



PMO PROGRAMME OFFICER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	PMO Programme Officer
Band	7
Directorate	Corporate Services
Accountable to	PMO Programme Manager

JOB OVERVIEW

The Programme Officer will provide project management for the progression and implementation of the Hospitals Transformation Programme (HTP), providing support and deputising for the PMO Programme Manager in the oversight and delivery of the associated projects within the Programme.

The post holder will have the responsibility of supporting the Programme Management Office in the oversight and delivery of a multi-million-pound project / or several projects within the Hospitals Transformation Teams complex Programme of reconfiguration, from inception to completion.

They will be responsible for:

- Supporting the Programme Manager in monitoring costs, ensuring quality and time are controlled and achieved.
- Supporting the service management function by ensuring that projects aligned to the Programme are being developed and project activity is coherent to Programme deadlines, reporting any risks or issues to the Programme Manager.

- Oversee project plans as part of a master schedule ensuring that the impact of any changes are identified and escalated.
- Ensure that reporting of service delivery is accurate and that plans are in place to enable tracking
- Develop bespoke and tailored reports and present the detailed and complex information to enable project boards to manage the complex management information which includes risks and issues.
- Standardise all aspects of delivery in terms of planning, reporting and documentation and provide regular compliance reports against these standards.

Budget

The post holder will provide deputy support to the Programme Manager in the successful delivery of the Hospitals Transformation Programme which has a value of £312m. This will involve:

- Working alongside the Programme Manager to provide an oversight of the pay and non-pay budget for the Programme
- Oversight, support and tracking of the Programme capital plan
- ensuring that risk management and contractual change procedures are implemented and actively used to assess the effect of any change in a project in terms of cost, timescales, and resources, escalating where the budget is compromised.

Staff

The Programme Officer will provide support and deputise for the PMO Programme Manager in the line management of 5 members of staff. This can include ensuring disciplinary/grievance, appraisal and training procedures are followed in accordance with trust policy. Responsible for coordinating business management functions for the directorate including monitoring of sickness absence and appraisal rates and processes for tracking in conjunction with line managers across the team.

This may also include:

- Support the Programme Manager in managing the PMO team to produce outputs to time, budget, and quality standards.
- Supporting the links and dependencies within and between projects and workstreams, ensuring that risks and dependencies are managed to a successful outcome
- provide training to project and workstream colleagues on key aspects of project management and business case development as required
- provide leadership and support to all members of the project team

Governance and Policy

- Ensure adherence to the established Programme governance flow, providing regular information for consumption by the Programme Committee and executive team
- Undertake reporting and analysis of data via monthly status reports to support delivery of the overall Programme.
- Support the maintenance of the Programme risk register and escalate issues in a timely manner to the Programme Manager, ensuring alignment with corporate risk register processes and with the board assurance framework risks
- Contribute to the review and further development of integrated governance flow to ensure it remains fit for purpose
- Participate in policy development to support service transformation and improvement
- Liaise with the Corporate PMO, and any temporary PMOs, to ensure alignment and triangulation of information being disseminated

- Support the establishment of new projects or workstreams as required, ensure visibility of interdependencies, resource constraints and risks across the respective programmes of work

Communications

The post holder will develop and maintain constructive relationships with a broad range of internal and external stakeholders. Responsible for coordinating good working relationships with corporate directorate management teams, ensuring communications are carried out in language that is understood by all colleagues. Includes attendance at and coordinating the submission of appropriate written reports, briefings, and action plans to departmental board meetings.

- Liaise directly with the business partners across the Programme to ensure that all HTP messaging, and communications are aligned with the corporate standards and policies.
- Ensuring the HTP PMO is aligned with the PMO functions of external contractors as required, ensuring any contractual obligations are met.

Programme Management

The post holder will draw upon a range of standardised methodologies to devise and maintain the Programme plan with professional rigor, including PRINCE2.

The Programme Officer is a key driver of strategic excellence for the HTP Team, and will be required, in conjunction with the PMO Programme Manager and senior management team, to make decisions regarding budget, resources and project scope.

The PMO is responsible for managing the overall Programme and project lifecycles from project inception to delivery and benefits tracking, which includes the provision of a robust triage process to ensure requirements and relative priorities are captured and understood. A holistic view of the Programme must be maintained by the post holder such that decisions are made based on analysis of risk, interdependencies and relative priority.

Coordination and tracking of resources within the Hospitals Transformation Programme is a key focus of the PMO, to maximize productivity and delivery to time and cost.

Financial Management

The post holder will assist the PMO Programme manager with:

- oversight and management of the overall Hospitals Transformation budget, including adherence to pay and non-pay budgets
- tracking the HTP capital, including use of any external funds, to ensure objectives are met
- managing cost optimisation efforts collectively as an ongoing, continuous capability.

General

- Attend briefings and departmental board meetings as appropriate.
- Represent the HTP Team at internal and external project board meetings where necessary.
- This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. It will be amended as necessary in the event of future changes.
- The post holder will maintain the security of sensitive personal and other confidential information about patients and staff and will apply all relevant information governance policies and adhere to data protection legislation relevant to working

practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and information held electronically.

Equal Opportunities

You are required to comply with and maintain awareness of the Trust's Policies relating to Equal Opportunities.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Masters level qualification or equivalent experience • Project Management qualification e.g., Prince2, Agile, , MSP, Better Business Cases or equivalent 	<ul style="list-style-type: none"> • Finance related qualification or experience of working with financial data

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Reconfiguration and system change/transformation • Subject matter expertise in project and programme management including monitoring and tracking of time / quality / cost & benefits • Experience of coordinating multiple complex projects with co-dependencies where demonstrable benefits were delivered • Experience of managing budgets • Understanding of the importance of governance and the issues involved 	<ul style="list-style-type: none"> • Understanding of procurement regulations • Proficient with agile project delivery methodologies

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Communicate highly complex or sensitive information clearly and concisely to staff at all levels of the organisation. • Establish agreement or cooperation regarding complex or sensitive issues • Develop and maintain effective working relationships with key stakeholders, both within and external to the Trust • Motivational skills to encourage collaborative working where there maybe resistance to change • Ability to influence across teams, departments, and organisations • Experience of budget tracking • Experience of public sector procurement regulations and management of complex contracts • Manage complex facts or situations requiring analysis, interpretation, comparison of a range of options • Analyze numerical data and management information with ease • Knowledge and experience of using and configuring Microsoft Applications including MS Project • Knowledge and experience in creating reports • Ability to deliver multiple projects to agreed quality standards and timescale 	<ul style="list-style-type: none"> •

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; 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 (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; and
- 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; 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 AND CYBER SECURITY

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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH 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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





The Royal Shrewsbury Hospital

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Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital