

DIGITAL PROJECT MANAGER

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.

- Lead and manage digital projects from start to finish, making sure they are delivered on time, within budget and meet agreed goals.
- Monitor project progress, identify risks or issues, and report updates to senior managers and project boards.
- Work closely with staff, stakeholders and project teams to ensure good communication and successful project delivery.
- Create and maintain project plans, reports, risk registers and other key documents using recognised project management methods.
- Coordinate multiple projects at the same time, managing priorities, dependencies and important milestones.
- Support service improvements by helping to introduce new digital systems, processes and ways of working across the organisation.

Job Description

Job title:	Digital Project Manager
Grade:	Band 7 (Subject to AfC)
Site:	The Shrewsbury Business Park
Accountable to:	Head of Digital PMO
DBS required:	No

Job Overview

The postholder will support, monitor and manage a range of projects for digital using Prince 2 methodology to ensure that a standard project management approach is built into all aspects of the project work.

The postholder will be responsible for overseeing the management and monitoring of progress within individual IT projects ensuring that progress is in line with the overall project plan highlighting variances, identifying key milestones and critical path events and monitor progress against the plan.

The postholder will ensure that the projects are undertaken, and that interdependencies are identified, and delivery is monitored and reported on to the Digital Programme Manager so that the overall objectives of the projects are met in relation to time and budget.

To assimilate a wide range of complex and sensitive information from including progress reports. Where areas of concern are highlighted raise these with the Digital Programme Manager and the appropriate 5 Project Board.

Produce all project documentation including PID, Project Plans, Implementation Plans, Milestone Plans, highlight reports and any other documentation as required by the Digital Programme Manager or Project Board.

Develop and maintain project risk registers ensuring that all project risks are identified, recorded, categorised, and reviewed regularly. Ensure appropriate risk treatment plans are developed and implemented.

The postholder will maintain all the project documentation within the Trust PMO tool.

Key Areas

Communication & Relationships Skills

- To lead on digital related projects agreed through the appropriate project governance groups i.e. Programme Board, Steering Committee
- Present back to a programme board once any project scope is concluded with recommendations for progression
- To communicate and manage the project risk and issue logs
- Provide and receives highly complex and sensitive information which may require persuasive and negotiation skills
- Work with project workstream leads which may work outside of the corporate digital remit i.e. clinical divisions who manage downstream systems
- Presents highly complex and / or contentious information to groups of staff
- Develop robust communications processes for all the projects ensuring key stakeholders are identified
- Communicate effectively the progress of implementations across all key stakeholders.
- Facilitate complex group discussions, encourage participation and collaborative working of stakeholders.
- To escalate issues and risks through the appropriate governance channels
- To ensure highlight reports are submitted by workstream leads in line with agreed timelines
- Developing monthly overarching highlight to be presented to various stakeholder groups i.e. Programme Board, Digital project meetings

Knowledge, Training & Experience

- Knowledge in specific area, acquired through degree or equivalent experience or training

- Specialist knowledge both in theory and practice of Digital Project Management
- Knowledge of Business Change Management and workforce re-design
- Knowledge of PRINCE 2 project management to post graduate diploma level or equivalent and utilise the methodology
- Experience of managing multiple digital projects which requires multi-tasking including project plans, issue and risk logs, highlight reports

Analytical & Judgemental Skills

- To work closely with the Digital Programme Manager, EPR Programme Team, Business Change and key organisational stakeholders to identify benefits to be realised by the change.
- Work with the Service Development Team to research new IT as appropriate to ensure maximum efficiency is achieved where processes are changed.
- Able to analyse complex situations and interpret data including project performance and capacity
- Assessment of complex technical issues and risks judging the level at which escalation should be performed
- To make judgements where there are conflicting views on the project or tasks within the project

Planning & Organisational Skills

- To formulate and design key plans on all elements of projects for delivery on time and within budget tolerances, ensuring a smooth transition to the new system and to liaise with other divisions within the Acute Trust, managing expectations for projects.
- The postholder will plan and organise a broad range of complex activities and will formulate and adjust plans as required.
- Use agreed project management methodology to plan and implement project deliverables, ensuring that targets and milestones are met and delivered on time.
- Using the PRINCE 2 methodology to define, document and execute projects, actively leading in all stages of the project. Creating project plans, tracking activity against project plans, assessing and managing all issues and risks, and producing regular reports to monitor project progress for the Digital Programme Manager.
- Be a key contributor of the progress reports for Project Boards.
- To plan and manage multiple projects as delegated by the Digital Programme Manager
- To ensure critical dependencies are fully identified during planning to ensure that other key projects are appraised.
- Managing multiple project phases and projects at any one time

- To ensure that an evaluation process is in place to ensure that identified benefits and change are realised and reported to the Digital Programme Manager

Physical Skills

- Advanced keyboard skills
- A high level of Microsoft Excel, Word and Outlook expertise
- Microsoft Visio expertise
- Microsoft Project skills to include Gantt charting, resource levelling, progress tracking, project baselines and critical path analysis.

Responsibility for Patient/Client Care

- Contact with patient is incidental

Responsibility for Policy/Service Development

- Development of business cases from idea to inception.
- The postholder will lead on the development and implementation of service proposals along with developing and implementing policy for that area
- To continually manage project aims and objectives and re-assess their impact on the organisation, determining creative solutions to project specific aims.
- Proposes policy & services changes for those projects managed, impacting across SaTH & local community within the same service
- Development of local departmental policies & protocols
- Adherence to the digital Strategy and standards ensuring that all Trust policies, and procedures are adhered to

Responsibility for Financial and Physical Resources

- Proactively manage the resources / budget assigned to the project and escalate any resource issues to the Digital Programme Manager, project board in a timely manner.
- To support the development of innovative business cases for redesign of services with an emphasis on making the best use of technology to improve service delivery, optimise clinical processes and manage patients more efficiently.

Responsibility for Human Resources

- Determine project workforce requirements, in terms of depth, density and management arrangements.

- Provides appropriate training on specialism to appropriate staffing groups
- Monitor and control designated project team's performance against plan.
- Provide overall direction to junior staff i.e. project coordinators and projects delegated to them are managed to digital standards
- Quality assures projects delegated to project managers / project coordinators to ensure they manage to schedule, quality and cost.

Responsibility for Information Resources

- To provide and receive highly complex information and to present this to groups which include patients and public.
- Creates and maintains multiple project plans, highlight reports, risk and issue logs
- Ensures all project documentation meets SaTH & PRINCE 2 standards
- Perform own project support and administrative /clerical duties
- Adhere to strict version control standards to ensure audit trail of any document changes can be tracked
- To ensure that project teams follow configuration management standards to ensure project deliverables quality is not compromised
- Uses wide range of IT applications to create reports, documents, diagrams and plans as required

Responsibility for Research and Development

- To establish clear project management processes, documenting the scope, objectives and deliverables using standard methodology.
- To develop and manage the project in accordance with agreed targets and milestones and produce a regular progress report highlighting areas of slippage or issues requiring additional support.
- Undertakes regular research and development activities in relation to project management, project management lifecycle, adopting and adapting tools and techniques

Freedom to Act

- Manages all projects assigned making own judgements on when or whether to escalate and to whom
- Lead specialist on specific projects
- Works autonomously
- Interpretation of local and national policies as they relate to each project

Physical, Emotional and Mental Demands of the Post

- Needs to be able to carry appropriate hardware (projectors, laptops etc...).
- Requires concentration when analysing of IT issues, interruptions etc...
- Able to cope with interruptions whilst in periods of concentration
- Due to the nature of the role, work pattern can be unpredictable
- Occasional distressing and / or emotional circumstances such as performance and disciplinary issues

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Systems and Equipment

- To be responsible for creating and maintaining project progress and technical databases across a range of projects.
- To be fully conversant with corporate communication and information technology systems to enable optimum effectiveness in their use.
- To be fully conversant with Informatics department systems.
- To be proficient in the use of a full range of presentation tools including data projectors, laptop computers, overhead projectors as utilised in the delivery of training sessions.
- To be proficient in the design and use of computer-generated presentations.

Contacts

Internal

- All levels of staff throughout the Trust

External

- Other local NHS Trust Departments
- Personnel at all levels of the supplier domain or within the National Programme for IT and

Connecting for Health.

- Work Experience Students, Guardians and Teachers.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior members of the IT team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the IT department and the Trust.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

Communication

- This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.
- It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes.
- The Department is predominantly based at Shrewsbury Business Park but the postholder will also be required to work at other locations across the Trust

Person Specification

	Essential	Desirable
Qualifications	• Degree qualification, professional registration or equivalent specialist experience • PRINCE 2 Practitioner or equivalent experience • Evidence of continuing professional development	• LEAN Six Sigma or comparable Continuous Improvement qualification or equivalent experience • Formal Agile Project Management qualification or significant demonstrable experience
Experience & Knowledge	• Experience of working in a Digital Project Management role previously • Ability to decipher the needs to the users and transcribe them into a digital ask • Ability to meet new users alone to establish the scope of works • Experience of working in a complex, multidisciplinary organisation • Experience of working closely with a wide range of stakeholders • Problem solving: having the capacity to analyse problems in a logical and	• Experience of working in the NHS or Health related environment • Experience of working with patient / service-user representative groups • Working across complex organisational boundaries • Experience of initiating partnership working across organisational boundaries.

	structured way using qualitative and quantitative information, supporting the generation of innovative solutions and adapting approaches to problem-solving to achieve sustainable outcomes • 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 • Motivating: able to motivate self and others and work autonomously as well as working effectively as part of the team • Experience of facilitating collaborative working • Able to facilitate workshops, meetings and engagement sessions • Knowledge of project management tools and techniques	
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Skills	• Excellent organisational skills with the ability to respond effectively to multiple priorities • Ability to use project management software – ideally Microsoft Project • 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. • Excellent decision making and analytical skills. • Excellent facilitation skills • High level of computer literacy: including the use of MS Office applications • Ability to manage a very demanding	• Example • Example • Example

	workload, diligently and successfully delivering activities accurately and on time • Demonstrate drive and energy • Ability to gain confidence and credibility of a range of professionals • To remain calm under pressure • Positive and pro-active, takes own initiative	
Other	• Able to work flexibly to meet the needs of the service. • Independently mobile in order to be able to work across a number of sites and travel to meet with stakeholders as and when required	

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.

