

Job description

POST

[Programme Manager, Stroke Services (Secondment until 2027)
Reporting to Alexander Chapman]

SALARY

[£50,952 - £57,349 per annum
(pro rata where applicable)]

CARE GROUP

[Kent and Canterbury Hospital & Royal Victoria Care Group
Stroke]

BASE

[Kent and Canterbury Hospital]

CONTACT

Alexander Chapman - alexanderchapman@nhs.net

Welcome to East Kent Hospitals

In East Kent Stroke service, we are undertaking significant improvement works with agreed commissioning in place to build new Hyper Acute and Acute Stroke Units by 2026 and a new Mechanical Thrombectomy centre in 2024. We are delighted to be offering an exciting opportunity for a Programme Manager to join the service on a fixed term contract to support the strategic development of stroke service transformation in East Kent.

We are looking for someone with experience of managing projects, who can communicate effectively with others and has a passion for improving healthcare services in the local area. You will be working as part of a dynamic multidisciplinary team and need to be proactive, highly motivated and organised to ensure the programme is delivered.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Programme Manager, Stroke Services

Role specific duties

Project management:

- Responsible for the Programme requirements underpinning the stroke transformation including coordinating the programmes of work and workstream activities within expected timelines; monitoring, identifying and mitigating risk; and monitoring implementation deliverables.
- Coordinates delivery of programme governance through the Stroke Assurance Board. Ensures appropriate information is available to enable board effectiveness.
- Coordinate workstreams, providing structure and project support to each workstream as required to ensure timely progress and delivery of actions.
- Provide project management support to analyse and scope the needs of the future East Kent stroke service, aligned with the regional redevelopment of Hyper Acute Stroke Unit.
- Provides the point of access for project coordination and requests.
- Supports and coordinates requests for the project, (including Executive Team papers, scoping exercises, Freedom of Information requests, etc)
- Support the clinical team to facilitate agreement regarding proposed models of care, providing accurate data and information to support organisational decision making (eg demand and capacity modelling, workforce requirements).
- Consider any investment requirements to meet the future needs of the service, and supports the development of any required business case for stroke services in EKHUFT.
- Produce clear visual materials, project documentation, and data for use in reports, local briefings, workshops and meetings for both internal and external presentations. Provide timely and accurate reports as required within the programme.
- Support clinical and operational teams to provide context to support service redesign.

Stakeholder relationships

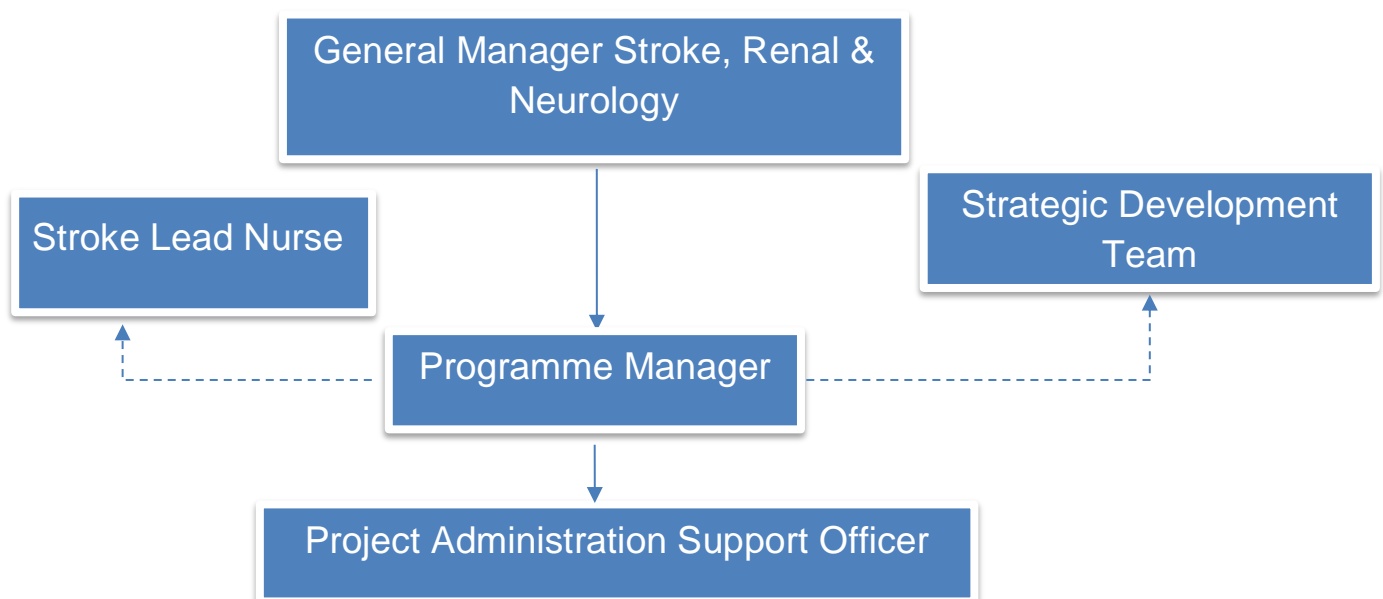
- Provides line management support to the Stroke Admin Support Officer.
- Works closely with the Stroke Lead Consultant, Stroke Lead Nurse, and Workforce Lead to support project requirements.
- Works with the clinical and operational stroke teams, care group, and Trust transformation programmes to ensure programme alignment with wider clinical strategy work.
- Support staff and public engagement events as appropriate, including the organisation of stroke away days and other stakeholder events.
- Represent EKHUFT at relevant Kent and Medway Stroke Programme workstreams, to ensure accurate dissemination of information and alignment of regional and local planning (eg Stroke Project Leads meeting)



Leadership:

- Identify own development needs in line with service requirements within personal development plan and proactively develop and improve own competence.
- Actively engage in continuous professional development, in line with registration requirements, and maintains a suitable CPD record and attends relevant mandatory training.
- Support ongoing staff engagement, ensuring the MDT are well informed, with an opportunity to share their opinion and be involved in co-designing new services. Uses highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams.
- Build strong relationships and ensure optimum engagement from wider networks and key stakeholders to promote buy in and support.
- Closely work with stroke staff across organisational boundaries to ensure good communication links, supports the team in developing a culture that promotes integration and cohesiveness across the stroke pathway across service providers.
- Support wider stroke networks where appropriate, to support and influence stroke design regionally.

Structure Chart



Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

How to apply

For more information or to arrange to visit us, please contact Alexander Chapman 07770 366882]
Please note, you will need your line managers approval to undertake this secondment.



Person specification

Requirements	Essential	Desirable	Method of assessment
Qualifications and training	<p>Educated to a minimum of Degree level or demonstrable equivalent extensive experience.</p> <p>Leadership development.</p> <p>Evidence of ongoing personal and professional development related to role.</p>	<p>Master's Degree or prepared to work towards.</p> <p>PRINCE or alternative formal project management qualification.</p>	<p>Application Form</p> <p>Exam certificates</p>
Skills and experience	<p>Demonstrable advanced leadership skills.</p> <p>Politically astute, with the ability to influence and negotiate.</p> <p>Effective communication skills including the ability to deliver high quality formal reports, presentations, training sessions and liaise effectively with staff at all levels.</p> <p>Highly effective change management 'internal consultancy skills' with an ability to achieve change with and through others.</p> <p>Effective analytical and research skills.</p> <p>Ability to demonstrate credibility with staff at all levels within and outside the Trust.</p> <p>A logical and methodical approach to work with a high degree of accuracy.</p> <p>High level computing skills including experience in using Windows, spread-sheets, databases, word processing and presentational software.</p> <p>Highly effective planning and organisational skills.</p>	<p>Demonstrates assertiveness</p> <p>Facilitation skills with groups of varying size</p>	<p>Interview</p> <p>Application Form</p> <p>References</p>

	<p>Ability to manage conflicting and complex issues.</p> <p>Ability to work without supervision.</p>		
Governance	<p>Expert knowledge of models for service improvement tools and techniques.</p> <p>Kent and Medway Stroke Service reorganisation.</p> <p>Local strategic context/STP.</p> <p>Organisational priorities.</p> <p>Current Health Service priorities.</p>		<p>Interview</p> <p>Application Form</p> <p>References</p>
Personal/professional attributes	<p>Dealing with issues that are governed by delivering effective and efficient processes to support change (Two plus years).</p> <p>Operational management with application of knowledge of service improvement and service efficiency initiatives.</p> <p>Managing a systemwide complex programme of work; prioritising, planning and organising own workloads.</p> <p>Challenging, negotiating and implementing change effectively with a track record of delivering high quality work and the achievement of challenging objectives.</p> <p>System wide stakeholder engagement to support service development.</p> <p>Local operational and strategic planning.</p> <p>Experience in an operational role in a complex, multi-sited and multi-professional organisation.</p>		<p>Interview</p> <p>Application Form</p> <p>References</p>

Other requirements	<p>Upholds and models the Trust mission, values and behaviours.</p> <p>Demonstrates personal integrity, credibility and flexibility.</p> <p>High level of self-motivation.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
--------------------	--	--	--

The small print

Band	8a
Salary Scale	<p>£50,952 - £57,349 per annum (pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory, mandatory and essential training.</p>
Hours of work	37.5 hours per week
Annual Leave Entitlement	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
Pension Scheme	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
Contractual Notice	<p>Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice</p>
Probationary Period	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>

Dimensions

Financial and Physical	Manages	Supports delivery of improved processes and greater efficiency, through improving service provision, enhancing patient flow and ensuring effective use of resources.
	Impacts	Recommends improvements relating to efficient and effective service provision and operational delivery, by maintaining a strong awareness of the Trust's priorities (performance, quality and financial), in line with NHS improvement and innovation
Workforce	Manages (Bands and WTE)	1 WTE x Band 4. Influences staff to make changes in a collaborative and/or integrated way, to deliver more effective and efficient work flow.
	Located	The post holder will need to work across all sites, as work plan requires.
	Impacts	All staff dealing with the provision of patient care and service improvements which changes and enhances the way they work and processes delivered.
Other		

Communications and working relationships

Internal	Care Group Triumvirates Executive Team Operational management Corporate Business partners Corporate teams: <ul style="list-style-type: none"> ▪ Finance ▪ Information ▪ Risk ▪ Quality and Patient Safety ▪ Human Resources ▪ Clinical teams: Consultants, Nursing, Allied Health professionals
External to NHS	NHS England and NHS Improvement Sustainability and Transformation Programme (STP) Clinical Commissioning Groups Patient/carer bodies Other NHS Trusts / project managers and clinicians
Other	Kent Social Services Community Trust

Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	Officer environment.	Frequent
Physical Effort	Use computer, laptop and mobile phone regularly.	Frequent
Mental Effort	Requirement to prioritise own and team's priorities and workloads. Prolonged and intense concentration required for reading and production of reports, chairing meetings, reviewing, analysing and evaluating information. Frequent interruptions to daily work activities may result in changes to priorities at very short notice.	Frequent
Emotional Effort	Direct exposure to distressing or emotional circumstances, eg imparting unwelcome news to staff.	Occasional

Most challenging part of the job

Working with internal and external stakeholders to manage a multi-faceted change programme that improves quality and care whilst being cost effective.

Creation and maintenance of a culture to seek and sustain high performing efficiency practices and processes within the Trust which are owned by the Care Groups through the initiation and management of a systematic Transformation Re-design Service Improvement Programme.

Manage a multi-faceted work programme working with Care Group Triumvirates and Corporate Business Partners.

Co-ordination of a structured framework, ensuring plans are clearly defined, measured, monitored, appropriately reported, and subsequently evaluated sharing lessons learnt with colleagues as part of continuous quality improvement.

Working with colleagues to improve quality and outcomes in identified priority areas across the whole pathway (integration of services); and the full range of service providers; (primary, secondary, community, social care, voluntary and independent sectors) to develop innovative and more cost efficient ways of delivering healthcare services and deliver agreed levels of efficiencies.

Ensure the team provides a professional, skilled and competent service against a background of significant change managed within the financial and organisational envelope of East Kent Hospitals University NHS Foundation Trust.



We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.]

