NHS
Northamptonshire Healthcare
NHS Foundation Trust

Job description for Mental Health, Learning Disability & Autism (MHLDA) Project Manager Band 8a

About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

Our mission, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**. **Everyone is part of our team.**

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

For the purposes of this job description, the Mental Health Learning Disabilities and Autism Collaborative is a system-wide approach to commissioning, providing and delivering outcome driven care for our population.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'.** We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.

This role…

Responsible to: Programme Manager (MHLDA)   **Accountable to:** Programme Director/Senior Responsible Officer

Responsible for: Directly managing team members, responsible for day to day work assigned to the Project Team and self whilst on allocated projects. Also responsible for MHLDA programme support, business support and project management, leadership of key enabler/work strands and strategy development.

Job Summary:
The role supports the MHLDA in driving transformation as well as value for money in planning, commissioning and service delivery. The role is designed to build a combination of subject matter expertise and technical skills to develop a strong service delivery. The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

Key Responsibilities:
- Operate effectively in a flexible and demanding environment and proactively engage with ICB and ICBs working on a variety of topics.
- Work effectively with a variety of external consultancies working on other projects and programmes within other NHS directorates as required.
- Provide and receive highly complex, sensitive and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Have the ability to deal with resulting potentially aggressive/antagonistic situations.
- Committed to working and engaging constructively with internal and external stakeholders on a range of business sensitive issues.
- Nurture key relationships and maintains networks internally and externally, including national networks. Close liaison with the Communications and Stakeholder team on public relations and marketing activities.
- Link with managers and members of other functions, to address inter- dependencies and ensure alignment.
- Apply a structured change management approach and methodology for the impact of any change.
- Deputise for the MHLDA Programme Manager lead as required, expanding on knowledge, skills and experience within personal professional development.
- To oversee team members to deliver the requirements listed above; engage and liaise with key stakeholder, in particular:
  - To support the delivery of day to day activities and projects.
  - To manage team and drive delivery of a range of business initiatives and projects.
  - To support the identification and sharing of best practice in employee engagement.
  - To operate in a highly political and sensitive environment.
  - Support the portfolio of initiatives in demonstrating value for money for the current spend through tracking, managing and delivering agreed

> benefits.
> - To support the delivery of strategy defined by national and local policy, (Right Care, Right Person, etc), NHS England publications (NHS Long Term Plan, Suicide Prevention Strategy), research papers or clinical practice guidance (NICE Guidance, RCPscyh, King's Fund, etc)

About you

Behaviours and Values	Knowledge and Experience
• Be able to demonstrate a range of management experiences across a range of teams. • Used to working in a busy environment. • Adaptability, flexibility and ability to cope with uncertainty and change. • Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions. • Professional calm and efficient manner. • Effective organiser, influencer and networker. • Demonstrates a strong desire to improve performance and make a difference by focusing on goals. • Completer/finisher. • Ability to prioritise and work pro-actively.	**Essential** • Educated to Masters level or equivalent level of experience of working at a senior level in specialist area. • Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent. • Evidence of post qualifying and continuing professional development. • Must understand the background to and aims of current healthcare policy in and appreciate the implications of this on engagement. • Should have an appreciation of the relationship between the Department of Health, the Strategic Health Authority and individual provider and commissioning organisations. • Member of relevant professional body. • Experience of management across a range of services and demonstration of achievement in relation to service objectives • Implementation and management of successful change/quality/practice development projects. • Broad knowledge of professional and NHS issues and knowledge of health service and modernisation programmes. • Excellent oral and written communication on a regular basis with a broad spectrum of key stakeholders for example: - Service users - Professional staff of all grades and seniority

	- Non-clinical support services i.e. Human Resources - External Agencies

Skills and Abilities

Essential

- Communication:
  - Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.
  - Negotiate on difficult and controversial issues including performance and change.
- Analytical:
  - Problem solving skills and ability to respond to sudden unexpected demands.
  - Ability to analyse complex facts and situations and develop a range of options.
  - Takes decisions on difficult and contentious issues where there may be several courses of action.
  - Strategic thinking – ability to
  - anticipate and resolve problems before they arise.
- Planning
  - Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.
  - Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects.
- Management:
  - Must be able to prioritise own work effectively and be able to direct activities of others.
  - Experience of managing and motivating a team and reviewing performance of the individuals.

- Autonomy/Freedom to Act:
  - Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager, with the aim of improving deliverables and compliance to policies.
  - Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales.
  - Experience of identifying and interpreting National policy.
  - Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation)
- Physical:
  - Ability to sit and maintain concentration over long periods of time.
  - Working knowledge of Microsoft Office with intermediate keyboard skills.
- Financial:
  - Previously responsible for a budget, involved in budget setting and working knowledge of financial processes.

About the role – linking with our 4 Leadership Behaviours

| Working Together | Taking Responsibility | Being Authentic | Embracing Change |

ENGAGING PEOPLE/WORKING TOGETHER

- Lead the team in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.
- Develop a comprehensive and cohesive plan for the transition period which is consistent with the overall project timetable, meets the strategic direction of the team and minimises unnecessary disruption to stakeholders involved in the process and is operationally sound.
- Pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.
- Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost effective manner. Maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Responsible for the planning and organisation of numerous events/meetings. Ensuring communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner.
- Demonstrate effective stakeholder management across different departments and at all levels.
- Support other project managers as and when required.
- Take into account the impact of any change the projects will have on the business and oversee handover of any products to ensure full ownership and buy-in within the business Advocate the projects at

BEING AUTHENTIC

- To develop and maintain a range of effective relationships and partnerships with stakeholders to support the system's processes.
- To ensure a strong culture of coproduction with patients, their families and carers in the service redesign process and ensure this takes place in a creative and proactive manner and ensure they influence and own the outcomes.
- Work across multiple providers within the NHS, Local Authority and Independent Sector.
- To be a key link for the Northamptonshire MHLDA programme to ensure there is a coordinated approach for delivery.
- To identify cross-cutting themes, duplication and gaps both within and across programme delivery, and highlight these so that effective working groups can be convened to streamline delivery.
- Act in a way that is compliant with standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities.
- Budget holder for assigned function/team, budget setting with the Head of Department. Responsible for ensuring adherence to the budget, ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
- Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices, keeping mindful of budget limitations.
- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Directorate leads, Steering/Reference Groups and others as required.
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- senior and executive levels and ensure active engagement and sponsorship within NHS as a whole.
- Ensure that the projects maintain business focus, have clear authority and that the context, including risks, are actively managed in alignment with the strategic priorities of NHS.
- Undertake time-limited projects for the completion of key programme outcomes with strong project-management methodology (SMART objectives, planned milestones, stakeholder maps, communication plans, etc.) – organising system partners, negotiating agreements and documenting results in professional/ highly visual reports.
- Present key programme messages, updates and project reports, using clear, professional and visual materials to a range of audiences.
- To analyse national, regional and local policies and assess impact locally to ensure these are reflected within strategic commissioning.
- To analyse and use judgement on a range of options in conflicting, highly complex situations.
- Develop and maintain project documentation including (but not limited to) project plans, issue logs and risk registers and escalate issues and risks to delivery as appropriate using resolution management methods.
- Proactively maintain and manage stakeholders, respond to and resolve conflict between different stakeholders as these arise through facilitation or other appropriate mechanism.
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- Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for the Directorate leads.
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.
- Analyse, interpret and present data to highlight issues, risks and support decision making.
- Develop innovative methods of engagement to ensure key stakeholders are actively involved with the successful delivery of projects.
- To use a wide range of communication skills to challenge and to convey complex and potentially contentious information to a variety of stakeholders to the approach of key deliverables critical to the success of the project.
- Ability to create professional/ highly visual materials to present and discuss complex issues and concepts in a clear and coherent format.
- Regular handling of sensitive and/or contentious information.

TAKING RESPONSIBILITY

- Directly manages the team, responsible for day to day work assigned to Team.
- Responsible for the recruitment of team staff, chair of recruitment panels and acting as the recruiting officer.
- Responsible for undertaking appraisal and personal development including progressing any disciplinary or capability issues.

EMBRACING CHANGE

- Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's) which may impact service.
- Proposes changes to own function making recommendations for other service delivery.
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example pensions, change

- Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.
- To support, motivate and develop staff within the team to ensure that they are able to deliver the new responsibilities of the NHS strategy.
- Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.
- Act as a leader for change ensuring that all activities and plans are designed in accordance with evidence, guidance, and coproduction from staff and service users.
- Role model integrity and ingenuity to ensure patients, service users, carers and residents of Northamptonshire are cared for with dignity and that services are designed to meet their needs and outcomes.
- Use initiative to monitor and highlight areas of programme that are underperforming and consider/propose methods for improvement or taking corrective action.
- Bring and apply new creativity and innovative techniques to the programme including learning from other programmes/systems, building networks and attending conferences and webinars.
- Responsible for the immediate line management of assigned staff performance, including recruitment, sickness, mandatory training compliance.
- Participation in the formulation and execution of Trust polices as required.
- Provide managerial supervision and mentorship to those assigned to the post holder.
- Facilitate discussions with key stakeholders.
- Able to lead and/or chair any in-house forums.
- Take responsibility for ensuring own professional competence is maintained.

management, constitution. This will assist in the thinking and definition of the strategy discussions for the Network and stakeholders.
- Understand and incorporate al key national and local strategic related to the MHLDA programme (including, but not limited to, the NHS Long Term Plan for Mental Health and Learning Disabilities; the Northamptonshire Public Health
- Outcomes Framework; position statements from Unitary Authorities, and Northamptonshire ICS Strategy).
- Support the development of strategies to ensure the implementation of national and local priorities and lead on the development of granular implementation plans to realise these visions.
- Actively participate in system working groups to develop local strategies in the context of MHLDA.
- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information
- Deliver projects to comply with key performance indicators.
- Co-ordinating Research & Development initiatives, delegating as appropriate.
- Review and support development of patient pathways to ensure high quality services and care planning outcomes are achieved.
- Contribute to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with the ICB
- Contribute to short, medium and long term business plans, achieving quality outcomes.
- Be an active agent in the monitoring and oversight of deadlines for key programme submissions.

- Frequent liaison with other agencies, including local authorities, commissioners, health and social care providers and other relevant agencies to formulate plans adjusting where necessary.
- Provide support on a series of short, medium and long term strategic programmes to deliver reform and service improvement with significant impact across care settings. These programmes will deliver service improvement.
- priorities for development and redesign using an outcomes framework and evidence-based approaches.
- Develop strong familiarity with key strategic documents (e.g. the NHS Long Term Plan) to ensure projects deliver against local and national requirements.
- Employ business and project management skills to support the wide ranging and diverse aspects of strategic commissioning/ planning for the delivery of System, Team and Personal objectives.
- Maintain a visible and comprehensive Microsoft Outlook Calendar.

Benefits

Salary £	Location of work 🏠	Permanent/fixed term 👤
Band 8a - Range £50,952 – £57,349 You will be paid on the 27th of each month. If this date falls at a weekend you will be paid on the Friday before this date.	Haylock House/St Mary's Hospital, Kettering Remote/working from home supported for a proportion of working hours. Must be able to travel independently to other bases in the Trust across Northamptonshire.	**Permanent**

Hours/pattern of work 🕐	Annual leave and bank holiday 🌐 entitlement	Pension entitlement
37½ hours per week.	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Details on the benefits of the NHS Pension Scheme can be found here: https://www.nhsbsa.nhs.uk/nhs-pensions

Health and Wellbeing ♥ Because your health matters too	Learning and Development 📖	Equality and diversity 🤝
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.

Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

Infection Control
The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.
Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment.
Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action.
Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety
To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.
I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statuary provision.

No Smoking
In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management
To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Safeguarding Adults and Children

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking a Disclosure and Barring Service (DBS) check.

Professional Registration
All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures
The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

Review of Job Description/ Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.