

Job Description and Person Specification

Job Title	Project Manager
Directorate	Operational Productivity Directorate
Department/Team	PMO
Location	Flexible – (regular travel to London required)
Grade	AfC 8a/ Monitor 3.2
Reports to	Programme Manager
Contractual notes	

Job Summary/ Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

The purpose of the Operational Productivity Directorate is to facilitate and implement Lord Carter's recommendations for acute providers in the areas of clinical quality and efficiency, workforce productivity, estates and facilities management, procurement and back-office.

Working with the Programme Lead and the Implementation Lead, the Project Manager will have a critical role in running one of the projects to drive efficiencies in the Operational Productivity Directorate. You will be a Project Manager assigned to the PMO and allocated to priority projects as required.

The post holder will be required to analyse business problems and document the requirements; propose and/or design solutions and prepare functional and non-functional specifications. The role of the project manager is to manage the entire lifecycle of a project, report on progress and manage risks and issues, escalating risks and issues to the project board where appropriate.

The post holder will also provide additional support to the team through working flexibly to directly assist all the projects through the research, development and delivery of materials as required.

You will be expected to provide central programme deliverables and contribute to the Programme Reporting for the Programme Board and Delivery Board.

Key Accountabilities

- Create and deliver project work plans and other key documents (including risk registers, issue and action logs) in a format agreed with the Head of Project Coordination and Compliance and revise as appropriate to meet changing needs and requirements;
- Work with the Programme Lead in developing and overseeing systems of accountability to ensure projects are delivered in line with requirements;
- Monitor the use of resources within the project (pay and non-pay) and work with the Programme Lead to ensure that the project is delivered within agreed resource limits;
- Effectively manage day-to-day operational aspects of project(s);
- Develop appropriate and robust information systems to ensure all standard project artefacts (Business cases, PDD, reporting dashboard, risk and issue registers, Plan, Schedule, etc.) are complete, current, and appropriately stored in accordance with the appropriate Framework;
- Create a record of engagement activity with trusts and save this in an agreed location.
- Provide the Information Lead with information about completed and forthcoming engagement with trusts.
- Work closely with relevant stakeholders to ensure effective and efficient implementation of the project(s);
- Work with colleagues to define and document questions, and liaise with the business via email, IM or phone to get new requirements and manage expectations;
- Submit project status reports to stakeholders, anticipate and react to change;
- Interrogate and analyse sometimes highly complex information and produce clear reports for the Programme Manager and Project Board, showing progress against outstanding milestones, status, resource requirements, issues, risks and dependencies; making recommendations where a range of options may exist e.g. contribute to the development of key performance indicators for the successful; assessment of individual and work stream success.
- Provide the link between the customer and any third throughout the project lifecycle;
- Day-to-day management of change requests in relation to the project plans to ensure agreed deadlines and quality standards are met;
- Demonstrate competencies relevant e.g. 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 and be a role model for the NHSI's values.
- Manage the processes for research, development of materials, quality assurance and evaluation.
 - Help build a culture of continuous improvement by demonstrating a desire to learn and improve and an approach of openness and transparency.
 - Be responsible for providing effective line management to a team of three by:
 - being responsible for their recruitment and development, undertaking appraisals, personal development, and where appropriate progressing and disciplinary or capability issues;
 - Mentor, motivate and develop more junior team members to ensure that they are able to deliver their responsibilities and to help them realise their full potential.

Role Dimensions
Key Relationships (External) <ul style="list-style-type: none"> • Trusts
Key Relationships (Internal) <ul style="list-style-type: none"> • Project sponsors and stakeholders • Senior Programme Manager • Project Managers
Numbers and types of staff managed Possibly 2
Budget Managed Responsibility for monitoring and operating within the resources allocated to them by the Director of Clinical Productivity. These resources will include budgets for both pay and non pay.

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of experience of working at a senior level in specialist area. 	<ul style="list-style-type: none"> • Project management qualification
Experience & Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of specialist areas (e.g. project management, improvement methodologies), acquired through post graduate diploma or equivalent 	<ul style="list-style-type: none"> • Experience of working with Agile development methodologies • Experience of working in a regulatory environment

	<p>experience or training plus further specialist knowledge or experience to master's level equivalent</p> <ul style="list-style-type: none"> • Evidence of post qualifying and continuing professional development • Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement • Should have an appreciation of the relationship between the Department of Health, NHSI, other Arm's Length Bodies and individual provider and commissioning organisations • Member of relevant professional body 	
<p>Skills, Abilities and Attributes</p>	<ul style="list-style-type: none"> • Ability to provide high quality reports • Analytical skills and the ability to draw qualitative and quantitative data from a range of sources and present in a clear, concise manner • Ability to effectively plan, think strategically and analyse and resolve complex problems in a multi-disciplinary environment • Excellent stakeholder management skills • Results orientated with excellent communication, presentation and interpersonal skills • Strong personal ownership of projects and 	

	willingness to work in a self-sufficient manner	
Other		