

SENIOR PMO (PROGRAMME MANAGEMENT OFFICE) BUSINESS PARTNER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

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

- It guides project teams, keeps work on track, and makes sure plans are followed in the right way.
- It looks at project information and data to help leaders make good decisions.
- It solves problems early, manages risks, and helps teams keep moving when things get difficult.
- It works with many staff and partner organisations to make sure everyone is informed and working together.
- It supports a culture of learning and improvement and helps others develop project skills.

Job Description

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| Job title: | Senior PMO Business Partner |
| Grade: | 8A |
| Site: | The Royal Shrewsbury Hospital (with cross site working as needed) |
| Accountable to: | Head of PMO |
| DBS required: | No |

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).

Main Duties and Responsibilities

Leadership and Oversight

- Lead and manage the successful implementation of agreed programmes and projects using project management best practice methodologies.

- Managing the dependencies and interfaces between projects to ensure their successful delivery in line with strategic objectives.
- Manage and lead programme groups and associated working groups aligned to service improvement programmes.
- 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.
- Line management responsibilities for one or more Project Managers and PMO Analyst • 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.
- Coach and support colleagues in project management and improvement approaches and tools used by the team

Governance and Reporting

- Oversee and manage the completion, maintenance and updating of all project information and updates into the agreed project management system.
- Assist with the analysis of project and workstream performance data to inform improvement opportunities, design, development and monitoring of projects.
- Synthesize qualitative and quantitative data to support informed decision making and build comprehensive project performance insights.

Programme Delivery and Assurance

- Develop, facilitate, and monitor the delivery of the project plans within the agreed project scope to deliver objectives within agreed timescales.
- Lead on the delivery of specific programmes / projects / workstreams as designated by the Head of PMO.
- Develop and maintain robust project management methodologies that support programme goals and improve project efficiency.
- Assess and analyse potential risks to the realisation of project timescales, milestones outcomes and initiate prompt remedial action as necessary.
- Monitor progress of implementation activity and provide support to maintain momentum where required.

Process and Continuous Improvement

- Ensure appropriate evaluation metrics and processes are agreed and owned for each project to produce 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.
- Actively research examples of best practice related to service transformation and improvement from other organizations worldwide and provide a range of options as to how these could be adapted for application within the Trust.
- 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
- 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.

Resource Management and Stakeholder Engagement

- Plan and organise a range of complex meetings, activities, and programmes of work, which will support the delivery of project objectives.
- Support the Head of PMO 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.
- Develop and maintain effective relationships with senior officers and other key stakeholders from a wide variety of partner organisations, ensuring clear and effective channels of communication.
- Liaise with other team members across the Trust and wider ICS to ensure a strategic and tactical approach to implementation, delivery and assurance is taken.
- Organise and lead meetings and activities crucial to project delivery, capturing and accurately disseminating information.
- Contribute to research undertaken by the department by conducting specific tasks in analysis and presenting outcomes at local, regional and national forums as required.
- Contribute to the ongoing development of training materials, event structures etc. in order that all staff groups have an appropriate understanding of project management

Other

- 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 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 PMO 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

Key Relationships

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

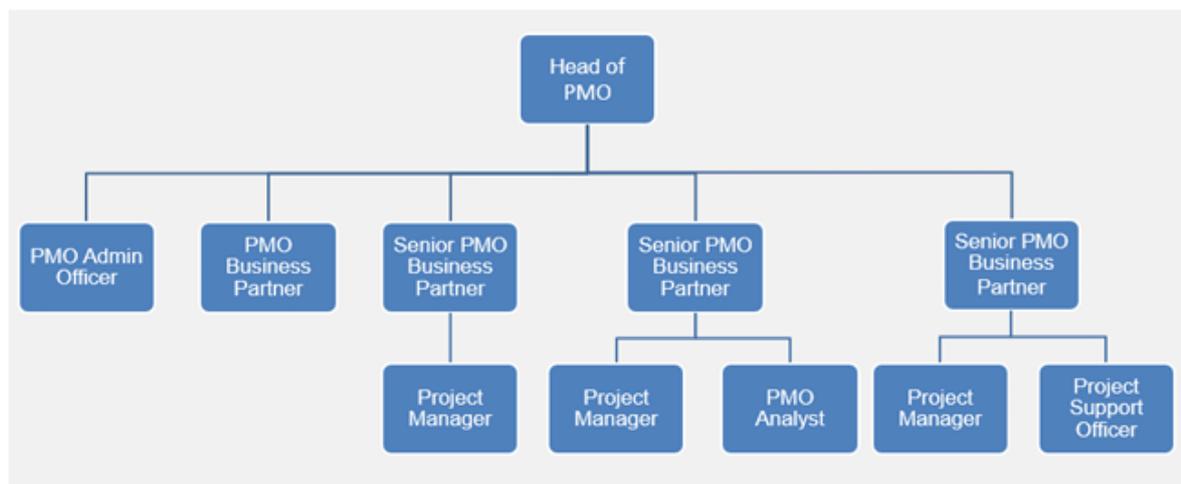
Internal:

Executive Board
Divisional Directors and teams
Finance / HR / Estates / IT Leads
Lead Clinicians
Service Improvement Hub

External:

Commissioners / CSU
Other NHS providers
ICS colleagues
Members of the public and patients

Organisational Chart



Person Specification

| | Essential | Desirable |
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| Qualifications | <ul style="list-style-type: none"> • Degree, professional registration, or equivalent specialist experience. • Evidence of continuing professional development. • PRINCE 2 Foundation or equivalent qualification or experience | <ul style="list-style-type: none"> • PRINCE 2 Practitioner or equivalent qualification or experience • Coaching qualification • Formal training in Lean methodologies to an advanced level • Managing Successful Programmes • Relevant post graduate qualification |
| Experience | <ul style="list-style-type: none"> • Experience in managing complex projects and delivering identified benefits. • Proven track record of leading service transformation. • Experience of working in a complex, multidisciplinary organisation. • Proven experience of leading a successful change management initiative. • Experience of successfully leading an effective team from diverse backgrounds. • Previous experience of working in a | <ul style="list-style-type: none"> • Experience of working in the NHS or Health related environment • Working across complex organisational boundaries • Experience of initiating partnership working across organisational boundaries • Proven experience of successfully applying lean techniques to effect service improvement. • Experience of using NHS information, benchmarking data and hospital information systems. |

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| | <p>complex project environment.</p> <ul style="list-style-type: none"> • Experience of working closely with a wide range of stakeholders. • Experience of training and coaching. • Problem solving having the capacity to analyse problems in a logical and structured way using qualitative and quantitative information, supporting the generation of innovative solutions, and adapting approaches to problem-solving to achieve sustainable outcomes. • Experience of working in a successful programme management environment with the ability to effectively manage cross programme / project conflict and interdependencies. • Presentation: being articulate and skilled in presenting ideas to others. Able to prepare and produce concise and insightful reports for a broad range of audiences. | <ul style="list-style-type: none"> • Experience of ensuring active patient/customer participation in transformation initiatives |
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| | <ul style="list-style-type: none">• Analytical: able to use and interpret complex information to make robust recommendations for evidence-based practice and decision-making.• Prioritisation: able to manage work of self and others to accommodate competing priorities and meet demands.• High level of computer-literacy: including creation and use of spread sheets, databases, charts, reports, presentations, and data analysis in formats that will enable informed decision-making, working with a high degree of accuracy.• Motivating: able to motivate self and others and work autonomously as well as working effectively as part of the team.• Able to facilitate workshops, meetings, and engagement sessions.• Ability to work on their own initiative, managing a complex portfolio of varying workstreams and prioritizes their | |
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| | workload accordingly | |
| Knowledge and skills | <ul style="list-style-type: none"> • Demonstrable successful delivery of project outputs to required time, quality, and cost. • Knowledge of key project management principles and processes • Excellent organisational skills with the ability to respond effectively to multiple priorities. • Excellent oral and written communication skills and the ability to communicate complex concepts and processes in a “user friendly” way. • Excellent interpersonal skills with the ability to communicate contentious and sensitive performance information and change requirements. • Ability to work in and with diverse, multidisciplinary groups to achieve objectives. • Ability to demonstrate leadership through people management skills and to manage conflicts arising from differing | <ul style="list-style-type: none"> • Project management software systems • Sound knowledge of current NHS performance and service improvement initiatives and targets. |

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| | <p>expectations and priorities across diverse groups.</p> <ul style="list-style-type: none">• Excellent decision making and analytical skills.• Excellent facilitation, leadership, and change management skills• Ability to lead as well as work as part of a team.• Political awareness – ability to understand the impact decisions on services and organisations outside the immediate scope of the project.• Manage resistance to change and the ability to deal positively with challenging situations• Knowledge of quality improvement tools and methodology.• Ability to manage a very demanding workload, diligently and successfully delivering activities accurately, and on time.• The ability to work constructively with clinicians and divisional management teams. | |
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| <p>Other</p> | <ul style="list-style-type: none"> • Actively promote a culture whereby patients, staff, visitors, and colleagues are treated with respect and dignity, and lead by example. • Ability to travel across the health community as required. | <ul style="list-style-type: none"> • Experience of encouraging diversity of thinking as a means to promote positive change and fostering commonality |
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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 Trusts 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.

