



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Head of Digital Programmes
Pay Band:	8b
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Finance, ICT & Informatics
Department:	Informatics
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Assistant Director of Digital Transformation & Informatics
Professionally Accountable to:	Assistant Director of Digital Transformation & Informatics
<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:

As the Head of Digital Programmes working at corporate level across the organisation with considerable freedom to act, the post holder will take the lead in the development and implementation of PTHB's Digital Transformation programmes, strategies, and delivery of the PTHB's Digital Strategic Framework.

Expected to take ownership and manage the delivery of programmes and projects, ensuring all controls are established e.g., documentation to meet the standard operating procedures as outlined by the Digital Transformation governance framework.

The post holder will have specific project and programme management responsibilities, often working within tight timescales and competing demands. The work will involve working with highly complex, sensitive, and contentious information with a high degree of autonomy.

In particular, the post holder will be responsible for: -

- Strategic and Managerial oversight of the entire Digital Programme Portfolio.
- Management and oversight of Local and National programmes including All Wales programmes in partnership with Digital Health and Care Wales.
- Management of single or multiple programmes spanning the entire process for programme definition, programme planning through to implementation and transition to operational use.
- Delivery of successful programmes of diverse complexity across the health and social care community.
- Contributing to development of change management and benefit realisation plans, ensuring alignment between service development, business as usual and corporate strategy.
- Expected to support colleagues and transfer skills in order to grow and embed service improvement and programme management capabilities within the organisation and to champion the role of the Digital Transformation across PTHB.

DUTIES & RESPONSIBILITIES

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

Lead the management and delivery of programmes/projects with multiple stakeholders ensuring programme objectives are delivered within budget, on time and to the standard and quality required.

Lead a team of Programme Managers while ensuring alignment with PTHB's Digital Strategy & Vision.

Engage with all stakeholders to determine a programme's scope and implementation processes. Manage multiple programmes throughout the programme lifecycle to ensure all deliverables are met.

Lead on determining and developing programme/project level performance indicators, and future measures and objectives for project delivery, ensuring consistency with national targets and local objectives.

Provide support and assistance to Programme/Project Team members to promote improvement methodology and programme/project management skills, focused on embedding a culture of continuous improvement and high performance.

Work closely with the Finance and Quality Departments to ensure finance and quality benefits plans, targets and ongoing measurement are established at project/programme initiation.

Collate and analyse highly complex data to drive service improvement, working closely with the Information Services and ICT Function to ensure the information requirements of each programme/project are adequately provided.

Ensure the highest levels of clinical, staff and trade union engagement and involvement in the communication and delivery of all projects/programmes, as appropriate.

Ensure robust systems of programme governance (clinical, financial, staff, audit, and risk management) are in place.

Produce dashboard performance reports, reporting on project / programme progress, next steps, deliverables, resource requirements, risks, and issues.

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

Form a key part of the Digital Senior Management Team with direct responsibility for all Digital Programmes within PTHB.

Programme Management

Act as an advocate of the Digital Transformation and Informatics approach internally and externally.

Lead on multiple projects/programmes as determined by the Assistant Director of Digital Transformation and Informatics, ensuring SMART objectives are in place.

Support the development of a culture which places and embeds robust programme management approaches at the heart of all service change within PTHB.

Lead and implement the planning, establishment, delivery, and monitoring of programmes.

Ensure timely and effective programme reporting and proactive escalation of issues and risks.

Manage the planning and organisation of own and programme team's workload, which involves prioritising a demanding workload and providing direction to achieve programme objectives.

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.

Ensure appropriate governance structures are implemented throughout the programme lifecycle.

Establish benefits baselines and benefits realisation plans for programmes. This may involve research and development activities to ensure optimum solutions are provided.

Define resource requirements for the programme/projects.

Apply change management skills to overcome any resistance to change.

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

Ensure timely, high-quality advice on actions for project/programme delivery and to ensure targets are met and appropriate reports are made available to PTHB.

Communication

Ensure highly effective communication mechanisms and processes are in place to negotiate and consult with relevant stakeholders (internal across all levels of the organisation and externally) to achieve demonstrable and measurable project/programme outcomes.

Develop and implement stakeholder engagement and communication plans.

Maintain an open, proactive, and collaborative culture across Digital Transformation & Informatics 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 patients to ensure the timely completion and delivery of programme/project outcomes.

Communicate effectively with staff throughout PTHB in relation to areas of responsibility.

Deal with 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.

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.

Requires the highest level of interpersonal and communication skills to influence change and engage with challenging targets. Use a wide range of communication skills to win hearts and minds on highly sensitive change issues, overcoming barriers to acceptance.

Interpret and convey high level information to a wide audience. This may be in the form of formal presentations to large groups, leading meetings, or one-to-one discussions on a range of issues including briefing, negotiating and problem solving.

Service programme/project meetings, providing leadership and direction to these.

Governance and Quality

Ensure robust systems of governance (clinical, financial, staff, audit, information, and risk management) are in place for the projects/programmes.

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

Exercise sound judgement in the analysis of highly complex issues in relation to the delivery of services and a range of options for improvement where there are a number of complicated service issues to take into consideration.

Ensure lessons learned from programmes/projects are shared with colleagues, relevant boards, and Health Board groups.

Leadership

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

Manage, monitor, and evaluate cross functional teams assigned to deliver key service developments and performance work streams.

This will include coaching and mentoring, resource planning, standard setting, performance management, team, and individual development.

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

Adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of PTHB.

Finance Management

Ensure the financial objectives of projects/programmes are planned, monitored, and delivered.

As the budget holder for the Digital Programmes function, responsible for identifying efficiencies and ensuring that projects are delivered to budget.

Demonstrate a proven track record within this area.

Ensure that the project/programme is delivered against the requirement of the Digital Transformation Board, monitoring revenue and capital variance from start to finish.

Produce dashboard performance reports, reporting on project/programme progress, next steps, deliverables, resource requirements, risks, and issues.

Staff

Line manages the Digital Programme Function. Ensure clear lines of accountability and effective management of all direct reports, in accordance with the employment practices and policies of the Health Board. This will include recruitment, selection, performance management, identification of training and development needs, and setting of annual objectives in line with the Health Board's objectives and the NHS Knowledge and Skills Framework.

Ensure all staff receive a meaningful annual appraisal.

Responsible for the management and development of staff within the service and for their development and performance. Address any performance issues in accordance with the Health Board's policies and procedures.

Ensure that all staff are appropriately managed and developed and that they are therefore efficient, effective, engaged and highly motivated.

Work with HR and with Health Board policies to manage staff in a fair and consistent manner at all times and which reflects their own individual performance.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to Masters level or equivalent level of knowledge and experience</p> <p>Comprehensive knowledge of Microsoft O365 applications including Project and Planner</p> <p>ITIL Service Management Foundation Certified</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>Knowledge, understanding and application of equal opportunities</p> <p>Evidence of continuous professional development at a senior management level</p>	<p>PRINCE II and/or Managing Successful Programmes (MSP) Practitioner</p> <p>ITIL Service Management Intermediate certified</p> <p>IQT Silver Award</p>	<p>Pre-employment checks</p> <p>Interview</p> <p>Application Form</p>
Experience	<p>Significant management experience working at a senior level, preferably within an NHS environment, including management of projects / programmes within quality, time and financial parameters</p> <p>Significant experience of leading the development of relevant Digital Programme related strategies and initiatives</p> <p>Managing and resolving conflict</p> <p>Evidence of designing, implementing and maintaining office document control systems</p> <p>Experience of risk management</p>	<p>Experience of Programme Management business intelligence, KPI's/Dashboards implementation</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Evidence of specialist knowledge, expertise, and experience in Digital Programme Management</p> <p>Significant knowledge and experience in service redesign, service improvement, programme and/or project management</p> <p>Evidence of partnership working and stakeholder management</p> <p>Proven work record of consistently achieving high standards and delivering objectives and priorities</p>		
Aptitude and Abilities	<p>Up to date understanding of key NHS targets, performance measures and current priorities within NHS Wales Digital First Agenda</p> <p>Strong & highly developed planning skills, able to plan effectively against deadlines in order to produce timely outputs and deliverables</p> <p>Ability to work effectively with and gain the confidence of clinicians, managers, other staff and the public</p> <p>Demonstrable ability to communicate effectively using excellent communication skills, including strong report writing and presentation skills</p> <p>Ability to write project initiation document, business cases, strategic plans, dashboard reports</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Excellent analytical skills to develop, read, interpret and disseminate complex information to others</p> <p>Ability to perform and deliver under pressure</p> <p>Evidence of creating and sustaining positive relationships with staff and stakeholders</p> <p>Clear leadership skills, influencing and team building skills</p> <p>Ability to prioritise work within a pressured environment</p> <p>Able to act independently and on own initiative</p> <p>Ability to deal with confidential issues in a professional and sensitive manner</p> <p>Proven work record of consistently achieving high standards and delivering objectives and priorities</p> <p>Ability to deal with potentially contentious issues when weighing up conflicting perspectives and priorities.</p>		
Values	<p>Demonstrate PTHB Values</p> <p>Evidence of political awareness and sensitivity to the high profile of the Health Board</p>		Interview Application Form
Other	<p>Ability to undertake regular travel to other locations within the organisation and beyond</p>		Application Form and Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Other cont'd	<p>Excellent people management skills</p> <p>Excellent budget management skills</p> <p>Excellent strategic thinking, analytical and problem-solving expertise</p> <p>Clear leadership skills</p> <p>Influencing and team building skills</p> <p>Highly developed judgement and decision-making skills</p>		

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 the requirements of their organization's Welsh Language Scheme and take 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



