

NHS England
NHS Improvement



Job description and person specification

Position			
Job title	Project Manager	Directorate/ Region	Directorate of the Chief Data and Analytics Officer
Pay band	AFC Band 7	Responsible to	Head of Analytical Operations <i>(with a dotted line to Head of Delivery)</i>
Salary	AFC Band 7	Accountable to	Deputy Director of Improvement Analytics
Tenure	Permanent	Responsible for	Supporting the Improvement Analytics team
Funding Arrangements	Admin Funded	Base	Leeds London Nationwide <i>(with some travel across NHS England bases)</i>



Our Organisation	NHS England and NHS Improvement Values and Behaviours
<p>NHS England and NHS Improvement came together on 1 April 2019 as a new single organisation. The NHS Long Term Plan focuses on delivering integrated care to patients at the local level and we can best support the NHS to deliver this as a single integrated organisation.</p> <p>Our new operating model represents a strong shift to regional delivery supported by expert corporate teams. Local health systems are supported by our integrated regional teams who play a major leadership role in the geographies they manage.</p> <p>We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities. As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff. This underpins our values as set out in the NHS Constitution, supports us to be an Employer of Choice and ultimately enables our employees to support the effective care of our patients.</p> <p>The seven integrated regions of our joint enterprise will work with local systems to support and improve how care is provided to patients and communities. These regions will be supported by the corporate centre providing expertise and developing policy. The focus will be on guiding and managing the delivery of services through local integrated health systems, sustainability and transformation partnerships, and devolution areas.</p>	<p>Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:</p> <ul style="list-style-type: none"> • Working together for patients • Respect and dignity • Commitment to quality of care • Compassion • Improving lives • Everyone counts <p>Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.</p> <p>Our behaviors: leading by example:</p> <ul style="list-style-type: none"> • We prioritise patients in every decision we take. • We listen and learn. • We are evidence-based. • We are open and transparent. • We are inclusive. • We strive for improvement.



Service and team	About the role
<p>NHS England and NHS Improvement came together on 1 April 2019 as a new single organisation. The NHS Long Term Plan focuses on delivering integrated care to patients at the local level and we can best support the NHS to deliver this as a single integrated organisation.</p> <p>Our new operating model represents a strong shift to regional delivery supported by expert corporate teams. Local health systems are supported by our integrated regional teams who play a major leadership role in the geographies they manage.</p> <p>We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities. As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff. This underpins our values as set out in the NHS Constitution, supports us to be an Employer of Choice and ultimately enables our employees to support the effective care of our patients.</p> <p>The purpose of the Improvement Directorate Analytical Team is to design, evolve and create world class analytical work and products to provide actionable insight and training to internal and external customers.</p>	<p>This role is to support the Improvement Analytics team, who are part of the Improvement Products and Services team in the Directorate of the Chief Data and Analytics Officer.</p> <p>The role will provide support on planning, co-ordination and delivery of projects. It will also involve clerical and administrative support.</p> <p>The Improvement Products and Services analytics team is uniquely well placed to provide analytical tools and insight to the Improvement directorate and beyond.</p> <p>We have the skills and expertise needed to turn raw data into actionable intelligence which can be used to inform decisions in providers and systems.</p> <p>Our Vision is to be:</p> <p>A team of analysts working collaboratively with developers and design experts to continually improve a connected suite of analytical products on productivity, benchmarking and quality, to support insight driven decision making in the NHS.</p> <p>The team has two distinct functions. These are:</p> <p>Analytics & Content Development</p> <p>This function includes bespoke analytics to support operational and Long-Term Plan priorities, the improvement directorate (and therefore the improvement of the wider NHS) and content development for the products supported by the directorate such as the Model Health System.</p> <p>This function will focus on the process of collecting, refining, and manipulating data in order to provide users with new insights. It will be responsible for the development of new metrics, defining new analytical requirements, and presenting analysis to help stakeholders understand and interpret data.</p>



This function will need to engage with the wider analytical community in NHS England and NHS Improvement and the wider NHS, with a view to developing innovative approaches to using data in the NHS.

Operations & Content Management

This function includes setting operational standards across the team, guaranteeing processes are maintained, and, ensuring that all new content can be replicated.

The function will focus on the collection, management, and publishing of information via the Model Health system. It will be responsible for completing scheduled refreshes of data, the management of changes to existing data, ensuring quality assurance and operational rigour is introduced in any analysis that is produced, and the analysis of compartment & metric usage.



Key Job specifics and responsibilities	Key accountabilities
<p>The post holder will play a pivotal part in supporting the delivery of projects/programmes across the organisations business areas.</p> <p>Key responsibilities will include:</p> <p>Project Management</p> <ul style="list-style-type: none"> • 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. <p>Service Improvement</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. <p>Key Relationships (External)</p> <p>Operational colleagues within partner organisations may include but not exclusively:</p> <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. • Sustainability and Transformation Partnerships • Integrated Care Systems • Clinical Commissioning Groups • Commissioning support organisations. • Patients and their representatives and the wider public where appropriate. <p>Key Relationships (Internal)</p> <ul style="list-style-type: none"> • Internal stakeholders. • Portfolio, Planning and Risk team. • 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.



- 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.

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.



Person specification

Criteria		Essential	Desirable	Evidence*
Education / Training / Qualifications	Educated to a degree level or equivalent level of experience of working at a similar level in specialist area.	X		Application Interview
	Further training or significant experience to post-graduate diploma level in project management.	X		
	Programme and Project management qualification (e.g. Prince2 Practitioner; Agile Project Management Practitioner or APM qualification) or equivalent experience.	X		
	Evidence of continued professional development.	X		
	Master level qualification or equivalent experience		X	
Knowledge and Experience	Experience of managing projects, including project planning, project control and project management.	X		Application Interview
	Experience in managing stakeholders, taking account of their levels of influence and particular interests.	X		
	Experience of managing project budgets.	X		
	Experience of preparing briefing papers and correspondence at senior management team level.	X		
	Experience of managing risks, identifying issues and reporting.	X		



	<p>Understanding of public sector.</p> <p>Previous experience in similar role in a 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> <p>Experience of managing a team.</p>	X	X	
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> <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>	X		Application Interview
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>	X		Application Interview

	<p>Able to deal with challenging people and to cope with confidential and sensitive information. 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>	<p>X</p> <p>X</p> <p>X</p>		
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 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>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		Application Interview
Mobility	<p>National travel is required for the majority of NHS England and NHS Improvement roles, please refer to assignment brief for specific details</p>	<p>X</p>		Application

