



NHS England and NHS Improvement



Generic Job Description

Job Title	Project Manager
Job Family	Delivery and Improvement
Band	7

Context

The Delivery and Improvement job family is made up of a group of job descriptions, covering a range of roles. Roles in this job family reflect the organisation's broad and varied programme and governance needs and the varying levels of responsibility and accountability. Roles are involved in the effective planning, co-ordination and delivery of complex strategies, activities and projects and may involve clerical or administrative support, developing and implementing policy and processes, or providing specialist, expert advice and support.

This generic job description provides an overview of roles and responsibilities at this this pay band within this job family. Please refer to Assignment Brief (including Specialism Person Specification) for a detailed description of the role.

Please refer to the Appendix to JD for further important information.

The organisation operates a flexible resourcing model which means that post holders appointed to time limited programmes will be flexibly deployed to an alternative programme within NHS England and NHS Improvement when their existing programme comes to an end.

Job Role and Duties

The post holder will play a pivotal part in supporting the delivery of projects/programmes across the organisation's business areas.

Key responsibilities will include:

Project Management

- Develop a sound project schedule that suitably identifies resources and project outputs. Applying appropriate project principles to deliver stated objectives.
- Responsible for consolidating and documenting the fundamental components of projects i.e. scope, goals, resource, budgets, risks, opportunities and deliverables that supports business goals in collaboration with senior management and stakeholders. Selecting and applying appropriate methodologies.
- Develop full-scale project plans and associate communication documents.
- Support and coordinate the development of business cases.
- Responsible for maintaining Project systems, including updating software, accessing and managing content and retrieving data.
- Ensure effective change management processes are in place to agree and document changes to deliverables as agreed with stakeholders.
- Day to day management of changes request in relation to the project plans to ensure agreed deadlines and quality standards are met.
- Support the identification, measuring and tracking of benefits.

Service Improvement

- Determine the best means of satisfying requirements within the context of project objectives and constraints, i.e. developing solutions.
- Take the lead in ensuring successful assigned work-stream delivery.
- Take ownership and responsibility in terms of time, quality and cost for all assigned projects.
- Identifying and setting appropriate project control. Tracking and reporting delivery against milestones.
- As part of a Delivery and Improvement community of practice contribute to the development of projects and programme management approaches and ways of working across the organisation(s).

Analysis & Judgement

- Support the identification and monitoring of project risk and issues.
- Propose appropriate mitigating actions and escalating to Project Board as appropriate.
- Ensure that appropriate method for displaying a wide variety of data in a variety of formats.
- Ensure timely and accurate information analysis and reporting to management on agreed areas of work.
- Devise and provide improvements to current management information, analysing, reporting and suggesting procedures to enhance decision making processes.
- Develop and deliver progress reports, proposal, requirement documentation and presentations.

Communication

- Identify key stakeholders and develop effective relationship.
- Manage and advise multiple stakeholders and customers on complex issues including delivery of strategy.
- Make complex formal presentations to large groups of staff and other stakeholders.
- Attend meetings as appropriate including Programme Boards, Project Meetings, Team meetings and Stakeholder Groups.
- Effectively communicate project expectations to project team members and stakeholders in a timely and clear fashion.

Finance Management

- Support the provision of resources needed for projects from internal and/or external providers and tracking and monitoring budgets against them.
- Ensure project expenditure is monitored accordingly.
- Contribute to financial delivery of projects ensuring it is cost effective and delivered on time.

People Management

- Responsible for guiding, coaching and nurturing other team members.
- Take the lead on coordination of training, development and recruitment activity across the team.
- Lead multi-disciplinary teams and manage interactions between other internal functions as required.

- Responsible for undertaking appraisal and personal development of team members

Research & Development

- Contribute to the development of key performance indicators.
- Delegate aspects of research and development of activities, collating information, analysing and reporting findings.

Policy & Service Development

- Develop, implement or review and propose changes to policies and procedures produced as a result of the projects ensuring compliance with the organisations wide policies.
- To lead on the review and redesign of all relevant processes within projects and to ensure that suitable guidance is produced, and appropriate training is provided.
- Ensure appropriate Benefits Realisation Strategy is in place and monitor longer term delivery of benefits against the Business Case.
- Contribute to the strategic planning of team projects, identifying interdependencies, and potential impacts on wider organisation.

Key Accountabilities

- Accountable for projects/programmes over their life cycle (Identify and assign, define and approve, delivery and close) by leading on design, planning and implementation of projects/programmes to ensure that they are delivered on time, to cost and quality constraints.
- To be the subject matter expert on all aspects of the relevant project, supporting and contributing to the overall delivery of the project.
- Please refer to Assignment Brief for full details where applicable.
- Please refer to the Appendix to JD for further important information.

Role Dimensions

Key Relationships (External)

Operational colleagues within partner organisations may include but not exclusively:

Key Relationships (Internal)

- Internal stakeholders.
- Portfolio, Planning and Risk team.

<ul style="list-style-type: none"> • NHS Trusts and NHS Foundation Trusts. • Department of Health & Social Care. • Care Quality Commission. • Relevant national policy leads. • Local Government. • Provider organisations / Sustainability and Transformation Partnerships/ Integrated Care System and Clinical Commissioning Groups etc. • Commissioning support organisations. • Patients and their representatives and the wider public where appropriate. 	<ul style="list-style-type: none"> • Other post holders within the project and programme management job family. • Colleagues within the same directorate. • All NHS England and NHS Improvement employees will be expected to form key relationships across the two organisations.
Range and types of staff managed <ul style="list-style-type: none"> • Line management and leadership of the project teams. 	
Budget Managed <ul style="list-style-type: none"> • Budget management in regard to own projects. 	

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Generic Person Specification

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Criteria	Essential	Desirable	Stage Measured at: A = Application I = Interview T = Test P = Presentation
Education / Training / Qualifications	<p>Educated to a degree level or equivalent level of experience of working at a similar level in specialist area.</p> <p>Further training or significant experience to post-graduate diploma level in project management.</p> <p>Programme and Project management qualification (e.g. Prince2 Practitioner; Agile Project Management Practitioner or APM qualification) or equivalent experience.</p> <p>Evidence of continued professional development.</p>	Master level qualification or equivalent experience	A/I
Knowledge and Experience	Experience of managing projects, including project	Previous experience in similar role in a	A/I

	<p>planning, project control and project management.</p> <p>Experience in managing stakeholders, taking account of their levels of influence and particular interests.</p> <p>Experience of managing project budgets.</p> <p>Experience of preparing briefing papers and correspondence at senior management team level.</p> <p>Experience of managing risks, identifying issues and reporting.</p> <p>Experience of managing a team.</p> <p>Understanding of public sector.</p>	<p>healthcare or public sector environment.</p> <p>A good understanding of the health and social care environment and roles and responsibilities within it.</p> <p>Experience of working in portfolio and/or programme management environment.</p>	
Skills / Abilities	<p>Well-developed data analysis and interpretation skills involving highly complex data, with good analytical and problem-solving skills.</p> <p>Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.</p> <p>Capable of constructing and delivering clear ideas and concepts concisely and accurately to a diverse and varied range of audiences consisting of internal and external stakeholders.</p> <p>Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales.</p>		A/I

	<p>Comprehensive knowledge of project principles, techniques and tools.</p> <p>Advanced working knowledge and proficiency in all Microsoft Office packages (e.g. word processing, spreadsheets, e-mail and internet use).</p>		
Interpersonal Skills	<p>Excellent stakeholder management skills.</p> <p>Ability to build relations with internal and external partners which are critical in securing the strategic objectives of the business.</p> <p>Able to deal with challenging people and to cope with confidential and sensitive information.</p> <p>Support decision making on difficult and contentious issues where there may be a number of courses of action.</p> <p>Clear communicator with excellent written and presentations skills.</p> <p>Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making.</p>		A/I
Equality, diversity and inclusion	<p>Fosters good working relationships and values difference.</p> <p>Adherence to Confidentiality statement within the job description appendix and the</p>		A/I

	<p>Data Protection Act 2018/General Data Protection Regulation (GDPR).</p> <p>Upholds the Equality Act 2010 and the Public Sector Equality Duty.</p> <p>Upholds our commitments as a Stonewall Diversity Champion, Disability Confident Employer and Mindful Employer.</p> <p>Promotes high standards for improving diversity and equality, as per the Workforce Race Equality Standard and Workforce Disability Equality Standard.</p> <p>Promotes gender equality and supportive of closing our Gender Pay Gap.</p>		
Mobility	National travel is required for the majority of NHS England and NHS Improvement roles, please refer to assignment brief for specific details		A

The organisation seeks to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate

