



**University
Hospitals Sussex**
NHS Foundation Trust

Job Description and Person Specification

Job Description

Job Title	Senior IT Project Manager
Band	8a
Hours	37.5 (Negotiable)
Department	IT
Division	Programmes and Projects
Location / Hospital Site	Brighton/Worthing/Chichester
Responsible to	Group Head of Project and Programmes
Accountable to	
DBS Level	None
DBS Barring	Not Required
DBS Workforce	Not Required

Role Summary:

The post holder will be responsible for running specific projects associated with the delivery of key clinical systems University Hospitals Sussex NHS Foundation Trust, will provide overall programme and project management and co-ordination of all activities within these projects, be responsible for scoping, planning and delivery of agreed project with time, cost and quality constraints.

Key Working Relationships:

- The post holder will assist the Head of IT Programmes and peers in defining the programmes and development detailed plans to deliver against all agreed objectives.
- The post holder will work closely with CCIO's as required and relevant internal and external stakeholders. Management of external suppliers as required.

Structure Chart:

Please refer to Appendix 1.

Main Duties and Responsibilities

Skills: Communication.

- Manage specific, large and complex projects within the IT programme to deliver required products to agreed quality standards within time, resource and budget constraints. Key to this is the engagement of key clinical and managerial stakeholders, maximising their contributions and encouraging ownership.
- Communicate with all staff in impacted areas, to inform solutions, identify potential problems areas and ensure managers have the necessary information to communicate changes and their impact to staff. Visiting workplaces to meet staff and user groups to discuss change issues and encourage and motivate them to embrace the change and realise the benefits.
- Responsible for planning and organisation of all project related meetings, workshops, events, ensuring communication tools are used to their maximum value.
- Monitor project progress against agreed KPI's and success criteria. Escalate any risks and issues not able to be resolved at project level to the Head of IT Programmes.
- Develop relevant PRINCE2 documentation for each project including Project Initiation Documents, Project plans, Risk and Issues logs. Ensure that projects are well defined, with relevant resources, agreed scope and appropriate success criteria.
- Ensure that stakeholders are engaged with the project, kept up to date with project progress and changes that will affect them. Develop project and project stakeholder communication materials to be used as part of a wider IT programme communications.

- Ensure project teams and relevant stakeholders have effective opportunities to contribute to the development of the project to discuss, influence and progress plans, facilitating collaborative working while ensuring delivery at all times.
- Consult with managers and members of other functions to address inter-dependencies and ensure alignment.
- Be able to deal with and manage to resolution any resulting potentially contentious issues raised on a range of business sensitive issues and including supplier management.
- Manage, identify and assess the main priorities and risks associated with the project including the development of contingency plans and managing conflicting priorities between stakeholders with different expectations.
- Ensure that stakeholders are engaged with the project, kept up to date with project progress and changes that will affect them. Develop project and project stakeholder communication materials to be used as part of a wider IT programme communications.
- Excellent written and presentation skills, with the ability to communicate effectively using a wide range of techniques such as face to face, email, presentations and facilitating workshops where needed.
- Ability to chair meetings, including Programme and Project Board meetings, presenting documentation to facilitate positive meeting outcomes and ensure sound project governance. Be able to present plans, discuss issues and direct the meeting as required with a wide range of operational stakeholders.
- To provide continued on-the-ground support for staff immediately following go-live on new systems, to ensure that the process of change is handled with maximum take-up and minimum disruption to clinical services. This will include supporting the activities of identified core trainers, who will provide an effective first line of support following go live.
- Responsible for the creation and maintenance of project files including correspondence, reports, plans and specifications. Maintain current audit log files communicate identified issues, actions and risks associated with respective projects.
- Responsible for management of project resources supporting delivery and rollouts. Motivating teams through sound engagement, detailed planning and clear communication.

Skills: Analytical and Judgemental

- Responsible for analysing options in relation to elements of projects within their remit and making decisions as to the best way forward from these or where appropriate developing options appraisals for consideration elsewhere.
- Ability to reach decisions, prioritise and recommend appropriate action through the assessment of relevant sometimes complex or conflicting information.
- Ability to make sound political judgements and decision involving highly complex facts.

- Ensure that products and associated work processes are appropriately tested and evaluated prior to acceptance by end users. This must be reflected in agreed acceptance criteria and should include end-to-end testing in a simulated live environment, as far as is possible.
- Ensure that each new project plan includes the identification, testing, communication and review of relevant Business Continuity Plans; this will include managing any consequential impact on other service areas and/or functions.
- Provide information and options for the way forward when there are conflicting views, or different options. This information should be risk based and beneficial to the project and overall aims of the business.
- Forecast time for project deliverables to be achieved and resources required through assessment and analysis of all key milestones and the work packages required to support delivery.
- Management of project RAID logs and clinical hazard logs through detailed understanding and assessment of projects and their impact(s) to current and future business operations.

Skills: Planning and Organizational

- Provide information and options for the way forward when there are conflicting views, or different options. This information should be risk based and beneficial to the project and overall aims of the business.
- Responsible for monitoring projects against plan and for regularly communicating project progress, issues/risks (arising and potential) along with options or preferred course of action to overcome any issues with the Group Head of IT Programmes and other appropriate stakeholders. This will include production of regular progress and exception reports.
- Responsible for analysing options in relation to elements of projects within their remit and making decisions as to the best way forward from these or where appropriate developing options appraisals for consideration elsewhere.
- Ensure that Acceptance certificates are signed off for all key project stages and deliverables, including confirmation of associated test criteria and all exceptions.
- Monitor project progress against agreed KPI's and success criteria. Escalate any risks and issues not able to be resolved at project level to the Head of IT Programmes.
- Ensure that any interfaces or dependencies with other systems are well defined, relevant dependent stakeholders engaged and work agreed and planned as part of the overall project plan.

Skills: Financial and Physical Development (inc. equipment, stock etc.)

- Required to monitor expenditure of project against budget and to highlight any issues in this regard to the Group Head of IT Programmes &/or Project/Programme Board.
- Experience of managing a project budget effectively.
- Ability to produce concise reports both financial and information based.
- Ability to forecast project spend for delivery and revenue impact(s)

Skills: Information Resources

- Project management software, such as Microsoft Project & Visio.
- Use of Microsoft Office.
- Use of resource management tools and time management such as MS Outlook to support meeting of deadlines.
- Work with respective technical I.T leads to ensure that Disaster Recovery Plans/BCP are appropriately updated to reflect changes made in information systems provision.
- Work with IT leads to determine transition to BAU approaches to ensure sustainability of systems implemented.

Skills: Research and Development

- To undertake Research activities related to specific project initiatives (e.g. where a project is based on or requires a research-based approach)
- Plan, develop and evaluate research methodologies and processes for gathering, analysing, interpreting and presenting data and information.
- Undertake Benefits Realisation within projects from collation of baseline data and measurable qualitative and quantitative data.

Skills: Service Delivery and Improvement

- Work with and provide support to work stream leads, managers, clinicians, staff and other stakeholders enabling a multi-disciplinary and multi-service approach to sharing, influencing and implementing new processes and ways of working.
- Demonstrate good understanding and knowledge of local and national guidance and targets that impact on individual projects e.g. NSF (National Service Framework), NICE (National Institute of clinical excellence) guidance, Department of Health initiatives etc.
- Responsible for developing and producing any general, non-technical guidance/user documents for the particular project.
- Will be required to suggest changes to local policy, protocol or guidelines where appropriate and as a result of the project(s) within their remit.

- Understanding of current standard operating procedures and potential changes required as a result of project deliverables.

Professional (not included in the above)

- Post graduate diploma or equivalent of experience in project management or related field.
- PRINCE 2 project management qualified or willingness to attain.
- To deputise for the Group Head of IT Programmes as required at relevant Programme Boards and other related meetings.
- Take responsibility for managing all project activities with all Trust and Supplier resources working on them, to ensure that the project achieves its plans and objectives. Where necessary, take corrective action to bring progress back on track.
- Influence, support, co-ordinate and take the initiative to obtain co-operation or agreement to alter ways of working, particularly where the need for change cannot easily be identified.
- Use highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams across the organisation to ensure delivery of project objectives.

People Management and Development

- Ability to manage staff within project teams.
- Ability to recruit and manage direct reports of resources assigned to projects either as seconded personnel or temporary assignment such as bank staff for floor walking.
- Ensure project resources are competent and used effectively to support project delivery.
- Ability to lead a project autonomously referring only to manager where absolutely necessary or for formal project updates.
- Ensure that detailed training needs are scoped, understood and incorporated into both implementation plans and end user training materials, in order to maximise user acceptance/conversion.
- Ensure that training programmes are relevant to the job functions and reflect levels of access to systems.
- Identify own education and training requirements, addressing any developmental needs as required in order to ensure best practice is maintained within the highest professional standards.

Clinical (not included in any of the above)

- Experience of managing projects in a clinical environment.
- Knowledge of the Clinical IT health system to inform change which reduces clinical risk and supports improved patient care.
- Knowledge of the NHS.

Patient Care Delivery

- The Trust has a statutory duty to ensure that patients, clients and members of the public are consulted and involved in decisions about local health service developments. You should be mindful of this and do what you can, as appropriate to your role and level of responsibility, to meet this duty.

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

'excellent care every time'

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork

- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Data Quality:

- Ensure that accurate data is entered into all data collection systems, manual or electronic.
- Report non-compliance with the Data Quality Policy, erroneous production of data and any factors affecting the production of valid data to the Data Quality Manager.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Confidentiality

- All data held, its management and procedures must conform to the requirements of the General Data Protection Regulation 2018 (GDPR). GDPR replaces the Data Protection Act 1998. It applies to 'personal data' which means any information relating to an identifiable person e.g. patients

and staff who can be directly or indirectly identified in particular by reference to an identifier. All employees must act in accordance with the regulation regarding all information accessible to them in the course of their work. Further information can be found in the Trust's Code of Confidentiality and in the Information Governance Policy and Management Framework.

- Employees must always ensure confidentiality and must not without prior permission disclose any information regarding patients or staff obtained during the course of employment, except to authorized bodies or individuals acting in an official capacity. Failure to adhere to this instruction will be regarded as serious misconduct and may lead to disciplinary action.

Workplace and Environmental Factors

Physical	<ul style="list-style-type: none">• Ability to manage projects in a clinical environment.• Ability to work in a fast-paced environment with conflicting objectives and meeting deadlines.• Ability to travel across sites.• Ability to sit for a prolong period of time.
Emotional	<ul style="list-style-type: none">• Ability to deal with range of issues and unpredictable risk and work pattern.• Ability to reach decisions, priorities and recommend appropriate actions through assessment of relevant complex information.• Use highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams across the organisation to ensure delivery of project objectives.• Requires tact, discretion and calmness when dealing with staff's, colleagues and stakeholders.
Mental	<ul style="list-style-type: none">• Self-motivated and adaptable, calm and approachable, able to respond to changing situations and work to tight deadlines, constantly redefining priorities.• Ability to work under pressure.• The post holder will be required to analyse and solve highly complex information's and develop present options/ alternative course of actions in response.

	<ul style="list-style-type: none"> • Preparing detailed and complex reports and delivery meetings will a significant part of the role, tailored appropriately for the range of audience, including Trust board, programme board and relevant stakeholders.
Working Conditions	<ul style="list-style-type: none"> • Able to work in a busy environment and deliver deadlines under pressure with competing priorities. • To be able to work in isolation much with line manager and senior colleagues based on the site offices. • Extended period of sitting at a computer, using monitors.

Person Specification

Requirements	Level required	How assessed (AF) (I) (A)	Level required	How assessed (AF) (I) (A)
	Essential		Desirable	
Professional Registration	<ul style="list-style-type: none"> Post graduate Diploma or equivalent level of experience in project management or related or PRINCE2 project Management qualified (AF) 	AF, I	Evidence of senior management development	AF, I
Experience/ Qualifications	<ul style="list-style-type: none"> Experience of managing projects in a clinical environment. Knowledge of the Clinical IT health system to inform change which reduces clinical risk and supports improved patient care Knowledge of the NHS Proven ability to manage projects successfully using PRINCE2. Experience of successfully leading complex projects within a healthcare environment. 	AF, I	<p>Experience of managing business change and benefits realisation within a complex environment.</p> <p>Experience of Managing Projects in clinical environment.</p>	AF, I

	<ul style="list-style-type: none"> • Experience of risk analysis and management techniques, managing risk and issue logs. • Ability to manage third party suppliers to deliver against an agreed specification. 			
Non-clinical (e.g. Scientific, Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<ul style="list-style-type: none"> • Proven ability to manage projects successfully using PRINCE2. • Experience of successfully leading complex projects within a healthcare environment • Experience of risk analysis and management techniques, managing risk and issue logs • Ability to manage third party suppliers to deliver against an agreed specification. • 	AF,I		
Clinical (where relevant)			<ul style="list-style-type: none"> • Experience of managing projects in a clinical environment 	AF,I
		AF,I	<ul style="list-style-type: none"> • Ability to be able to produce 	AF, I

<p>Skills: Communications And Relationship.</p>	<ul style="list-style-type: none"> • Required to communicate, establish and maintain relationships. • Motivate, negotiate, persuade, make presentations, train others, empathize, communicate unpleasant news sensitively and provide counseling and reassurance. Barriers and difficulties in exercising these skills. • Ability to communicate effectively at all levels across the Local Health Community adapting communication method dependent on the audience, their needs and to ensure understanding. • Excellent written and presentation skills, with the ability to communicate effectively using a wide range of techniques such as face to face, email, presentations and facilitating workshops where needed. • Ability to influence, engage and motivate both direct project resource and business stakeholders. 		<p>summary statistics on performance, benefits and data analysis</p>	
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	<ul style="list-style-type: none"> • Ability to both lead and be part of a team. • An excellent negotiator, able to identify solutions in partnership with others in order to deliver against objectives 			
Skills: Analytical and Judgemental	<ul style="list-style-type: none"> • Analytical skills to diagnose a problem or illness and understand complex situations or information; Judgmental skills to formulate solutions and recommend/decide on the best course of action/treatment. • Ability to reach decisions, prioritise and recommend appropriate action through the assessment of relevant sometimes complex or conflicting information. • Ability to make sound political judgements and decisions involving highly complex facts • Able to produce concise reports both financial and information based. • Highly developed problem-solving skills and ability to 	AF,I		

	<p>respond to sudden unexpected demands</p> <ul style="list-style-type: none"> • Ability to interpret national and local guidelines. • Strategic thinking – ability to anticipate and resolve problems before they arise. • Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales. 			
Skills: Planning and organizational	<ul style="list-style-type: none"> • The skills required for planning or organizing clinical or non-clinical services, departments, rotas, meetings, conferences and for strategic planning. The level of complexity and degree of uncertainty involved in these activities. • In depth and highly developed project planning and project control skills. • The ability to delegate where required, but maintaining the overall responsibility so as to plan and organise others to deliver on the project(s) 	AF,I		

Skills: Policy and service development implementation	<ul style="list-style-type: none"> • Making recommendations to decision makers. Whether the relevant policies or services relate to a function, department, division, directorate, the Trust or the wider Health economy. The degree to which the responsibility is shared with others. • Experience in understanding policy as it pertains to project deliverables and product design 	AF, I	<ul style="list-style-type: none"> • Understanding of clinical SOP's purpose and ability to interpret 	AF
Skills: Financial and physical development	<ul style="list-style-type: none"> • Experience of managing a project budget effectively including ability to forecast expenditure. <p><i>(Financial resources (including cash, vouchers, cheques, debits and credits, invoice payment, budgets, revenues, income generation); and physical assets (including clinical, office and other equipment; tools and instruments; vehicles, plant and machinery; premises, fittings and fixtures; personal possessions of patients/clients or others; goods, produce, stocks and supplies)</i></p>	AF		
Skills: Human Resources	<ul style="list-style-type: none"> • Experience in Management, supervision, co-ordination, teaching, training and 	AF, I	<ul style="list-style-type: none"> • Knowledge of recruitment processes and 	AF

	<p>development of employees, students and trainees etc.</p> <ul style="list-style-type: none"> • Work planning and allocation. • Checking and evaluating work, Undertaking clinical supervision. • Identifying training needs. Developing/implementing training programmes. • Teaching staff, students or trainees and Continuing Professional Development (CPD). • Ability to manage staff on a matrix management basis on behalf of the project. • Experience in delivering training packages to support projects. 		experience in developing project teams	
Skills: Information Resources/IT	<ul style="list-style-type: none"> • Project management software, such as Microsoft Project & Visio. • Experience in managing computerized, paper based, microfiche) and information systems (both hardware and software e.g. medical records). Security, processing, generating information, creating, updating and maintaining information databases or systems and the degree to which it is shared with others. 	AF, I		

	<ul style="list-style-type: none"> • Project management software, such as Microsoft Project • Use of Microsoft Office 			
Skills: Research and Development	<ul style="list-style-type: none"> • Experience in using appropriate methodology and documentation, including formal testing or evaluation of drugs, or clinical or non-clinical equipment. Initiation, implementation, oversight of research and development activities • Experience in system testing, development of test scripts and delivery of UAT. • Experience in benefits management and realisation. 	AF, I		
People Management and Development	<ul style="list-style-type: none"> • Ability to manage staff within project teams. • Ability to recruit and manage direct reports of resources assigned to projects either as seconded personnel or temporary assignment such as bank staff for floor walking. • Ensure project resources are competent and used effectively to support project delivery. 			

	<ul style="list-style-type: none"> • Ability to lead a project autonomously referring only to manager where necessary or for formal project updates. • Ensure that detailed training needs are scoped, understood and incorporated into both implementation plans and end user training materials, to maximise user acceptance/conversion. • Ensure that training programmes are relevant to the job functions and reflect levels of access to systems. • Identify own education and training requirements, addressing any developmental needs as required in order to ensure best practice is maintained within the highest professional standards. • Work with and provide support to work stream leads, managers, clinicians, staff and other stakeholders enabling a multi-disciplinary and multi-service approach to sharing, influencing and implementing new processes and ways of working. 			
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Equality, Diversity, and Inclusion	<ul style="list-style-type: none"> • Evidence of having championed diversity in previous roles (as appropriate to role). • Evidence of having undertaken own development to improve understanding of equalities issues 	I		
Specific Requirements	<ul style="list-style-type: none"> • Ability to manage more than one work stream within one or more projects running simultaneously and to switch attention between tasks as required. • A customer orientated, confident, reliable and self-motivated individual. • Able to handle periods of high pressure with the ability to take the initiative when required but to know when to ask for help. Motivated and conscientious with a willingness to get the job done to a high-quality standard. • Ability to spend a number of hours concentrating on a task including spending long periods working on a VDU. 	AF, I		
Freedom to Act				

APPENDIX 1



