



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Digital Project Manager
Pay Band:	7
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Community Services Group
Department:	Radiology
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	PACS/RIS Manager
Professionally Accountable to:	Professional Head of Radiology
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

The post holder will be the Digital Project Manager for the Digital Transformation Implementation Projects and have overall responsibility for the integrity and coherence of the Project. Support the Project Lead and Programme Manager to deliver the relevant programme through the effective management key objectives and milestones.

Management of single or multiple projects spanning the entire process from business case development, project planning through to implementation and transition to operational use.

Delivery of successful projects of diverse complexity across the Health, Social Care, and the wider partnership community.

Assist with service development by working in conjunction with formal groups and practitioner / clinical leads identifying where Digital Transformation can support change to modernise services and improve departmental performance in line with service policy and delivery targets.

Keep abreast of organisational projects and ensuring that strong links are made to related initiatives.

Continuously evaluate new service ideas and approaches, together with sharing and connecting knowledge and people.

Manage diagnostic work to investigate and analyse areas for improvement, ensuring suitable improvement techniques are being employed, the case for change is robust and the suggested way forward is owned. This will involve planning a broad range of complex activities which involve uncertainty, and the project plans will need to be adapted to ensure any project outcome is aligned with the Digital Strategic Framework overall goals.

Undertake diagnostic work that is highly complex in nature to investigate and analyse areas for improvement, deploying suitable improvement techniques to manage and support service change. The post holder will be required to work within general policies however they will be required to interpret national guidance and advise the Region because of their interpretation.

Contribute to the development and delivery of standardisation and training to staff.

Recognise and promote 'Good Practice', such as supporting internal and external Award processes.

Research 'new' models of care and 'Best Practice' sites, promoting and supporting Health and Social Care teams and support services around whole system thinking and service improvement change.

Support Local Authorities and the Health Board Senior Managers in working with Service Groups and Clinical Directorates to deliver their service improvement plans.

Ensuring programme and project objectives are delivered within budget, on time and to the standard and quality required.

Deal with potentially highly contentious and controversial matters with tact and diplomacy, while ensuring that decisions are made in an open and transparent manner based on the evidence available – including supporting public meetings and formal consultation processes where necessary, involving imparting unwelcome news to stakeholders around service change.

Present highly complex information to a wide range of stakeholders both within the Health Board and externally to ensure compliance with performance targets and strategic objectives.

Develop and initialise projects including the development of appropriate project plans, project documentation including business cases, Project Initiation Documents, risks and issues logs, project budgets etc.

Define resource requirements, project governance structure and appropriate project controls at project start up and ensure that these are agreed and adhered to for the duration of the project(s).

Define measurable benefits and ensure that these are realised following project completion.

Design, develop and implement projects and other funded activity, ensuring that benefits are measurable and aligned to the modernisation strategy.

Ensuring business benefits are identified and owners agreed and assigned to achieve.

Assign tasks/ actions to the project team and ensure these are completed on time.

Working with stakeholders to deliver systems and processes to support and improve patient care and business efficiency.

Define appropriate communications plans and stakeholder engagement including the production of marketing materials and creation/maintenance of web-based information e.g. intranet/internet.

Take decisions on a range of complex/highly complex project issues where there may be more than one course of action.

Lead on a range of operational/strategic plans for performance improvement in new areas across sites, imparting sometimes unwelcome news to generate need for change.

Support the Assistant Director of Digital Transformation and Informatics and Programme Lead in the production of programme plans and reports, the analysis and understanding of regional organisational performance and effectiveness in relation to performance targets and key performance indicators.

Support the implementation of new ways of working.

Promote the concept of managing projects through performance management (i.e. its culture) and ensure widespread understanding and acceptance of this method by showing the benefits of this approach.

Ensure lessons learned are shared with project, Programme Board, Health Board, Local Authority and Partnership governance structure.

Promote the use of best practice and use of project and programme management standards as outlined by the PMO.

Support the establishment of project best practice and enhance the project management skills of the department through training, coaching and mentoring individuals responsible for delivering and contributing to project.

DUTIES & RESPONSIBILITIES

Support the Executive Sponsor and Senior Responsible Owner to deliver the Project Board's Digital programme, offering expertise in programme and project management.

Lead programme definition including writing business cases and other programme documentation including initiation documents, programme plans, risk and issues logs, stakeholder, communication, and benefits plans.

Investigate various options as part of options appraisals and/or business case development including detailed research and development activities to ensure the optimum solution is provided.

Develop and implement stakeholder engagement and communication plans.

Communicate effectively highly complex information to staff and stakeholders including members of the public/service users and those close to them. The post holder will be exposed to handling sensitive information with respect to staff and service issues.

Ensure effective communications between the Project Board, Project Team and stakeholders through timely and effective project reporting and proactive escalation of issues and risks.

Manage the planning and organisation of own and project team's workload, including prioritising a demanding workload and providing direction to project members.

Provide effective leadership, motivation, and day to day management of any programme/project team members assigned to them.

Assist the Senior Responsible Owner to ensure that key project milestones are met by taking direct responsibility to ensure that each project gets off to a controlled start, progress is controlled and that the project has a controlled end, including the realisation of benefits post project.

Initialise projects including participation in writing business cases and other project documentation including project initiation documents, project plans, risk and issues logs, stakeholder, communication, and benefits plans.

Set up appropriate governance structures and define terms of reference for project boards, project team and work streams as appropriate. Defines and agrees appropriate resourcing for the project.

Ensure robust systems of project governance (e.g. quality, financial, staff, audit, and risk management) are in place.

Provide advice to Project Board and Project Teams which involves interpreting NHS (and where appropriate non-NHS) policy and strategy.

Identify and co-ordinate the implementation of key policies needed for service development changes.

Provide service improvement advice and support to the projects e.g. utilising Improving Quality Together tools and techniques to support project/service improvement.

Establish benefits baselines, including metrics for their measurements and benefits realisation plans for projects.

Ensure that work packages are defined, documented, accepted, and actioned by team members. This includes working closely with the PMO and Training Department to ensure that training requirements are defined, planned, and agreed for any roll out and ongoing training.

Ensure lessons learned from projects are shared with colleagues, relevant Project Board(s) and Health Board/Partnership groups.

Provide secretariat support to the relevant Project and/or Programme Boards including key partnership governance arrangements.

Ensure timely, high-quality reports are produced to meet reporting requirements.

Compile dashboard project/programme performance reports based on analysis of highly complex information from a range of projects.

Utilise benchmarking, trend information, audits, and other available information in managing project delivery and performance.

Ensure appropriate change management plans are prepared and implemented and facilitate changes in working practices arising from the implementation / improvement of services/systems.

Promote and demonstrate the use of best practice in project and programme management methodologies.

Research and ensure that innovation and good practice is disseminated across the PTHB to improve project outcomes.

Maintain an open, proactive, and collaborative culture across the Project Office by effective two-way communication systems and processes that promote awareness and contribute to high levels of staff satisfaction.

Manage, motivate, persuade, and influence multiple stakeholders and project colleagues to ensure the timely completion and delivery of project outcomes.

Maintain and improve own knowledge, learning and ability to excel in the role, setting an example to others.

Other

May be required to undertake other relevant duties as required. This includes representing the PTHB at both internal and external meetings.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Project or Programme Management qualification or significant demonstrable experience in managing complex projects using a robust methodology</p> <p>IQT Bronze Award Training</p> <p>Relevant degree or equivalent gained through specific relevant experience</p> <p>Understanding of the role of a Programme Management Office (PMO) role and project and programme management</p> <p>Proven work record of consistently achieving high standards and delivering objectives and priorities</p> <p>Experience of hands-on delivery and management of complex full lifecycle projects ideally within the NHS or a public sector organisation</p> <p>Comprehensive knowledge and experience of Microsoft Office</p> <p>Evidence of designing, implementing, and maintaining office document control systems</p> <p>Evidence of compiling and producing high quality professional written reports and business cases</p>	IQT Silver Award training	Pre-employment checks Interview Application Form
Experience	<p>Experience of working with staff to implement service improvements</p> <p>Ability to negotiate with staff / other partners and motivate stakeholders to deliver service improvement</p> <p>Experience in leading a team</p>		Application Form and Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities	<p>Excellent analytical and problem-solving skills with ability to analyse, interpret and resolve issues</p> <p>Logical and analytical approach required when designing a new solution</p> <p>Ability to plan multiple concurrent activities, manage project team, allocate and prioritise resource, meet objectives</p> <p>Confident communicator, able to establish relationships with staff at all levels and to work with external stakeholders</p> <p>Ability to convey new requirements which may contain complex information to both technical and non-technical staff / partners / stakeholders including presentations to large groups</p> <p>Report presentation skills e.g desk top publishing skills</p> <p>Strong administrative and planning skills, able to plan effectively against deadlines in order to produce timely outputs and deliverables</p> <p>Meeting Minute taking skills, strong report writing and document presentation skills (e.g. producing professional reports and documents)</p> <p>Ability to perform and deliver under pressure</p> <p>Ability to prioritise work within a pressured environment</p> <p>Able to act independently and on own initiative</p> <p>Proactive and delivers to timescales</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Ability to deal with confidential issues in a professional and sensitive manner</p> <p>Understanding of key NHS targets and current priorities within NHS Wales</p>		
Values	Demonstrate PTHB Values		Interview Application Form
Other	<p>Knowledge, understanding and application of Equal Opportunities</p> <p>Evidence of political awareness and sensitivity to the high profile of the Health Board</p> <p>Ability to travel – must be able to visit locations across the organisation, Powys wide</p>		Application Form and Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy.

Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart



