

Quality Management System Project Manager

Candidate Pack



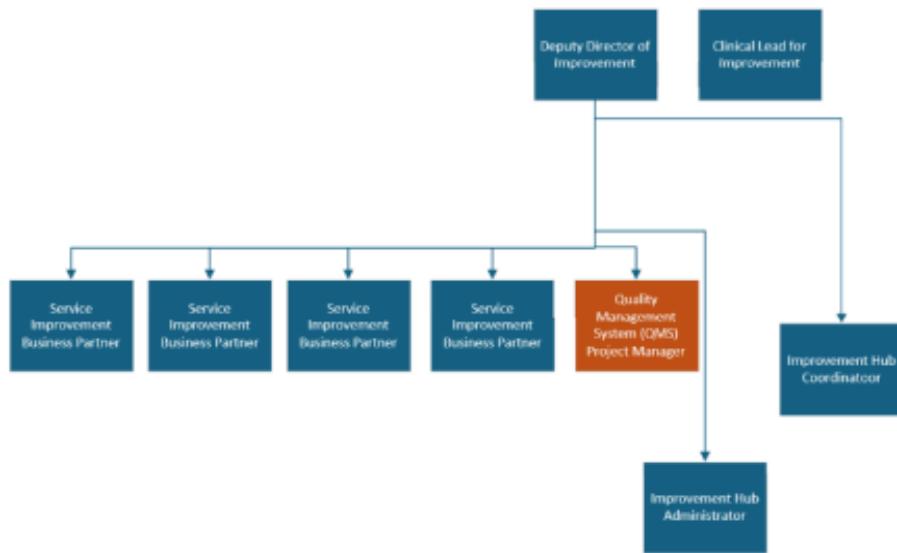
Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role supports the rollout of a new Quality Management System across both Trusts, helping teams work in the same way and improve how care is delivered.
- It involves planning and managing projects, checking progress, and solving problems that may affect delivery.
- The job includes helping staff understand and use data, running training and workshops, and encouraging a culture of continuous improvement.
- It also involves working with many different teams and leaders, building strong relationships and supporting good communication.
- The postholder will guide staff, support their development, and help make sure improvement work is well organised, well communicated and aligned with the Trusts' goals.

Job Description

Job title:	Quality Management System (QMS) Project Manager
Grade:	8a (subject to AfC)
Site:	The Royal Shrewsbury Hospital
Accountable to:	Deputy Director for Improvement
DBS required:	No



Main Duties

Project Management

- To help design, plan and deliver the implementation and rollout of the QMS across both Trusts, ensuring consistency, scalability, and sustainability.
- Develop and manage detailed project plans, timelines, and resource allocations maintaining robust project management methodologies to support programme goals.
- Coordinate stakeholder engagement across clinical and non-clinical teams, ensuring buy-in and active participation.
- Monitor project progress and report on milestones, risks, sustainability and mitigation strategies.
- Responsibility for overseeing the completion, maintenance, and updating of all project information in an agreed project management system
- Synthesising qualitative and quantitative data to support decision-making and build comprehensive project performance insights
- Risk Assessment: Assess and analyse potential risks to project delivery, and initiate remedial action as necessary

Quality Improvement & Strategic Alignment

- Ensure the QMS supports the delivery of strategic objectives through clear alignment with driver metrics and performance indicators.

- Work closely with Improvement Hub colleagues to integrate QMS tools with existing SaTH Improvement methodologies
- Facilitate workshops, training sessions, and coaching to build QMS capability across teams.
- Support the development and use of Improvement huddle boards, Performance review documentation and other visual management tools to promote transparency and engagement.
- Promoting a Positive Change Management Culture: Lead and promote a culture of continuous improvement and support staff development through coaching and mentoring

Data & Metrics

- Ensure there are clear outcome measures for the QMS delivery and that these are monitored and corrective action is taken if the team are not having the desired impact.
- Ensure teams understand and have access to relevant driver metrics and understand how these link to strategic goals.
- Collaborate with data and analytics teams to develop dashboards and reporting tools that support decision-making.
- Promote the use of metrics in daily management and improvement cycles.
- Help teams identify constraints relating to their driver metrics

Stakeholder Engagement

- Act as a key liaison between the Improvement Hub, better together Cabinet and teams, fostering collaboration and shared learning.
- Engage with clinical leads, QI champions, and service managers to tailor QMS approaches to local needs.
- Represent the QMS programme at internal and external forums.
- Planning and organising complex meetings and events to support project objectives
- Develop effective relationships with senior officers and key stakeholders, both internal and external to help progress the project

Responsibility for financial resources

Whilst there is no budgetary management responsibilities with this role, you will ensure that

resources within the Improvement Hub are used efficiently and effectively. You will also contribute to budget setting and financial monitoring for service improvement projects and cost improvement programmes.

Responsibility for physical resources

The post holder will be responsible for the physical resources in relation to equipment required

for improvement events, stationery and electrical equipment e.g. laptop, camera, projector etc.

People management, training and development

- Management and supervision of staff as identified by the Deputy Director of Improvement
- Support business leaders and teams by providing expert input, both in relation to improvement methodology and specific areas of capability
- Provide regular feedback to staff at all levels to support their ongoing development
- Support staff at all levels in the organisation to examine the way in which care is delivered, how it can be improved and agree on practical proposals to deliver change
- Challenge traditional working practices and professional role demarcations
- Engage in personal development opportunities

Involvement in research activity

The post holder may be required to support research activity as part of the role and ensure that staff use evidence based practice to support their improvement work.

Freedom to Act

- The post holder will have freedom to act within the boundaries set by the Deputy Director of Improvement
- The post holder will be guided by broad principles and policies but will have the freedom to interpret these and take appropriate actions accordingly.
- The post holder will, in conjunction with quality improvement sponsors/service directors/clinical directors plan and agree improvement activities

Communication

The post holder will:

- Act as the Hub lead for specified work streams ensuring effective communication and

deep, effective staff engagement in the development of ideas and projects that deliver quality improvement

- This will involve providing and receiving highly complex and contentious information in an easy-to-understand format to large groups of staff across where there may be significant barriers to acceptance (e.g. providing detailed information to enact service redesign and change).
- Play a pivotal, advisory role within the Improvement Hub
- Attend scoping, planning meetings and 30/60/90/365 day follow up meetings linked to improvement events and QMS implementation
- Develop and establish networks and contacts to support the Deputy Director of Improvement and improvement hub activities
- Prepare and disseminate case studies following improvement activities
- Prepare and disseminate briefings to the organisation to update them on progress of improvement activity

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Masters level qualification or equivalent level of proven experience• A recognised qualification in transformational change and improvement (e.g. Virginia Mason Production Systems (VMPS) Certified Leader or a NETS/TEWV QIS Certified Leader or equivalent)• Proven experience in project management within healthcare or a similarly complex environment.	<ul style="list-style-type: none">• Coaching qualification

Experience	<ul style="list-style-type: none"> The post holder must have significant experience in improvement methodologies having taken on the role as lead facilitator Proven project management skills with a range of experience in managing projects Strong understanding of QMS principles and continuous improvement methodologies. Engagement with multi-professional groups and staff at all levels Proven track record of working with frontline staff to deliver significant improvements to service quality with evidence of benefits Providing timely and constructive feedback to develop others Chairing meetings Managing staff, work/activity planning Experience in leading cross-functional teams and managing change 	<ul style="list-style-type: none"> Working across organisational boundaries Using a coaching approach to problem solving. Experience working across multiple NHS organisations or within an ICS. Familiarity with NHS IMPACT or similar national improvement frameworks.
Knowledge and skills	<ul style="list-style-type: none"> Good presentation skills delivering improvement 	<ul style="list-style-type: none"> Example Example Example

	<p>methodologies to large multi professional groups</p> <ul style="list-style-type: none"> • Development of outstanding relationships, able to communicate effectively on issues in a variety of different ways • Significant knowledge and skills of gathering, analysing and presenting complex data to influence decision making to improve services • Ability to interpret and apply performance metrics to drive improvement. • Able to work closely and effectively with staff from all disciplines from board level to team level • Good organisational and time management skills • Ability to prioritise conflicting demands • Proven Leadership skills • Advanced IT and keyboard skills • Experience of developing and manipulating excel spreadsheets containing financial and activity 	
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	<p>information, with advanced excel skills such as VLOOKUP, pivot table reporting, advanced charting and conditional formatting</p> <ul style="list-style-type: none"> • Ability to find solutions in complex situations that are acceptable to several stakeholders • Excellent influencing and negotiating skills • Experience in business intelligence and informatics to obtain data to enable you to produce Statistical Process Control charts 	
Other	<ul style="list-style-type: none"> • Due to the nature of the role, it is essential that applicants are able to travel independently across the Trust and occasionally further afield. You must have access to a suitable vehicle for business purposes. If necessary, adjustments can be considered in accordance with the Equality Act 2010. • Role modelling and leading by example 	

	<ul style="list-style-type: none"> • The ability to inspire and energise others • Commit to self-development, actively seeking feedback and learning from this • Demonstrates perseverance and resilience in difficult situations • Display enthusiasm and a 'can do' attitude in the most challenging situations • Demonstrate diplomacy when providing feedback • Able to work to tight deadlines • Able to work under pressure without compromising quality 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- 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;
- 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;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- 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 and sensitive 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

