

# North Bristol NHS Trust

## Job Description

### Job Details

Job Title: Project Manager

Grade: Band 7

Department: Financial Sustainability

Directorate: Finance

Location/Base: Southmead Hospital

Contract type: Permanent

### Job Summary

As a project manager working at North Bristol NHS Trust, you will have direct responsibility for overseeing the delivery of end-to-end projects that will either support our clinical divisions to achieve recovery of activity following the impact of COVID, or to better use the limited resources we have.

The role will work within our Financial Sustainability team which aims to deliver large, cross-cutting programmes of work using expert programme management skills, operational management support and analysis to identify opportunities for improvement. While the role reports into the Financial Sustainability team and will support the delivery of our Engagement, Value, Outcome (EVO) Approach, we expect this role will have the opportunity to deliver projects across the whole Trust-Wide portfolio. The role will also link with the Reset & Recovery team where cross-cutting opportunities have been identified.

As a Project Manager in the team, you will be responsible for ensuring your projects are well planned, co-ordinated, and delivered with benefits identified upfront and realised on delivery. You will be expected to use your knowledge and experience to ensure projects and wider programmes are delivered within time and cost constraints and your ability to build strong relationships and trust with clinical and operational teams will support the implementation of these programmes and projects.

The post holder will be working in a dynamic change environment, with tight timescales and with a wide variety of stakeholders. This exciting role has a real opportunity to drive

and contribute to clinical and operational programmes of work which will make a genuine difference to patients while being part of a growing and forward-looking team.

## Organisation Chart/Accountability



This post is highlighted in Green and reports to the Financial Sustainability Programme Manager within the Financial Sustainability Team.

## Knowledge, Training, Experience And Skills Required

### Knowledge

- Significant experience of project/programme management, including experience of managing a range of projects that result in pathway improvements.
- Knowledge of health and social care issues and priorities.
- Experience of undertaking Service Improvement projects.
- Specialist knowledge acquired through in depth experience, training or qualification.
- Knowledge of change management.
- Broad understanding of the NHS, its organisation, roles and responsibilities in a changing Environment.
- Demonstrable skills in dealing with a wide and diverse range of professional and managerial staff and others within a multi-agency setting.
- Demonstrable and effective influencing and negotiating skills.
- Effective communicator in writing, verbally and in presentation mode.
- Has a flexible approach with a commitment to team working.
- Sound knowledge and experience of using office based IT systems.
- Able to effectively manage workload and competing priorities.
- Able to work under pressure to tight deadlines in the production of high quality work.
- Able to motivate staff and secure their commitment to involvement in planning processes
- Determined and self-motivated.
- Analytical, creative and solution orientated.
- Experience of project management in a healthcare setting.

### Training/Qualifications

- Qualification in project/programme management e.g. PRINCE 2, MSP, APMP or equivalent

- Change management qualifications are also desirable given our close work with the Patient First Delivery Team, whose work is centred around the use of Lean Six Sigma.
- Educated to Degree level or holds equitable substantial work based experience.

### **Experience**

- Strong, demonstrable experience of project management, working across teams to ensure customer, staff, quality, financial and efficiency benefits are defined and delivered.
- Experience of using programme and project management approaches such as PRINCE2 and/ or Managing Successful Programmes (MSP).
- Significant experience of managing stakeholders often with strong competing views, to build and gain consensus to enable decisions to be progressed to boards for approval.
- Experience of developing, tracking and managing both risks and issues and where appropriate flagging and escalating rising risks to relevant Senior Responsible Officer (SRO), boards and senior management.
- Experience of developing Benefits profiles and then managing the project benefits through the project lifecycle.
- Experience of the application of change management techniques and best practice through the project lifecycle.
- Experience of business process improvement, ideally including benchmarking from analysis of datasets. Experience of data analytics would be advantageous.
- Experience of working with financial information.
- Experience of establishing, preparing for, running and following up project boards.
- Experience of delegating appropriately and management of people and performance. In addition, an appreciation is required for the importance of annual appraisals, objectives and personal development plans and the need to invest time to develop and upskill more junior members of staff.
- Evidence of continued professional development.

### **Skills**

- Ability to learn rapidly and track and understand a complex range of multi-faceted activities within individual areas, some of which may be dependent on one another.
- Ability to self-start, often working with minimal direction from line management or programme SROs.
- Ability to analyse, evaluate and synthesise data and information from a wide range of sources to solve or pre-empt problems.
- Strong evidence of team working across professional boundaries. Evidence of facilitation skills able to bring others together to work jointly in pursuit of a shared outcome.
- Highly developed interpersonal, oral and written communication skills and negotiation and influencing skills.
- Proficient in the use of the internet, MS Word, Excel, PowerPoint and Outlook in order to enable production of accurate and high quality reports in a professional format.
- A lateral thinker with the confidence and resilience to operate in a complex and high profile environment in which challenge from individuals up to Executive level will be present. Able to cope with what may at times be a high pressure environment and able to work to tight deadlines.
- Ability to achieve a balance between being supporting and challenging, both in regular informal catch ups and in the presence of senior staff at formal checkpoints.
- Consideration of others and the impact actions may have on other individuals, while valuing the contribution of colleagues.
- Ability to effectively self-develop through the application of training and courses. Ability to undertake skills transfer in order to further develop the capabilities of others and of the organisation.

## Main Duties & Responsibilities Of The Post

Within the project, the role holder will be responsible for:

- Managing allocated projects from across the Financial Sustainability portfolio through their lifecycle from inception to delivery.
- Managing projects on a day-to-day basis. Our current model means it is likely that the postholder will manage projects that will impact across the Trust, however on occasion this may vary should Divisional project support be required.
- Supporting clinical and operational teams to develop and plan projects and update documentation describing these plans.
- Supporting the creation of business cases and managing them through the organisational review and approval cycle.
- Identifying and supporting achievement of project benefits realisation.
- Developing and maintaining project plans, forward planners and other documentation such as RAID logs.
- Supporting clinical and operational teams with the delivery
- Organising project boards and ensuring actions are captured and completed.
- Providing routine reporting and communications material for boards and the wider organisation.

In addition:

- Be prepared to step in and provide occasional operational support to programme/general managers
- Provide focused pieces of work on specific areas, as necessary.
- Provide input into regular summary reports which are submitted to the Trust Board and other groups.
- Recognising some projects will lead to both operational and financial improvement, attend Financial Sustainability meetings as required to provide updates on programme and project development and delivery and to problem solve with colleagues.
- Deputise for Programme Managers, as required.

## Working Conditions / Effort

### Working conditions

- The post is based at Southmead Hospital with flexibility to work from home as appropriate.
- The post comprises of formal line management to the Financial Sustainability Programme Manager.
- The programmes and wider corporate side of the organisation work in a matrix structure. The position holder will be expected to collaborate with and engage with colleagues to gain agreement to complete supporting work strands.
- Requirement, on occasion, to attend other NBT sites or other organisations to attend meetings individually or with other team members,

### Physical effort

- Light physical effort to use a computer, lift and file paperwork;
- Daily role is a combination of sitting, standing and walking, handling documents and information. Also required to attend meetings at locations other than the base office.

### Mental effort

- Frequent requirement to concentrate and make decisions in a fast-paced working environment.
- Requirement to concentrate in a busy, open plan office environment while respecting privacy of colleagues.

- Planning and managing individual programmes of work.
- Managing ambiguity of messages.
- Strict management of priorities and deadlines.
- Work pattern may be unpredictable due to unforeseen requirements.
- Potential for interruptions to work which may require immediate response.

#### **Emotional effort**

- Working on clinical projects may result in occasional exposure to distressing or emotional circumstances.

The role involves a high level of interaction with other parties both in person, by telephone and via Microsoft Teams which can often lead to conflict within an environment of negotiation.

## **NBTCARES**



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

## **Improving the patient experience through your work**

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

## **Infection control**

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## **Commitment to health and safety, no smoking, equal opportunities and harassment and bullying**

### **Health and Safety/Security**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## **Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)**

### **No-Smoking Policy**

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

### **Equal Opportunities**

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### **Harassment and Bullying**

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## **Confidentiality and freedom of information**

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by: Sara Stiddard

Authorised by:

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*