NHS
Kent and Medway
NHS and Social Care Partnership Trust

Job Description and Person Specification
Job Title: Digital Project Manager

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Kent and Medway **NHS**

NHS and Social Care Partnership Trust

Job Description

JOB TITLE: Digital Project Manager

BAND: Agenda for Change Band 7

CARE GROUP: Corporate – Digital Transformation

DEPARTMENT: Digital Services

HOURS OF WORK: 37.5

RESPONSIBLE TO: Senior Digital Project Manager

ACCOUNTABLE TO: Head of Digital Transformation

BASE: Magnitude House, New Hythe Lane, Aylesford ME20 6WT / Hybrid

JOB PURPOSE:

As a Digital Project Manager, you will facilitate resources to deliver transformational digital projects. You will use best-practice PRINCE2 methodology, with a strong focus on change and benefits management.

You will use your strong interpersonal skills to matrix-manage teams and suppliers, collaboratively planning work and ensuring activities are completed.

You will ensure excellent end-to-end management of your projects in line with Digital Services' agreed Project Delivery Approach, ensuring solutions are effective and fit for purpose, project objectives are achieved, and capabilities and benefits are realised. This will include ensuring documentation is up to date, reporting is completed, proactive communications are undertaken, risks and issues are identified and mitigated, and benefits are tracked.

KEY RESULT AREAS:

- Enable, support, and contribute to the overall success of the Digital Portfolio of Projects.

- Take ownership and responsibility to proactively manage and implement successful digital change through project implementation that is delivered on time, to budget and of appropriate quality. Ensuring that capabilities, outcomes and benefits realised for staff and patients.

- Use and apply excellent interpersonal skills and your specialist project management knowledge and skills to ensure project activities are undertaken and delivered to an excellent standard.

- Apply your project management experience to new projects, actively reflecting on lessons learnt and sharing knowledge with others.

- Work closely with stakeholders and ensure services are ready for change by influencing, facilitating, and listening, to build positive and effective working relationships to ensure projects, digital transformation and solutions are effective and fit for purpose.

- Report regularly on progress, budget, risks and issues to Project Steering Groups, governance groups, and other senior Digital Services staff, and ensure timely escalation where appropriate.

- Undertake all project management activities including ensuring workstream leads and their teams perform their duties successfully, including supporting effective implementation into operational services and transfer to business as usual.

- Work closely with project stakeholders including PMO and Business Analysts, Digital Services, CNIO/DCCIO/CSO, wider Trust colleagues, external bodies including suppliers as required, to oversee and lead successfully delivery of project aims, objectives, milestones and benefits.

- Participate in continuous learning and development of project approach, effectively enhancing both your skills as a subject matter expect and contributing to ensure effectiveness of others in the team.

RESPONSIBILITY:

Project Management

- Proactively lead and manage transformation digital projects through their full end-to-end lifecycle, using a combination of project and interpersonal skills.
- Ensure that each project is delivered within agreed project tolerances of risk, time, cost, quality, scope, and benefits.
- Ensure successful implementation of project deliverables using industry standard approaches, knowledge, techniques, tools, plans and documentation, with particular focus on PRINCE2.
- Co-ordinate a consistent approach to the successful planning and delivery of projects through the use of PRINCE2 methodology ensuring that deliverables are achieved and supported by project documentation.
- Organise and lead project communication including the project vision, objectives, activities and outcomes.
- Develop relationships with stakeholders and staff at all levels internally and externally, to promote and support project delivery and ensure engagement activities including staff workshops, forums and groups, so that the change is supported and embedded.

- Proactively monitor, manage and analyse project activities, information or situations which involve highly complex factors, and develop the necessary flexible solutions to meet the challenging tasks and deadlines set by the project and Digital Strategy.

- Proactively monitor, manage, and analyse activities and benefits measures, in collaboration with digital transformation colleagues, to ensure project benefits are being realised. Ensure remedial action is taken, when required.

- Attend and participate at groups, including senior Trust meetings, where decisions are required.

- Through discussion, meetings, negotiations and participation, raise and maintain the profile and priority of Digital Services and the Digital Portfolio and other Digital Transformation / Services Programme / Projects within the Trust.

- Assist in developing the Trust's Digital Services project approach, considering advances in technology, service requirements and needs as well as changing priorities of the Trust.

Governance and Assurance

- Ensure the project follows the appropriate identified project governance.

- Produce, deliver and create documentation for projects.

- Ensure project documentation is maintained and updated, including reporting to governance groups and project boards, with documentation distributed in a timely manner in the standard format.

- Prepare and report project status, and escalate where necessary.

- Ensure the project stays financially viable, linking with the Digital PMO and finance colleagues, and reporting as required.

- Contribute to developing and implementing the Digital Services 'Project Delivery Approach', ensuring an effective and efficient project service, considering local and national priorities and standards.

- Develop and maintain an appropriate level of knowledge of project outputs and processes, and relevant NHS clinical and administrative processes.

Leading the Project Team

- Manage project resources (people and budget) and escalate where there are conflicts or lack of capacity.

- Liaise with colleagues within the Trust to ensure that all necessary change processes, user acceptance testing, training and sign off for staff in support of projects are undertaken, and where necessary re-assess the planning activities.

- Champion a transformational approach to project management, working closely with the team members across digital transformation to ensure effective change and benefits management activities are provided and consistently applied.

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Project Workstream Activities

- Take responsibility for planning and organising project activities together with workstream leads and teams using their knowledge, skills and expertise, adjusting and adapting the plans as the situation develops to best suit the needs of the Trust.

- Develop, update, monitor and agree comprehensive robust project and implementation plans, ensuring these plans are tested and agreed in accordance with the project team, your workstream leads and appropriate governance.

- Define and maintain operational procedures for implementing clinical digital solutions into services, including joint planning with wider Digital Transformation and Digital Services colleagues, running workshops, developing planning tools and communicating with services.

- Analyse, compare, interpret and act upon numerous facts, reports, and situations, ensuring the successful delivery of the project.

- Work with the digital benefits leads and services to ensure benefits are identified, managed, tracked and realised.

Supplier Management

- Develop and manage relationships with third parties, implementing processes to enable them to work well and deliver as required.

- Manage the introduction of new systems and functions as assigned, including liaising with third party suppliers.

- Work in conjunction with the Head of Digital Transformation, PPMO Manager, Head of Clinical Systems and the Digital Services Teams to ensure delivery meets agreed milestones, governance and acceptance criteria via the contract and follows programme governance for financial sign off; monitor and report supplier delivery against contract compliance, payment and deliverables, taking appropriate action and reporting to escalate and resolve issues.

- Attend Trust and national user groups and forums about similar products, to learn from others and share our own learning.

Business as Usual

- Ensure project documentation is reviewed, updated, and tailored, and systems are fully embedded and working where possible, to facilitate transfer into Business as Usual including business continuity plans and project closure documents.

- Plan and manage the handover to Business as Usual, transferring knowledge, ensuring any ongoing risks and issues, further optimisation and benefit realisation activities are transferred to identified owners, in partnership with the teams who will be responsible for supporting the product.

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Continued Professional Development

- Participate in all personal review meetings and take responsibility for progressing personal and professional development, employing industry standard approaches, knowledge, techniques, tools, plans and documentation

Other

- Undertake any other duties commensurate with the grade as required

ENVIRONMENT:

- Employ a high level of IT and computer screen use, whilst at home and on Trust sites with proficient use of Microsoft Office applications, online communications, and understanding of digital and clinical solutions and technology.

- Undertake project management duties which has a large emphasis on digital transformation and change with a focus on implementing clinical digital solutions where some resistance may be experienced.

- Use and employ good interpersonal skills to support and work with senior staff, other colleagues inside the department, users, clinicians, and project team, developing relationships, and address staff concerns, which may involve a significant amount of emotional effort.

- Be able to travel to multiple sites, sometimes out of normal working hours.

- Ensure a flexible approach to meet the needs of projects being managed.

- Ensure a flexible approach to meet the needs of multiple projects being managed.

- Demonstrate the ability to work within a busy team environment which will at times reduce the ability to work precisely and accurately; understand complex risks, issues and situations to find solutions and lead and communicate, requiring focused concentration.

- Demonstrate the ability to manage multiple and conflicting deadlines whilst under pressure.

- Demonstrate the ability to show and work on own initiative as well as part of a team.

JOB SUMMARY:

You will be responsible for applying your previous relevant experience, knowledge and understanding of project management ideally within a digital solution and innovation NHS environment delivering transformational change with services.

Using PRINCE2, you will be able to utilise this methodology to manage end-to-end lifecycle activities and workstreams to ensure projects are delivered to the highest standard and are within project timescales, scope, budget and delivering high-quality standards resulting in excellent outcomes/benefits realisation for staff and patients while contributing to the overall success of digital innovation and transformation for the Trust under their Digital Strategy at pace.

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The role is a pivotal one with multiple activities where you will be working with a variety of staff, which is really important to get right to ensure successful outcomes while building and maintaining good working relationships with internal digital services staff and strong links with clinical and non-clinical stakeholders, supporting the embedding and sustainability of new digital solutions and mitigating risk to ensure that both long- and short-term benefits are realised.

The post holder will represent the needs of the Trust when working and managing third party suppliers and other external parties. You will work in a matrix managed environment with project teams, workstream leads and other staff working flexibility to drive and implement. You will matrix-manage teams/suppliers and use your strong interpersonal soft skills to support and deliver transformational successfully embedded projects using a standardised approach across the Trust.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

You will work as part of the projects part of the Digital Transformation Team and the wider Digital and Performance Department. You will also be working with a wide range of internal and external staff and stakeholders including:

- Trust Executives, Chief Clinical Information Officer, Chief / Deputy Chief Clinical Information Officer, Clinical Safety Officer, Chief Nursing Information Officer.
- A wide range of Trust staff including clinical, operational and non-clinical from all areas of the Trust dependent on project.
- All areas and staff across Digital Services, Service Heads and staff.
- Project colleagues including Project Executive, Senior Supplier, Business Analysts, Project Support, Workstream leads.
- Partner organisations, Primary Care, ICB and other Trusts.
- Other NHS Bodies including NHS England.

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

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The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.
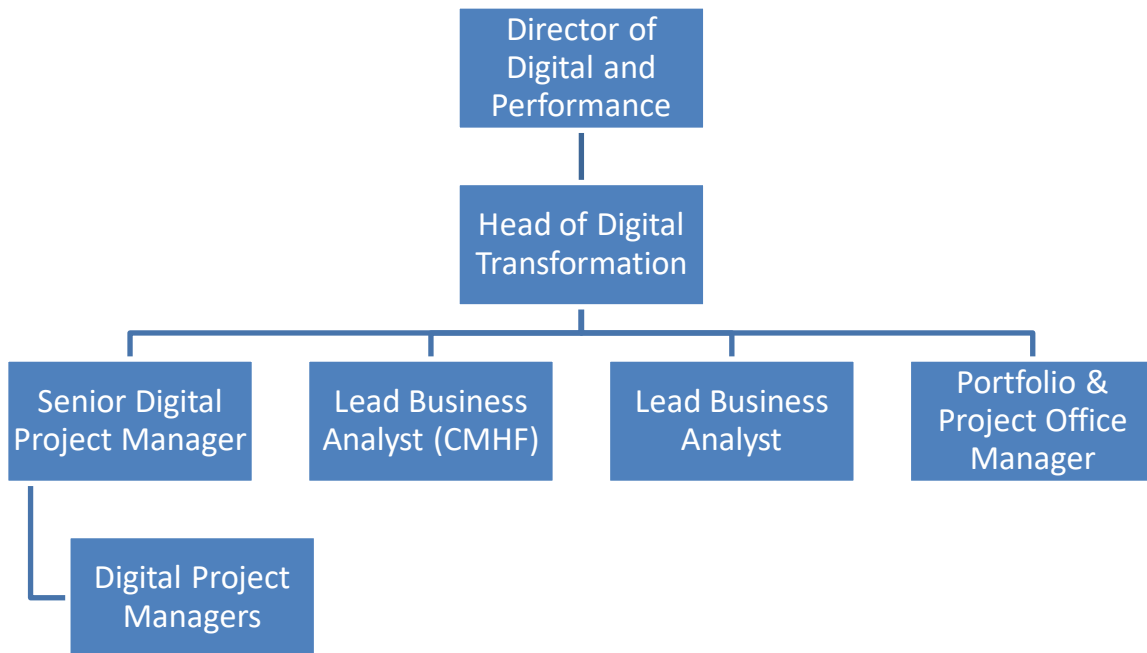
STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:

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                    ┌─────────────────────┐
                    │     Director of      │
                    │     Digital and      │
                    │     Performance      │
                    └──────────┬──────────┘
                               │
                    ┌──────────┴──────────┐
                    │  Head of Digital     │
                    │   Transformation     │
                    └──────────┬──────────┘
        ┌──────────────┬───────┴───────┬──────────────┐
┌───────────────┐ ┌────────────┐ ┌────────────┐ ┌────────────┐
│ Senior Digital│ │Lead Business│ │Lead Business│ │ Portfolio & │
│Project Manager│ │Analyst(CMHF)│ │  Analyst    │ │Project Office│
│               │ │             │ │             │ │  Manager     │
└───────┬───────┘ └────────────┘ └────────────┘ └────────────┘
        │
   ┌────────────┐
   │Digital Project│
   │  Managers    │
   └────────────┘
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JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

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Person Specification

Knowledge, Skills, Training and Experience

	Essential	Desirable
Training, Qualifications and Registration	• Education to degree level or equivalent relevant experience/qualifications • PRINCE2 Practitioner Project Management qualification or equivalent • Evidence of continuing professional development	• Training / good knowledge of Microsoft Project
Experience	• Relevant project management experience in complex transformational projects • Experience of developing and maintaining standard project documentation • Experience of matrix-managing project teams • Experience of building relationships with stakeholders, successful collaborative and partnership working at a high level. • Experience of financial management/understanding.	• Relevant mental healthcare project management experience at various levels • Relevant digital project management experience • Applying benefits realisation experience to determine project success • Experience of third party / supplier engagement • Experience in improving the digital maturity of clinical services
Knowledge and Skills	• Confidence, enthusiasm and commitment to apply project objectives and required outcomes when implementing solutions / digital enablers that are fit for purpose and take ownership to resolve problems • Self-motivation and team player skills • Excellent communication skills both oral and written; able to communicate effectively with diverse users • Project reporting and knowledge of project governance skills • Risk and Issue management and resolution skills • Excellent leadership skills; ability to drive teams to deliver activities on time, budget and agreed tolerances • Ability to work to deadlines and act under pressure • Ability to prioritise workload for self and others • Ability to show and work on own initiative • Proficiency in the use of Microsoft Office Applications	• Customer service awareness and commitment to delivering

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	• Ability to travel where required	