	X	
Commitment to personal development	X	
Passionate commitment to embedding diversity and equality internally and externally	x	
Ability to travel between the Kettering and Northampton Hospital sites and other sites across the Group (where postholders are required to travel as part of their role)	X	