



Job Description and Personal Specification

Job Title - Project Manager



For the Attention of All Applicants

December 2020

Job Description Notice of Change

NHS Scotland Assure is a new service within NHS National Services Scotland that brings together the experience and knowledge of Health Facilities Scotland (HFS) and the Antimicrobial Resistance and Healthcare Associated Infection (ARHAI).

As a result the job description(s) associated with the current vacancy still reflects the HFS and ARHAI structure. Candidates are advised that all job description(s) shall be updated over the coming months to reflect NHS Assure branding and organisational structure as part of the establishment of the new service.

NHS NATIONAL SERVICES SCOTLAND

JOB DESCRIPTION

1. JOB DETAILS

Job Title	Project Manager
Immediate Senior Officer	Programme Portfolio Manager
Division	Public Health & Intelligence Health Protection Scotland
Location	Meridian Court, Glasgow

2. JOB PURPOSE

To support the delivery of an effective management and control mechanism for the creation, approval and delivery of change projects across NSS (National Services Scotland) Public Health and Intelligence Health Protection Scotland).

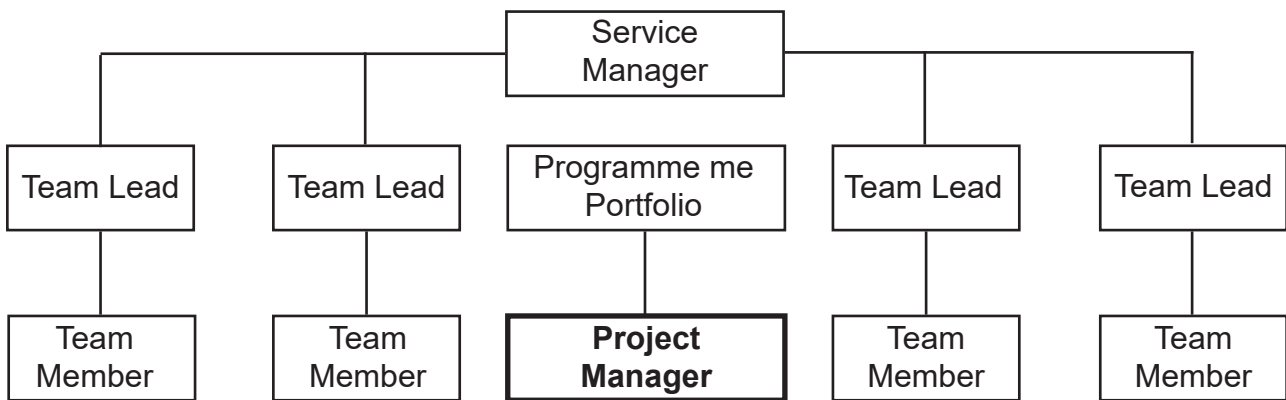
Managing the plans, risks and Project resources (inc. third party contributions and other NHSS resources) to deliver outcomes to the appropriate level of quality, on time and within budget, in accordance with the individual Project Plans. Providing Internal Consultancy & Quality Improvement services to PHI HPS.

3. DIMENSIONS

NSS provides a diverse range of support functions for the NHS in Scotland.

- Annual revenue £280 million
- Processing and Payment of £1.9 billion in primary care payments on behalf of NHS Boards
- NSS employs 3,500 clinical and non-clinical staff operating in 17 sites across Scotland PHI HPS
- The project manager will develop and deliver complex national projects that support achievement of national outcomes by NHS Boards and other stakeholders
- the team will be flexed to support the number of projects in initiation year on year

4. ORGANISATIONAL CHART



5. ROLE OF THE DEPARTMENT

To ensure the provision of high quality specialised Health Protection Services to meet the needs of the population of Scotland.

This is achieved by:

- strategic planning of national services with NHS Boards, clinicians, patient and public representatives and SGHSCD;
- leading and facilitating NHS Boards in service change and new service development;
- performance management of national services;
- maintaining financial control over national specialist health protection services;
- taking decisions on allocation of funds between services to optimise patient benefit.

6. KEY RESULT AREAS

Project Governance

1. Appraise initial Project proposals and provide ongoing review and guidance, support the delivery of an effective management and control mechanism for the creation, approval, delivery and post-implementation review of change projects across PHI HPS that will balance the need for effective governance whilst facilitating and speeding up the process of Project approval.

Project Management

2. Produce comprehensive and fully costed Business Cases and present these to the funding authority (e.g. the NSS Board or the SGHSCD) to secure funding for the Project(s)
3. Develop and manage the plans, risks, Project Team and resources (inc. third party contributions and other NHSS resources) to deliver outcomes to the appropriate level of quality, on time and within budget, in accordance with the individual Project Plans.
4. Ensure that the organisation and staff are managed carefully through the process of change from any former operational environment to any new model or way of working, that the results are reviewed, and that adjustments are made, if necessary, to achieve the results as planned. This will require a full organisational development plan to be constructed inc. effective training and the postholder selling the vision of the Project's goals at all stages.

5. Ensure that there are active and effective links to other PHI HPS Projects and initiatives where relevant by identifying the key linkages, representing the Project on other Project Steering Groups/Boards and developing joint working where required.
6. Ensure the Project is subjected to effective post-implementation review to learn lessons and ensure that these are recycled into Project methodology and corporate policies.
7. Ensure all projects meet the requirements of the NSS Standing Financial Instructions, as well as all other internal policies and procedures.

Internal Consultancy & Quality Improvement

8. Advise all parts of PHIHPS on effective change management processes to maximise the success and benefits of all investments in change including the use of business systems and new technology to facilitate better ways of working
9. Promote and support continuous improvement programmes by being expert in quality improvement method and being able to embed these into operational processes in a pragmatic and effective way through excellent design and skills transfer
10. Advise and assist all parts of PHI HPS and the Project Teams for national initiatives in the use of quality improvement techniques in support of the NSS Corporate strategy and business plans e.g. the EFQM Excellence Model and Business Process Redesign to improve the operations of NSS, enhance customer services and improve efficiency.

Line Management

11. Responsibility for line management of staff for a range of different project staff from Project Support to Project Co-ordination staff. There is a responsibility to recruit, develop, train and undertake appraisal of staff to continuously ensure that capabilities are commensurate with duties and Project requirement. There are instances whereby formal disciplinary or performance management issues have to be implemented and staff be taken through this process.

7. ASSIGNMENT AND REVIEW OF WORK

Work will be assigned and measured by the Programme Portfolio Manager and, where relevant, the Project Steering Group in accordance with the objectives and timescales of the Project or the quality improvement assignment. Under broad guidelines as determined by the Director, the postholder is expected to prioritise and manage their own workload in accordance with the objectives and timescales of the Project. The post holder will be an important, core member of the project team and must demonstrate considerable initiative.

The postholder will lead the Project Team and display effective decision making and problem solving skills throughout the Project lifecycle, inc. redeploying resources when required to keep the Project on target. This will be allied to an ability to facilitate idea generation in the context of meeting identified business requirements and to foresee risks\ issues and take appropriate corrective action. The postholder will have the capability to develop and implement, when required, NSS procedures and policies in relation to new business and system developments i.e. guidance and acceptable use policies, and will guide and influence HPS to ensure appropriate business and system development and implementation for the organisation contribute to delivering the Strategic Plans of NSS.

In the role of Internal Consultant, the postholder will be expected to demonstrate the ability to identify pragmatic solutions using quality improvement techniques and methods to support colleagues deliver business goals.

8. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal:

Board and Executive Management Team (Project approvals and progress updates on a regular basis e.g. quarterly both written and oral presentations)

Stakeholder Steering Groups (Project strategy and progress updates on a monthly basis inc. both written and oral presentations))

Divisional Directors and Senior teams (consulting, advising and influencing as required to get buy-in to Projects and to get sign-up to quality improvement proposals)

Staff at all levels (frequent briefing, influencing and encouraging input to the Project; educating in quality improvement measures and techniques: this will be face to face as well as written communications)

Project Team (constant leading and managing, chairing meetings)

Sub-project Teams (leading, advising and managing)

Organisational Development Team within Human Resources (constructing OD plans to deal with expected changes in behaviours and practice across the organisation)

Partnership processes (advising and influencing)

National Initiatives Project Teams (Support and advice)

IM&T Strategy Group (Support and advice)

NSS Information Governance Group (Support and advice)

External:

SGHSCD Senior Management and staff (consulting and influencing to get approvals to relevant Projects and keeping them informed of progress)

NHSS senior staff involved with / within the scope of any project, as appropriate (consulting and informing)

External/Internal Auditors (consulting and collaborating)

External benchmark organisations (in support of the Project objectives to identify examples of excellence to influence project proposals)

Management Consultants (appoint, consult and co-ordinate for Projects as appropriate).

Suppliers of business systems (consultation and negotiating).

9. MOST CHALLENGING PART OF THE JOB

Constructing pragmatic proposals for developing new initiatives that balance innovation and excellent modern methods within the resources available, and that have a clear change management plan. Promoting the corporate benefits of such programmes to staff across the PHI HPS and NHS Scotland (as appropriate), and sustaining that support throughout the life of each project.

10. SYSTEMS

- Daily use of Microsoft Office Suite: Word, Excel, PowerPoint, Project, Outlook Client
- GeNSS - use as a means of accessing information, administration and management of Communities to publish and disseminate information
- Mind Manager- mind mapping software used for electronic capture of strategic
- PECOS- eProcurement system. Use of system to requisition goods and services on-line.
- Adobe Acrobat Reader and Writer – use to create and view PDF documents
- Visio or equivalent process mapping software

11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- Degree within relevant subject with evidence of continuing professional development
- Post graduate work experience including in a Project Management role.
- Formal project management training using methodologies such as PRINCE2, Management of Risk (MOR) or Association for Project Management (APM).
- Additional experience in other disciplines due to the variety of projects, such as Human Resource or IT.
- Experience of using information for management purposes and in setting and monitoring targets and performance indicators
- Evidence of excellent written and oral communication skills.
- Excellent report writing and presentation skills
- Experience of organising and chairing meetings.
- Experience of change management and the use of skills to facilitate change.
- Experience and knowledge of delivering effective customer-orientated services
- Knowledge and experience of delivering quality improvement initiatives e.g. the ability to analyse and redesign business processes to make best use of the people involved and enabling this with new technology as appropriate.
- Experience of co-ordinating all Project Phases including Initiation, Design, Implementation, Transition and Support
- Evidence of excellent communication and negotiation/influencing skills as complex and sensitive negotiation, sometimes in emotive and hostile atmospheres, can be required
- Effective leadership skills. Ability to lead and create a clear common purpose amongst the members of the sub-project teams
- Good knowledge of methodologies and techniques for planning, monitoring and controlling projects
- Good knowledge of budgeting and resource allocation procedures and effective financial management skills
- The ability to find ways of solving or pre-empting problems

12. PHYSICAL EFFORT

Nature of effort: workshops / training sessions require the project delivery roles to stand for long periods, either in the form of presenting to the group, or walking between individual groups.

Frequency and duration: dependent upon stage of the project

13. MENTAL EFFORT

Nature of effort: high levels of concentration are required for all aspects of the project delivery roles- this includes planning, facilitation, data analysis, meeting chairing, meeting deadlines, work prioritisation. Changing from one activity to another is common, as are interruptions – inevitable due to the many aspects of the projects underway.

Frequency and duration: this type of effort is required at all times every day, on an ongoing basis.

14. EMOTIONAL EFFORT

Nature of effort: as project is often focussed on implementing change there are numerous occasions where the environment can be resistant and even hostile. The need to train staff as part of the implementation of new systems or to enact organisational policy can often be stressful as staff can be pushed for time and/or be less than enthusiastic.

Due to line management responsibility there may be instances whereby formal disciplinary or performance management issues have to be implemented and staff taken through this process

Frequency and duration: On an ongoing basis

15. WORKING CONDITIONS

Working Conditions:

A daily requirement for sitting/inputting at a laptop for a significant part of the working day:

Example: Spend typically 30 hours a week sitting at a laptop and/ or telephone, maintaining progress documents and communicating with peripatetic project teams across the internet and by phone.

Machinery and Equipment:

Laptops & Desktops- everyday use

Projectors - communications sessions / presentations

Photocopiers - everyday use

Telephones - everyday use

Printers - everyday use

Digital Camera – use to capture information and downloaded to laptop

16. JOB DESCRIPTION AGREEMENT

Job Holder Signature:

Date:

Senior Officer/Head of Department

Signature:

Date:

Title

NHS NATIONAL SERVICES SCOTLAND

PERSONAL SPECIFICATION

Job Title: Project Manager - Estates & Asset Management Team
AfC Band: Band 7

REQUIREMENT	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Educated to degree level (or equivalent experience).	Project Management Qualification.
TRAINING	Experience of Microsoft Office applications, for example, Word, Outlook, PowerPoint and Excel.	Knowledge of data protection, freedom of information and confidentiality principles.
EXPERIENCE	<p>Demonstrable experience of project management. This should include scoping work, production of Business Cases and project initiation documentation, establishing and maintaining governance structures and project reporting.</p> <p>Experience of risk management.</p> <p>Experience of contributing to business change in a complex environment with multiple interdependencies.</p> <p>Demonstrable experience of staff management and proven ability to lead, manage and motivate staff to ensure their continuous personal and professional development.</p> <p>Experience of successfully working with a wide range of stakeholders.</p> <p>Experience of reporting to a number of stakeholders, including senior management, in different formats (e.g oral, written).</p> <p>Experience of using information for management purposes and in setting and monitoring targets and performance indicators.</p>	<p>Experience in Health & Social Care and knowledge of NHS priorities.</p> <p>Experience of project managing large scale IT projects at a national level.</p> <p>Ability to understand and work within a complex political environment.</p> <p>Experience of contributing to the strategic direction of a large, complex organisation.</p> <p>Experience of managing business change in a complex environment with multiple interdependencies.</p> <p>Experience of providing training.</p> <p>Experience of producing and executing Communication & Engagement plans.</p> <p>Proven experience of acting in an advisory capacity in a project management environment.</p>

REQUIREMENT	ESSENTIAL	DESIRABLE
<p>PERSONAL QUALITIES</p>	<p>Strong communication and presentation skills, using a variety of approaches to convey key messages and influence decision making.</p> <p>Ability to develop effective relationships.</p> <p>An ability to work autonomously.</p> <p>Ability to negotiate and communicate with colleagues and stakeholders at all levels.</p> <p>Strong organisational skills, prioritising workload to deal with competing demands.</p> <p>Excellent problem solving skills combined with the ability to use initiative in developing solutions.</p> <p>Flexible approach and ability to meet deadlines and manage a range of priorities.</p> <p>Demonstrate continued Personal Development.</p>	
<p>GENERAL</p>	<p>The ability to travel throughout Scotland and occasionally further.</p>	