

## The links Job Description

<b>Post</b>	Digital Transformation EPR Project Manager
<b>Band</b>	7
<b>Department</b>	Digital Transformation and Innovation
<b>Responsible to</b>	EPR Programme Lead
<b>Professionally Accountable to</b>	Head of Digital Transformation & Innovation
<b>Date evaluated</b>	1 <sup>st</sup> February 2024

## Job Summary

In July 2021 we 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 and we have also launched our Group Digital Strategy, which sets out our ambitions 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

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].

In partnership with our chosen supplier, we have embarked on our digital excellence journey to implement a nationally-leading Electronic Patient Record (EPR) system that will transform the quality of care for our patients and staff by having instantly accessible information using the latest mobile technology, reducing paper usage and utilising clinical decision support tools.

The EPR Project Manager (fixed term, post holder) will play a pivotal role in the implementation of the Trust's EPR, managing the successful delivery of one or more of the modules that, together, make up the overall EPR.

The primary purpose of this role is to oversee the implementation of one, or more, modules that make up the EPR. Project managers will maintain detailed project plans, ensure stakeholders are engaged, ensure that risks are managed appropriately, and provide reporting into the EPR governance structure. This includes ensuring milestones are met and that their associated transformation change benefits are captured and measured.



Compassion



Accountability



Respect



Integrity



Courage

The post holder must be experienced in managing complex change programmes and be competent with technology-enabled service re-design and service transformation. Experience of working with agile methodologies will be an advantage. Travel to the hospital site will be required.

## Key Working Relationships

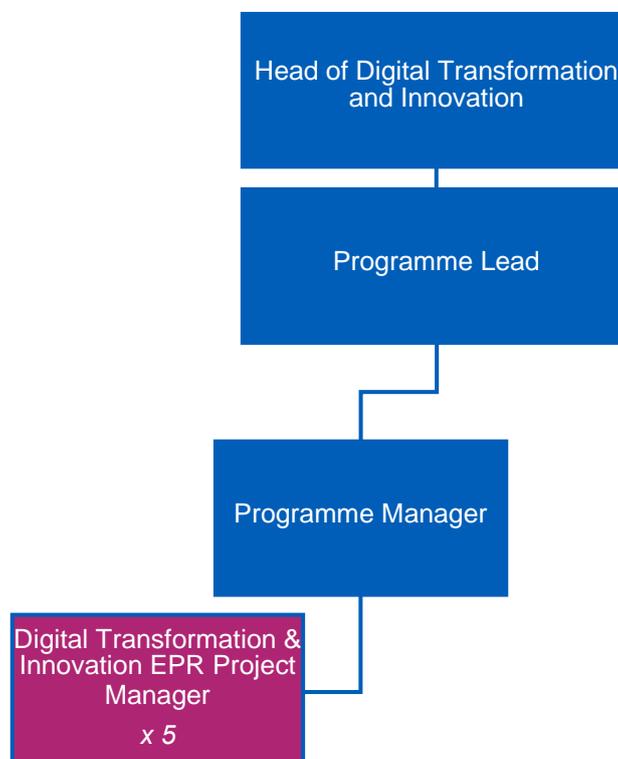
### Internal

- Head of Digital Transformation & Innovation
- Chief Digital Information Officer
- UHN Digital team
- EPR Programme team
- Clinical, administrative and operational colleagues across the Group
- UHN Data Security and Protection team
- UHN Corporate teams

### External

- Third party suppliers
- Other NHS Trusts and healthcare institutions
- ICS and CCGs
- National digital senior leaders

## Organisational Structure Chart



## Main Duties and Responsibilities

### Project Management

- Develop, lead and manage the delivery of projects associated with the EPR Programme, with varying levels of size and complexity ensuring that they do not have an adverse impact on patient care and quality
- Promote and practice agile methodologies in delivery of digital projects.
- Report regularly on project performance, risk management and financial control
- Create and deliver project work plans and revise as appropriate to meet changing needs and requirements, working to agile principles
- Ensure that benefits identification and management processes are integral to the management of projects
- To identify, plan and manage project resources to meet all key milestones and assign responsibilities accordingly
- Identify risks and issues, reporting and responding to them in an appropriate manner through the EPR programme governance, escalating as required. This includes the development of contingency plans.
- Understand and mitigate complex issues that arise across various workstreams
- Ensure project documents are complete, current, and appropriately stored. Documentation should include new information flows, system processes and business practices. Ensure reporting is developed for governance.
- Work closely with relevant stakeholders with effectiveness and efficiency to enable the project(s) to be implemented on time and within budget. Work with the EPR Programme Lead to manage budgets at a project / module level.
- Ensuring that 'business as usual' is maintained during the transition to new systems, and that any changes are effectively integrated into the procedures within clinical areas.
- Actively contribute to the realisation of benefits from delivering different ways of working enabled by delivery of the system
- Interpret national guidelines and policies and communicate and ensure alignment with project delivery
- Identify project resources required to successfully deliver change within each project and liaise with relevant Manager(s) to ensure availability and allocation

- Manages project auditing and ensure lessons learned are recorded and enforced for best practice
- Proactively manage changes in project scope, identify potential crisis and devise contingency plans in conjunction with appropriate colleagues
- Develop and providing key operational management data and project reports, for review and use by the necessary Programme Board
- To foster a culture that values respect, teamwork and excellence in all aspects of the delivery of patient care

## **Communication**

- Communicate clearly, concisely and persuasively, verbally and in writing
- Communicate contentious and sensitive information appropriately
- Deliver highly complex presentations to various Trust level staff
- Work in collaboration with users to understand their needs and ensure digital products meet their needs and provide benefits for organisation, staff and patients
- Identify where existing clinical and administrative policies and working practices will need to change in order to maximise the benefit of these new digital systems and work collaboratively with staff in order to do this
- Use developed persuasive, motivational, negotiating, influencing empathetic and / or reassurance skills especially when required to overcome significant barriers to acceptance of projects, thus drawing on the highest level of interpersonal communication skills
- Ensure stakeholder agreement to benefits and changes to ways of working
- Ensure that all staff affected by the project receives adequate training in new systems / new ways of working
- Communicate project progress to stakeholders
- Communicate risks by escalation as required in an appropriate manner
- Negotiate flexibly to ensure the best outcome for the patient and service staff
- Communicate effectively with staff at all levels, external service provider representatives, and peer NHS organisation representatives

- Use appropriate technologies and techniques; communicate Digital issues to a wide range audience, internal and/or external members, and providing guidance and Digital concepts

### **Financial Management**

- Produce written material and budgetary reports including for benefits realisation in conjunction with EPR PMO Lead
- Monitor and manage budget and expenditure for their associated project and reporting progress to the EPR PMO Lead

### **Professional/Personal Development**

- The post holder will need to develop and maintain their own knowledge of developments and legislation relevant to the service area and ensure that each function reflects current professional guidance and standards.
- The post holder will take responsibility for his or her own professional development, identifying training and educational needs and agreeing ways of addressing these with the EPR Programme Manager.

### **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 if registration lapses or expires (all registered staff).
- This post involves access to patients and their data include children and/or adults at risk, as defined by the Disclosure and Barring Service (DBS). It will therefore be necessary for the post holder to apply for and be in receipt of a satisfactory.
- 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.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS 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.
- Sustainability is integral to the Trust achieving the NHS Net Zero target. All employees are therefore actively encouraged and supported to implement new ways of working within their field of expertise.

- 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 post holder. 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**

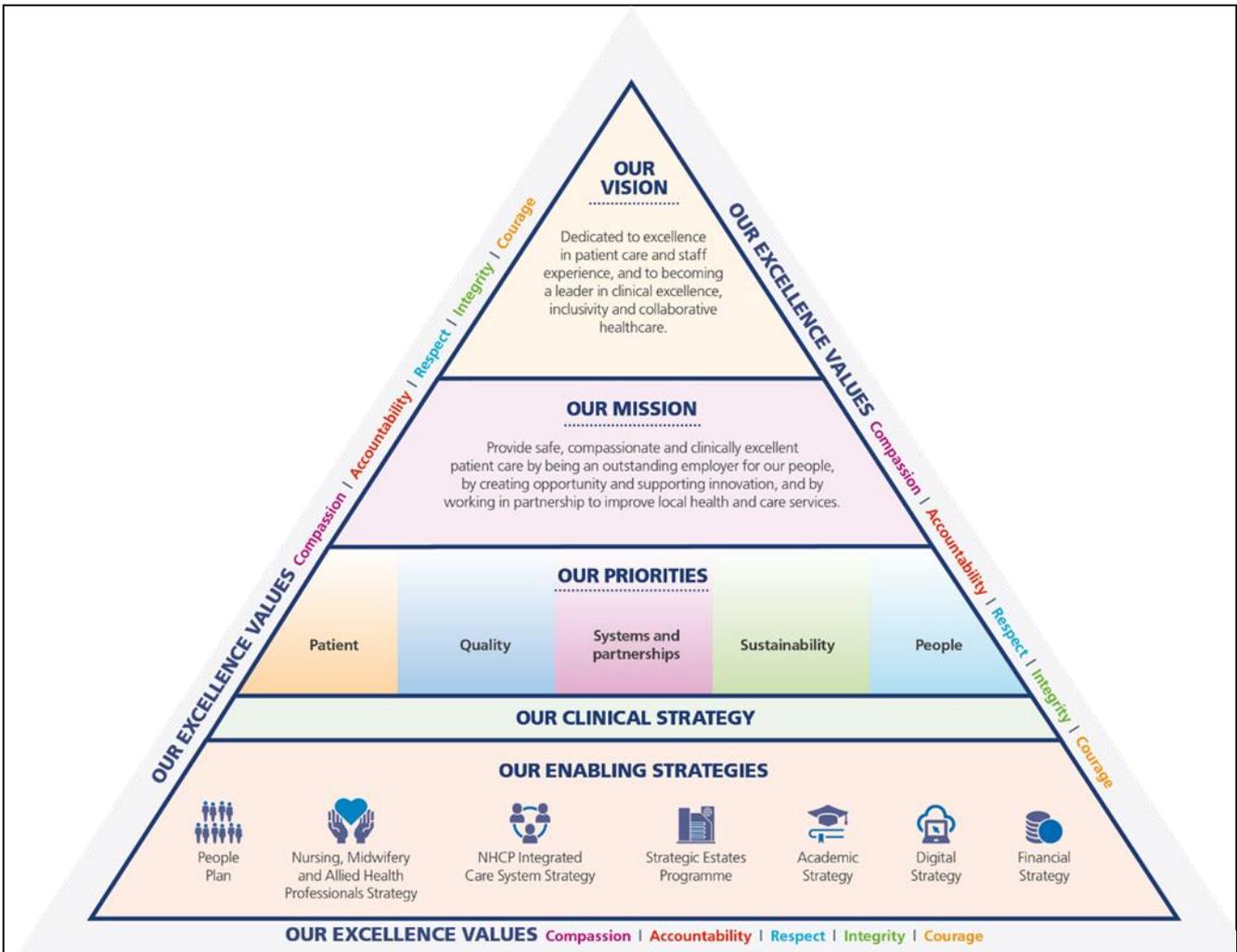
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into 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**

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. 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:

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



**Our Excellence Values**



Compassion



Accountability



Respect



Integrity



Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.



Person Specification (Shortlisting Criteria/Role Requirements)	Essential	Desirable
<b>Educations, Training and Qualifications</b>		
Educated to degree level or equivalent level of education, training or experience	x	
Evidence of continuous professional development or further study to postgraduate degree level or equivalent	x	
Qualified at Practitioner level of a recognised Project or Change Management methodology (e.g. PRINCE2, Agile, LEAN)	x	
Post-registration/ Postgraduate management qualification or equivalent		x
<b>Knowledge and Experience</b>		
Experience of managing complex projects	x	
Solid organisational skills including attention to detail and multi-tasking skills	x	
Experience of working with teams and individuals from both technical and non-technical backgrounds to solve Digital problems	x	
Knowledge and experience of hospital or related clinical working practices and clinical systems, gained by working in the NHS	x	
Experience and knowledge of formal project management methodologies	x	
A proven track record of delivering objectives on time and within budget	x	
Collaborative working to agree project plans and to maintain adherence to plans	x	
Sound experience and understanding of risk	x	
Management and strategic importance of risk identification and clarification	x	
Confidence in providing advice and constructive challenge at senior level	x	
Considerable experience in stakeholder management and engagement	x	
Experience of dealing with complex/sensitive issues	x	

Understanding of EPR implementation, the benefits this provides to a Trust, in addition to a wider knowledge of Digital healthcare		X
Knowledge in projects with sizable elements of organisational change		X
Experience of operating in an agile environment		X
<b>Skills</b>		
Ability to respond to shifting priorities, demands and timescales through analytical and problem-solving capabilities	X	
Able to articulate or document highly complicated clinical concepts in a way that is accessible to people from a non-clinical background	X	
Ability to work well from a predominantly computer-based environment with use of VDU	X	
Comfortable working in unpredictable / reactive environments	X	
Able to effectively prioritise and execute tasks in a high-pressure environment	X	
Ability to work independently and in a team orientated, collaborative environment	X	
Have excellent time management	X	
Have excellent written and verbal communication skills	X	
Ability to engage and drive tangible outcomes from a wide variety of team members and stakeholders	X	
Highly skilled in suite of Microsoft Office programmes, particularly PowerPoint and Excel. Evidence of proficiency in these programmes will be required at interview	X	
Excellent organisational skills and ability to manage a large complex workload whilst delivering to tight deadlines	X	
Emotionally intelligent, strong insight and ability to establish credibility quickly and build strong relationships with all levels of internal and external stakeholders	X	
Experienced user of clinical digital information systems	X	
Capacity to identify problems in order of importance and develop actions to address these	X	
Methodical approach to problem solving	X	X
<b>Key Competencies/Personal Qualities and Attributes</b>		
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	
Communicate clearly, concisely and persuasively, verbally and in writing	X	
Communicate contentious and sensitive information appropriately	X	
Deliver highly complex presentations to various Trust level staff	X	
Well-developed emotional intelligence	X	

Effective leadership qualities which engender confidence and respect	x	
Integrity and personal credibility	x	
Strives for excellence	x	
Ability to be flexible and respond to the needs of the organisation	x	
Confident, enthusiastic and Self-motivated and able to motivate others to achieve a high level of performance	x	
Ability to work with minimal or no supervision	x	
Ability to work under pressure and meet deadlines where there are competing demands	x	
Proactive and solution focused	x	
Emotionally resilient	x	
Politically astute	x	
Ability to concentrate for extended periods to enable effective planning of complex Digital programmes or projects	x	
Ability to travel to the Northampton Hospital site and to other sites across the Group	x	