

## JOB DESCRIPTION

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|---------------------------------------|-----------------------------------|
| <b>Job Title:</b>                     | Senior PMO Business Partner       |
| <b>Band:</b>                          | 8a (Subject to agenda for Change) |
| <b>Directorate:</b>                   | Finance and Resources             |
| <b>Job Group:</b>                     | Planning and Programmes           |
| <b>Location:</b>                      | RSH and PRH                       |
| <b>Hours of Work:</b>                 | 37.5                              |
| <b>Accountable to:</b>                | Head of Programmes                |
| <b>Professionally accountable to:</b> | Head of Programmes                |
| <b>Date:</b>                          | January 2022                      |

### 1. Job Purpose

The post holder will be a fundamental part of the Trusts' central Programme Management Office (PMO) team and will be responsible for the delivery, support and monitoring of multiple complex programmes and projects within SaTH and the Shropshire, Telford, and Wrekin Integrated Care System (ICS).

### 2. Main Duties and Responsibilities

- Lead and manage the successful implementation of agreed programmes and projects using project management best practice methodologies, including but not exclusive to: PRINCE 2; Managing Successful Programmes and Lean.
- Managing the dependencies and interfaces between projects to ensure their successful delivery in line with strategic objectives.
- Oversee and manage the completion, maintenance and updating of all formal project documentation
- Oversee and manage the completion, maintenance and updating of all project information and updates into the agreed Trust system (InPhase).
- Develop, facilitate, and monitor the delivery of the project plans within the agreed project scope to deliver objectives within agreed timescales.
- Plan and organise a range of complex meetings, activities, and programmes of work, which will support the delivery of project objectives.
- Ensure appropriate evaluation metrics and processes are agreed and owned for each project to produce a clear evidence base when measuring impacts on productivity and efficiency improvement.
- Assess the potential wider impacts of project work and outcomes on other specialties,
- Where appropriate propose changes to further improve productivity, quality, and efficiency.
- Assess and analyse potential risks to the realisation of project timescales, milestones outcomes and initiate prompt remedial action as necessary.

Manage and lead programme groups and associated working groups aligned to service efficiency programmes

- Actively research examples of best practice related to service transformation and improvement from other organisations worldwide and provide a range of options as to how these could be adapted for application within the Trust.
- Contribute to research undertaken by the department by carrying out specific tasks in analysis and presenting outcomes at national conferences as required.
- Using complex information, benchmarking and best practice evidence bases, assess priority areas for action within the project scope.
- Accurately analyse data and disseminate findings adapting its presentation to meet the needs of differing audiences
- Support the Head of Programmes to plan, organise, manage, and run a complex programme of PMO events which strongly underpin the business and quality objectives of the Trust, including but not exclusive to the planning of workshop events.
- Make informed judgements as to the most effective improvement tools and techniques to apply in order to deliver the desired outcomes and apply these as appropriate.
- Proactively challenge the status quo in a constructive and supportive way, offering expert advice and guidance as necessary to promote a culture of continuous improvement.
- Work within, and provide support to, diverse teams, demonstrating sound leadership capabilities in managing change to improve the efficiency and effectiveness of the services within the programme scope.
- Lead and influence success in Project Leads who are not direct line reports.
- Promote a positive change management culture within the Trust and develop the skills and knowledge of staff.
- Demonstrate the behaviours as outlined in the Trust values and behaviours framework and the PMO team's value charter.
- Contribute to the ongoing development of training materials, event structures etc. in order that all staff groups have an appropriate understanding of project management
- To travel between Royal Shrewsbury Hospital the Shrewsbury Business Park and Princess Royal Hospital sites as and when required.
- To analyse and interpret a range of highly complex information regarding projects and the overall programme. This will involve consideration of data and information from several sources that may in conflict.
- To communicate complex, contentious information to senior managers.
- To concentrate intensively for long periods (often for more than 6 hours in any one day) to analyse, review, compare external measures and metrics, and draw a conclusion and recommendation.
- To cope with frequent and urgent interruptions often whilst in periods of concentration and maintain accurate analysis and reporting.
- Deputise for the Head of Programmes as appropriate.
- Demonstrate high level of computer-literacy including creation and use of spreadsheets, databases, charts, reports, and data analysis in formats that will enable informed decision making, working with a high degree of accuracy.
- Attendance at team and project meetings, acting as a meeting chair in some instances.
- Undertake any other duties requested as appropriate to the banding.
- Adhere to all Trust policies as applicable.

Responsibility for staff:

- Line management responsibilities for one or more Assistant Project Managers.
- Coach and support colleagues in project management and improvement approaches and tools used by the team

Responsibility for clients:

- Deliver training relating to project management and improvement, across the Trust, to equip staff with the necessary skills to initiate and implement sustained improvement within their areas.

Responsibility for Administration:

- Provide regular updates and complex written reports on project progress in line with agreed governance arrangements

Strategic and Service Responsibilities:

- Interpretation national guidance/initiatives and subsequent delivery and adjust plans/strategies when required.
- Undertake audits, surveys, and evaluations in relation to projects.

Areas of Specialism:

- Programme and project management methodologies
- To pursue service transformation opportunities for the Trust within a programme framework, providing leadership, advice, support, and service improvement expertise to Executive, Clinical and Operational Directors and their teams.

Organisational Skills:

- Managing conflicting priorities between stakeholders with different expectations
- Ability to work on their own initiative, managing a complex portfolio of varying workstreams and prioritizes their workload accordingly

Communication and Working Relationships:

- Identify key stakeholders and build working relationships to progress key actions
- Ensure internal and external key stakeholders, including patients, have effective opportunities to engage in events enabling them to contribute, influence and progress the implementation of improvements to facilitate collaborative working and mutually beneficial outcomes.

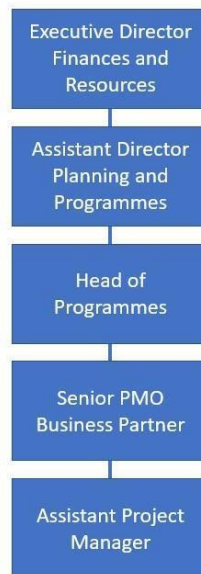
Deliver training relating to project management and improvement, across the Trust, to equip staff with the necessary skills to initiate and implement sustained improvement within their areas.

- The post holder will work on an ongoing basis with the following

| Internal:                      | External:                          |
|--------------------------------|------------------------------------|
| Executive Board                | Commissioners/CSU                  |
| Divisional Directors and teams | Other NHS providers                |
| Finance/HR/Estates/IT Leads    | ICS colleagues                     |
| Lead clinicians                | Members of the public and patients |
| Head of Programmes             |                                    |
| Service Improvement Hub        |                                    |

- To be fully conversant with corporate communication systems so they can be used effectively by the Post Holder.

### 3. Organisational Chart



#### Personal development

Agree and review personal development objectives annually with the Head of Programmes.

#### Health & Safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

#### Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors, and staff; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g., incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients, or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust, you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes

## Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed, or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people, and vulnerable adults.
- As an employee of the Trust, you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **Equality, Diversity, and Inclusivity**

- Create a culture of equality, diversity, and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport, and waste.

## **Continuous Improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion, and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.