Job Description

New job	
Significantly amended job	
Minor amendments from previous	x

Job title	PMO Project Manager	
Reports to	Programme Manager	
Pay band	7	
Directorate	IM&T	
Banding status (please tick one)	**Indicative**	**A4C confirmed**
		X – 02/07/2021

**Job summary
(overview of role/remit)**

Be responsible to the Programme Manager for the timely, efficient and effective management of complex specified projects on behalf of the Trust.

Provide guidance and assistance to Trust managers on issues relating to project management.

Manage all aspects of projects stages through; specification, planning, testing, training, deployment, decommissioning and maintain a robust change and delivery management framework for assigned projects.

Manage project budget.

Manage project benefits realisation framework process.

Work as part of a wider Programme Management team to ensure recognised value add of

this function to the organisation.

Support, facilitate and monitor progress of projects both internally and externally where appropriate.
Support performance improvement

Manage a team of project staff.

Main duties and responsibilities
(bullet points providing detail of responsibilities)

Communication & Relationship Skills
- Appreciation of or being able to put oneself in a position to sympathise with another person's situation or point of view.
- Communicates sensitive information about performance and change.
- Demonstrate highly complex communication skills when liaising with a range of staff at different levels within the organization as well as with external stakeholders.
- Develop and deliver complex communication plans for each project.
- Establish strong relationships with internal and external colleagues.
- Keep templates up-to-date, such as the action, risk, issue and lessons learned registers.
- Persuades project boards and staff of the importance of complex projects.
- Presenting complex, sensitive or contentious information to large groups.
- Produce regular highlight reports to keep project stakeholders up-to-date.
- Provide advice, instruction or training to groups where the subject matter is highly complex.
- Use persuasion, motivational and negotiating skills with stakeholders and colleagues to support the progression of the project, including linking in with other initiatives.

Knowledge & Experience
- Significant project management experience in the implementation and support of complex systems.
- Significant experience of successfully managing at least one complex project.
- Significant experience working with Microsoft Office software, including Microsoft Word, Excel, Project, Visio and PowerPoint.

- Significant experience working with procurement activities, preferably within an NHS environment.
- Significant experience working with project budgets.

- Specialist knowledge across the range of project management procedures and practices, underpinned by theoretical knowledge and/or relevant practical experience, preferably within an IT or NHS environment.
- Moderate experience working with the Benefits Realisation process.

Analytical and Judgement Skills
- Ability to interpret and analyse complex facts or situations with a view to problem-solve project issues to resolution.
- Ability to interpret and analyse information and data and present, for example provide an options analysis to enable senior staff to make a decision as to how to proceed with a project and to inform a business case.
- Ability to make judgements involving complex facts or situations which require the analysis, interpretation and comparison of a range of options.

Planning and Organising Skills
- Assist the Procurement team with contracts and procurement processes and service levels within the context of designated projects.
- Chair project meetings.
- Develop and maintain complex project plans. Adjust plans where targets and deadlines are not met and produce exception reports where the project is forecast to go outside of agreed tolerance levels.
- Develop and maintain quality assurance processes.
- Develop and maintain strategies and plans relating to eg benefits, testing, training and implementation.
- Develop business cases and investment appraisals for Trust investments.
- Enable collaborative working with suppliers and other NHS organisations.
- Maintain configuration management.
- Make use of the appropriate Prince2 Transformational Flow, Governance Themes and Principles and develop and maintain associated processes, documentation and procedure.
- Track and maintain registers of project risks, issues, actions and lessons learned, working with stakeholders and project team members to progress these within agreed timeframes. Ensure appropriate priority and escalation where necessary.

Physical Skills

- Excellent computer literacy skills required.

Responsibility for Policy and Service Development

- Develop and communicate lessons learned from each project.
- Liaise with relevant NHS body and DoH policy staff as appropriate to ensure project development supports current policy.
- Responsible for policy or service changes for own area of work and through project delivery.
- Proposes policy or service changes which have wider implications and help to develop sector wide performance.
- Responsible for the maintenance of good working practices and responsible for the implementation of any new practices both within own area of work and through project delivery.
- Helps develop translation of strategic objectives for service improvement.

Responsibility for Financial and Physical Resources

- Use Trust's online procurement system to order and receipt goods and services as required for the project.
- Develop, monitor and maintain the project budget records and regularly meet with the Finance team to ensure proper process is followed and their requirements are met.
- Provide authorised signatory for payments in relation to projects, within agreed limits.
- Responsible for budget setting for the project.
- Act as budget holder for the project.

Responsibility for HR

- Prepare an annual My Career Conversation for discussion with the post holder's Line Manager and work towards agreed objectives.
- Train new starters and colleagues in project systems, processes, practices and policies.
- Responsible as Line Manager for your project's staff; career conversations, sickness absence, disciplinary and grievance matters, recruitment and selection decision, personal and career development, workload and allocation of works or responsibilities.

- Take a lead in identifying the post holder's own development needs.

Responsibility for Information Resources
- Enter and manage data in the project workbook and other documents as required by the project, for example complex spreadsheets.
- Maintain confidentiality of information.
- Use a range of MS Office products to create and maintain project documentation.
- Responsible to develop and maintain the project's information systems including responsibility for updating software, operating help facilities, managing storage and retrieval of information of records until system is handed over to business as usual.

Research, Development and Quality Improvement
- Regularly undertakes informal and formal R&D activities eg equipment testing.
- Assist in the development of quality measures to ensure the highest levels of service delivery are achieved.
- Participate in the development and implementation of audit and evaluation techniques.

Freedom to Act
- Expected results to project delivery are defined but the post holder decides how they are best achieved and is guided by principles, policies and regulations. Guidance may be provided by peers.
- Is guided by organisational policies but in most situations will need to establish the way in which these should be interpreted.

Physical Effort
- Prolonged use of a computer.
- Extended periods of sitting at a desk.

Mental Effort
- Frequent requirement for concentration where the work pattern is unpredictable.
- Sustained focus on data and complex documents including writing reports and working on spreadsheets.

Emotional Effort
- Occasional exposure to distressing or emotional circumstances.
- Imparting unwelcome news to stakeholders, staff etc.

Working Conditions

- Predominantly Office based with extended use of a computer or laptop and other standard Visual Display Unit (VDU) equipment.
- An element of home working may be required.
- Use Trust transport for visits around sector.

Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.

Person Specification

	Essential	Desirable
Education and qualifications	Degree or equivalent work experience. Able to meet the requirements of the Knowledge and Skills Framework for their role. Current, clean driving licence.	General management or ITIL Service Management qualification. Certified PRINCE2 Practitioner or equivalent project management qualification.
Previous experience (Paid/ Unpaid relevant to job)	Significant project management experience in the implementation and support of complex systems. Significant experience of successfully managing at least one complex project. Significant expertise in use of standard Microsoft Office products and Project Management tools.	Experience in Healthcare or IT environment.
Skills, knowledge, ability	Ability to project manage complex organisation change. Demonstrate significant written and oral communication skills. Strong analytical and interpretation skills with an eye for detail and ability to resolve and deal with complex information. Ability to develop and manage budgets. Ability to produce complex plans and project management controls from	Awareness of broader NHS issues. Significant experience of negotiating with suppliers.

	executive mandates. Ability to produce complex business cases and investment appraisals or similar reports containing structured, detailed information eg proposals, options appraisals etc. Ability to communicate effectively with senior management, external stakeholders and suppliers. Ability to manage suppliers. Significant experience of producing and managing policies, processes and procedures.	
Aptitude and personal characteristics	Ability to identify limits to own expertise. Quality focused. Analytical approach and ability to work logically and resolve complex problems. Reliable and good attitude to attendance and punctuality. Ability to develop effective working relationships with colleagues and the public. Ability to deal with stressful situations, work under pressure and to tight timescales. Able to coach and provide support to team members. Ability to reach timely and effective decisions based on the appropriate use of information.	

	Ability to implement significant change involving change management. Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS. Able to deliver on the NHS constitutional patient pledges and rights. Respectful to and able to promote equality in opportunity, employment and service delivery. Committed to continuous professional development and personal growth. Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing. Able to work within the Trust's attendance targets. Ability to perform the requirements of the post to an acceptable standard. Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model..	