

Job Description

Post	Digital Transformation PMO & Commercial Development Manager
Band	Band 8b
Department	Digital Transformation & Innovation
Responsible to	Head of Digital Transformation & Innovation
Professionally Accountable to	Digital Director
Date written	17/06/2022
Written by	Head of Digital Transformation & Innovation

Job Summary

We have recently formed the University Hospitals of Northamptonshire NHS Group, bringing together the constituent organisations of Kettering General Hospital NHS Foundation Trust and Northampton General Hospital NHS Trust. We have agreed an ambitious Group Strategy 'Dedicated to Excellence' which sets out our strategic ambitions and priorities for the next five years. We have also launched our Group Digital Strategy, which sets out our ambitions over next three years to become the most digital hospital in England. Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Doing things once across the Group
- Communicating and engaging throughout

The post holder will work as part of a dynamic and agile digital transformation and innovation team. They will be accountable for leading, delivering and implementing PMO functions and Commercial Management as part of the Digital Transformation Programme which is in support of University of Northamptonshire's Digital Strategy

All members of the Digital portfolio will strive towards "Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations" [Tom Loosemore's definition of Digital].

The post holder will be competent with implementing and maintaining a PMO and commercial function. Experience of working with agile methodologies will be an advantage.

Key Working Relationships

UHN Chief Information Officer
Deputy Digital CIO



Compassion



Accountability



Respect



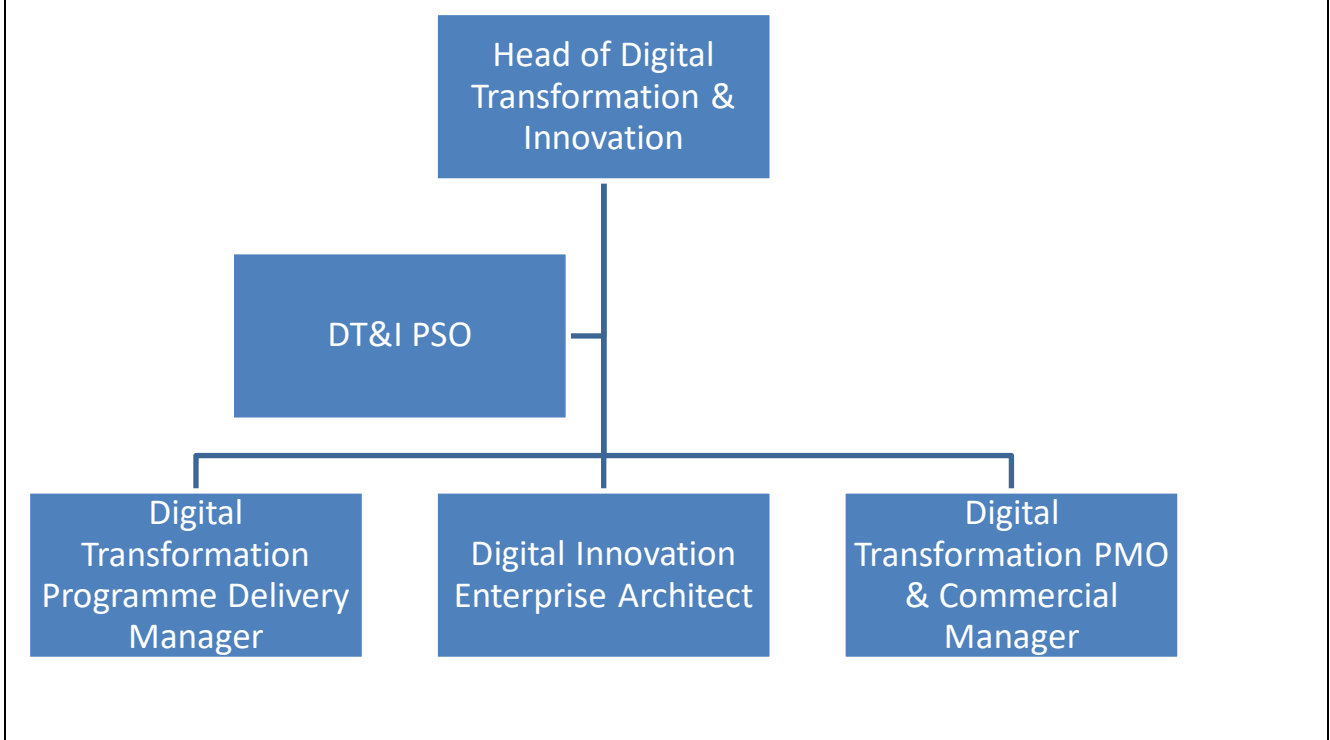
Integrity



Courage

Head of Digital Transformation & Innovation
 DT&I Programme Delivery Manager
 Heads of Digital Services
 EPR PMO Lead
 Data Quality team
 Information team
 Human Resources team
 Clinical colleagues across the Group
 Digital colleagues across the Group
 Procurement Team
 Finance Team & Business Partners
 Emerging Technology & Innovation Team
 Other senior leaders across the Group CCIO's

Organisational Structure



Main Duties and Responsibilities

Main Duties

As a multiskilled PMO and Commercial function that operates through an effective and flexible business partnership construct, it is expected you would be able to operate at an expert level in one or more of the following areas –

- Strategy including providing a framework, governance, drumbeat and reporting on the progress of all DT&I Programmes of work
- Supplier Relationship Management and Contract Management
- Commercial Engagement
- Commercial Delivery
- Commercial Operations

- To contribute the project and commercial cycle to the delivery of the programmes associated with the Group Digital Strategy, which includes a number of projects or initiatives of significant size, complexity and risk ensuring that they do not have an adverse impact on patient care and quality
- Establish and maintain a logical and organised programme management office, including the management of papers, project documentation and the organisation of meetings, and lead on the creation and improvement of processes, procedures and tools.
- Work closely and integrate within the Digital Transformation & Innovation team, building trusted collaborative relationships overseeing the established governance and appropriate progress and delivery reports are produced for the programme using the agreed template documentation.
- Work closely with programme teams and commercial function colleagues to identify and agree present and future needs, linkages to other activity areas and related potential needs for procurement.
- Develop, maintain and manage a pipeline of activity for Digital.
- Ensure project managers understand and have in place appropriate documentation for key project information including financial cost. Use data to track and monitor progress, and identify opportunities for improvement, ensuring focus on the areas which will have the highest impact.
- Support the development and delivery of complex and novel commercial projects.
- Review and challenge business cases to make sure they are fit for purpose.
- Challenge sourcing strategies, where appropriate, to improve outcomes.
- Build and maintain an understanding of relevant supply markets and business context to inform and support delivery of commercial strategies.
- Support the DT&I programme, Commercial team and wider stakeholders to identify and manage commercial risks and issues in a timely and effective manner.
- Oversee the realisation of benefits and cashable savings detailed in commercial sourcing strategies.
- Provide expert advice on relevant regulations and compliance issues.
- Ensure business continuity during any transition period and throughout the contract life, including re-procurement and exit.
- Support commercial colleagues with delivering the overall team ambition and objectives.
- Develop commercial understanding and competence across your area of responsibility.

Digital Transformation and Innovation

- Develop and implement an effective contract management strategy and deliver new contract management plans and processes
- Create and foster a culture of innovation, exploring emerging technology and its application to the UHN Group ambitions.
- Contribute to the development and implementation of the Group Digital Strategy, in line with Group, Trust and National priorities and initiatives, and leading digital techniques

- Promote the adoption of agile methodologies across project teams and into the wider Group
- Work closely with the Programme Delivery Manager to provide assistance to the development of project planning and ensure alignment between programme plans

Leadership

- Proactively and positively contribute to the Service leadership team by taking part in appropriate planning & development and providing digital services & solutions leadership.
- Develop, lead, and support individuals and teams that are highly skilled, effective, engaged and highly motivated.
- Ensure best practice in managing staff is adopted and maintained within your team, including being responsible for regular performance appraisal, effective two-way communication and implementation of processes to ensure personnel work in a responsible, safe manner and have due regard for health & safety regulations.
- Take shared responsibility for the financial performance of the Service, including achievement of financial targets, balancing potentially conflicting demands of budgetary requirements.
- Ability to analyse complex data, facts and situations and able to act or decide even when details are not clear
- Provide leadership and expert knowledge in the implementation and delivery of your service modelled around agreed methodologies.

Communication & Engagement

- Engagement with effective market engagement to build better professional buying and relationship management behaviours
- Providing and receiving highly complex, highly sensitive or highly contentious information. Liaises with stakeholders, communicating highly complex concepts and highly complex issues, clearly and accurately, and adapting communication style to suit the recipient
- Develop an exciting and clearly defined Programme and commercial vision and strategy aligned to an agreed pipeline of future requirements and communicate this expertly to both internal and external stakeholders
- Develop, shape and adapt commercial resources to support the delivery of the commercial and programme/operational requirements
- Produces written information of a high quality, which clearly sets out strategies, policies, designs, roadmaps, key issues, options and actions

Delivery & Operations

- Designing, shaping and agreeing innovative commercial strategies for highly complex, high value, high profile requirements in the Emerging Technology & Innovation Department.

- Oversee capital expenditure and procurement for the service and hold the budget for several projects and programmes
- Identification of savings and opportunity realisation
- Develop, implement and manage technical solutions to enable effective procurement, contract management and SRM
- Ensure compliant commercial practice, process efficiency and robust controls and assurance mechanisms across the full commercial lifecycle

Professional and Personal Development

- Develop and/or maintain an in-depth knowledge and expertise of using technology to support significant business change and development across a range of different business models
- Maintain a good understanding of the emerging technology market in healthcare, supply chain and digital as well as solution development and continuous improvement methodologies
- The post holder will take joint responsibility for their own professional development, identifying training and educational needs and agreeing ways of addressing these with their line manager at regular 121 meetings and appraisals.

Role Requirements

- We support distributed and flexible working arrangements, however, subject to business needs, there may be a requirement to travel to and between the Kettering and Northampton Hospital sites and other sites across the Group and ICS.
- Frequent VDU use is required for this post for extended periods throughout the day.
- Frequent concentration will be required on a wide variety of complex issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.
- There will be a requirement to present highly complex information at meetings which will require the individual to have frequent concentration for a sustained period of time to ensure that there is active engagement in the subject matter at hand.
- The role will require regular negotiation with other senior NHS professionals, directors and managers in a financially constrained health economy.
- Exposure to unpleasant working conditions or hazards is rare.
- Exposure to stressful/distressing patient circumstances as documented within their clinical record may be required.
- Have a strong focus on continually improving current practices and evidence the ability to challenge current ways of thinking with a view to ensure greater quality and depth of coding across the Group.
- As a leader within the organisation handling challenging conversations with colleagues in a positive and constructive manner in line with our Group Vision and Values will be required.
- Office conditions, with an occasional requirement to travel between sites and across the ICS in this role (for example, to support go lives of projects or an unforeseen level of absence at one site (for example, to support go lives of projects; an unforeseen level of absence at one site; support training or onboarding of new starters; team workshops etc.)

Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns of if registration lapses or expires (all registered staff).
- This post involves incidental access to the public and does not have access to children and/or vulnerable adults, as defined by the Disclosure and Barring Service (DBS). Therefore, no DBS check is required of the post holder.
- If you have not had a satisfactory DBS check within the last three years you may be required to apply for an updated DBS check during your employment.
- The Trust requires all new starters to subscribe to the DBS update service, where it is a requirement of the role.
- Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- Responsibilities will stretch to working across the Group in line with this job description. This post is subject to the terms and conditions of employment of your employing Trust. Please refer to your terms and conditions of employment for confirmation of your employing Trust (Northampton General Hospital NHS Trust or Kettering General Hospital NHS Foundation Trust).
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the postholder. It is the Group's aim to reach agreement on reasonable changes, but if agreement is not possible the employing Trust reserves the right to effect changes to the postholder's job description after consultation with them. Appropriate notice of such changes will be given.

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

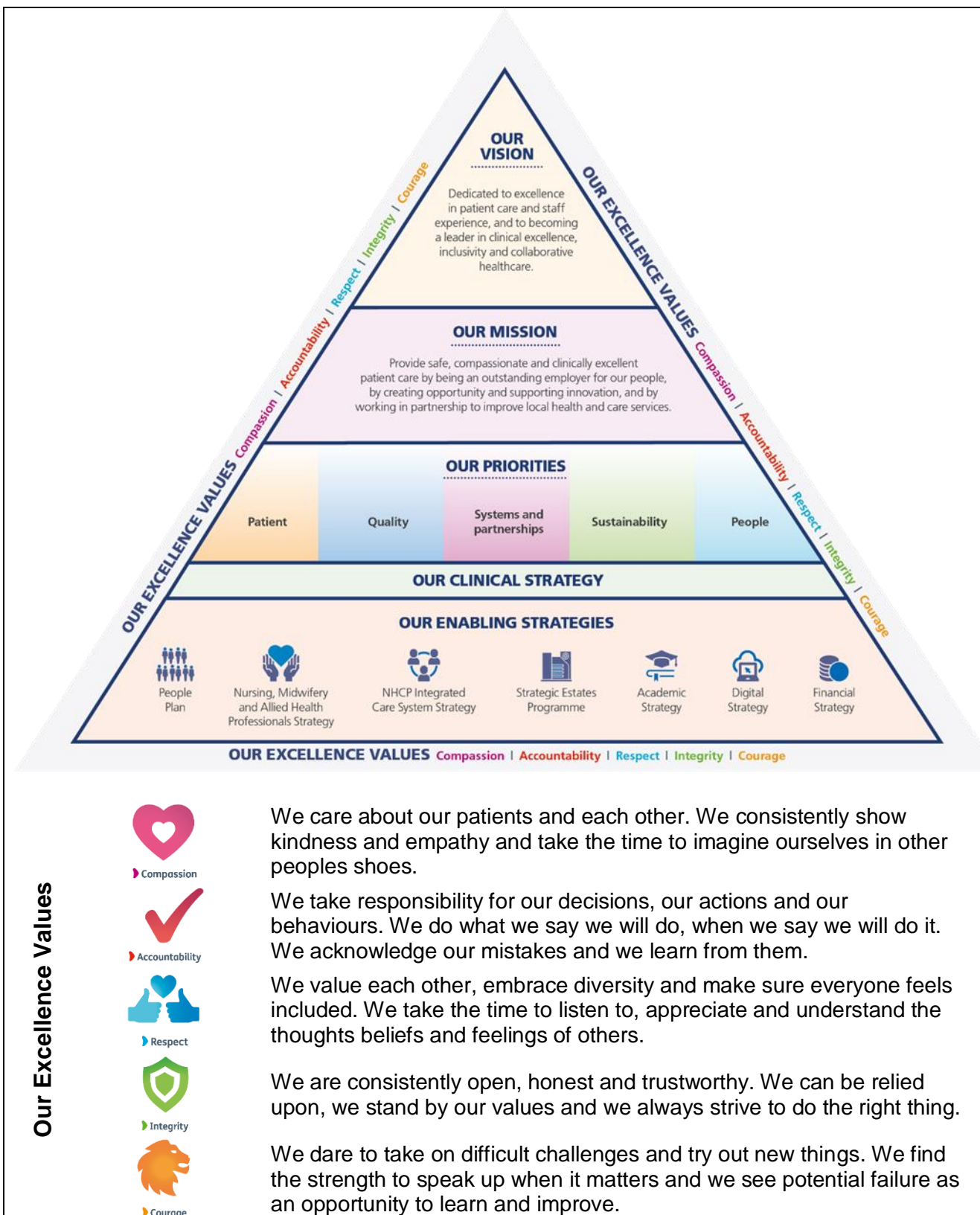
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

University Hospitals of Northamptonshire NHS Group is made up of Northampton General Hospital NHS Trust and Kettering General NHS Foundation Trust. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [University Hospitals Northamptonshire NHS Group](#)
- [Best of Both Worlds Northamptonshire](#)
- [Kettering General Hospital](#)
- [Northampton General Hospital NHS Trust](#)



Shortlisting Criteria	Essential	Desirable
Education, Training & Qualifications		
Educated to Masters level education or equivalent level or equivalent experience delivering Digital services in a complex environment	X	
MCIPS or equivalent professional qualification and / or evidence of equivalent level of experience	X	
Demonstrable significant experience in providing a PMO support service within the NHS or a comparable large organisation	X	
Experience and understanding of a project or programme management methodology including setting project objectives; determining project scope and deliverables; developing a robust project plan; risks and issues management and monitoring and reporting arrangements.	X	
Relevant experience working in the technology sector and an understanding of the full commercial lifecycle	X	
Detailed knowledge of the provision of health services		X
Knowledge & Experience		
Strong current knowledge and understanding of contract law, adhering to appropriate Public Procurement Regulations	X	
Good understanding of commercial and supplier relationship management techniques and demonstrable experience of applying them in practice.	X	
Experience of leading organisations in the commercial cycle building the case with stakeholders for deploying them	X	
Strong current knowledge and understanding of contract law, adhering to appropriate Public Procurement Regulations	X	

Strong current knowledge and understanding of PMO functions	X	
Experience of contributing to effective performance and budgetary management and control including achieving annual targets on a regular basis	X	
Skills		
Demonstrated ability to communicate complex commercial concepts clearly and concisely both orally and in writing.	X	
The ability to monitor and understand the emerging technology market and identify new opportunities to support strategic aims	X	
Ability to draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data; able to act or decide even when details are not clear	X	
A good understanding of the emerging technology market in healthcare, supply chain and digital as well as solution development and continuous improvement methodologies	X	
Effective leadership and people management skills	X	
Strong influencing, persuasion and negotiating skills to gain agreement from multiple stakeholders	X	
Ability to manage the delivery of multiple activities in parallel, identifying and resolving potential delivery conflicts in advance	X	
Demonstrated ability to engage with multiple stakeholders and quickly build strong working relationships, influencing and challenging decision making	X	
Key Competencies/ Personal Qualities & Attributes		
Passionate and committed to bring our Dedicated to Excellence values to life, improving the way we work with each other, particularly focusing on empowerment, equality diversity and inclusion of our staff, patients and service users	X	
The ability to champion diversity and inclusion and the commitment to developing diverse and inclusive teams that are motivated and inspired to work together to achieve a common objective	X	
Can constructively challenge and effectively manage conflict to reach a positive conclusion	X	

Highly motivated, hard-working, self-confident, robust and resilient individual with drive and determination to deliver	X	
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