

**JOB DESCRIPTION**

**JOB TITLE:** Senior Project Manager – Primary Care

**BAND:** A4C Band8a

**HOURS AND:** As specified in the job advertisement and the Contract of

**DURATION** Employment

**AGENDA FOR CHANGE** (reference No)

**REF NO:**

**CRB LEVEL:**  None Required

**REPORTS TO:** Programme and Change Manager

**ACCOUNTABLE TO:** Programme and Change Manager

**LOCATION:** The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.

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| **JOB PURPOSE:**  To have overall management responsibility for overseeing non-GMS projects affecting primary care organisations, urgent care organisations, or social care organisations, and to programme manage these projects. Responsibilities will also encompass the implementation of National and Local infrastructure/clinical systems projects, mainly supporting the national guidelines from NHS England.  Directing support for a primary care user base of some 5000 users, covering ICB and ICS in Leicester, Leicestershire & Rutland and approximately 130 general practices / 26 PCNs. – OUT OF HOURS / URGENT CARE/ care homes  To provide IM&T advice at an expert level to all Primary Care Organisations at the General practice and CCG levels. They must be able to provide “best of breed” IT services and support functions that are well-motivated, flexible, and customer-focused. Ensuring that the broad range of IT activities and policies are coordinated within IT Services and fed into the business planning of customer trusts and Primary Care contractors with a consistent approach.  Leading the Primary Care Change and Application Support Team.  The appointee will be required to deputise for the Primary Care IM&T Programme & Transformation Manager when needed. |
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| **MAIN DUTIES AND RESPONSIBILITIES:** |
| Management of 5 staff in one team. Responsibilities extend to staff performance and disciplinary issues. Additional contract staff will also be needed to meet any additional requirements of ICB/NHS England.  Shared ability to set and monitor Pay and IT budgets, which will vary on an annual basis, but projects, revenue, and capital funding streams usually extend to approx.—£ 2m per annum.  This post will cover the whole county and will be flexible in hours worked. However, it will require travelling to Primary Care Organisations (PCOs) and will be very mobile in nature.  The scope of PCO IM&T will be restricted to Primary Care Contractors and Clinical Services commissioned by ICB. |
| **KEY RESULTS AREAS:** |
| 1. Manage the Primary Care Change & Application Trainers and Support Unit within L HIS to ensure that workloads are balanced, and individual strengths are harnessed to deliver projects and services successfully. 2. To foster team working between ICB/ICS/PCNs and their Primary Care Project Managers and work in partnership with HIS service units to ensure delivery within OLAs. 3. To monitor NHS England initiatives, targets and guidance to ensure that the HIS responds appropriately and on time. 4. To support Primary Care during sickness and leave or extreme workload to ensure project delivery is not jeopardised. 5. To either establish project management arrangements or directly manage projects that fall within the remit of PCO IM&T. 6. To ensure that links between different projects are identified and any efficiencies or possible contradictions are identified before implementation. 7. To work with ICB / ICS, in developing IM&T strategy in response to National initiatives and local requirements. 8. To advise and where necessary develop major IM&T programmes in response new organisational requirements and customer contact/request. 9. To liaise with Primary Care Contractor system suppliers to keep abreast of developments, formulate views on business trends and viability to act as a centre for advice to practices. 10. To examine the workflow of PCO clinicians and their staff and propose ways of utilising technology to improve efficiency and support the PCO in implementing these proposals. 11. To represent the Health Informatics Service concerning Local, Regional, National and supplier events for PCO computing. 12. To work within a matrix management arrangement with colleagues to support and manage projects as appropriate. 13. To continue to develop IT skills as technology changes and to enter into an agreed personal development plan with the Programme and Change Manager working towards formal qualification. |
| **COMMUNICATION AND WORKING RELATIONSHIPS:** |
| **Internal**   1. All staff within HIS   **External**   1. Primary Care Contractors (GPs etc) 2. Customer Organisation Directors and staff 3. Senior Staff with UHL IM&T Directorate 4. NHS Executive staff 5. NHS England ATs, local CIO, local CSOs, and LSP 6. Primary Care Contractor Services 7. Suppliers and contractors |
| **PHYSICAL DIMENSIONS:** |
| It is mainly office-based at Gwendolen House, Leicester, but it will require regular travel between meetings and venues in support of projects and supplier liaison. It will also require some moderate physical effort in setting up training rooms, moving furniture, setting up and moving PCs, etc. |
| **EFFORT AND ENVIRONMENT**  **Mental Effort:**  The post holder will be required to concentrate continuously for prolonged periods of time to produce scope/resource plans. The post holder will also be expected to manage the conflicting demands of many high-impact projects. The post holder will also be expected to deal with high-level problems and issues with little or no notice as project managers escalate them.  The post may occasionally be stressful when meeting tight deadlines or communication change and trying to gain commitment and buy in from individuals who may be resistant to changing their working practices.  **Emotional effort required in the job:**  Exposure to distressing or emotional circumstances is rare.  **Working conditions of the post (Environment):**  Exposure to unpleasant working conditions is rare. Exposure to hazards may happen at infrequent intervals of time, as it may be necessary to undertake site surveys etc for new builds or at non NHS sites. |

**ADDITIONAL INFORMATION:**

The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes subject to consultation, at any time throughout the duration of their contract.

**MOBILITY:**

The person specification for the role will detail the mobility requirements of the post.

However, employees may be required to work at any of the other sites within the organisation subject to consultation.

**SAFEGUARDING CHILDREN AND ADULTS:**

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by;

* attending mandatory training on Safeguarding children and adults
* being familiar with individual and the Trust’s requirements under relevant legislation
* adhering to all relevant national and local policies, procedures, practice guidance and professional codes
* reporting any concerns to the appropriate authority

**HEALTH AND SAFETY:**

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times.

Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

* To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
* To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
* Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

## DATA PROTECTION:

In line with national legislation, and the Trust’s policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and Access to Health Records and know how to deal with a request for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

* Processed fairly and lawfully
* Processed for specified purposes
* Adequate, relevant and not excessive
* Accurate and kept up-to-date
* Not kept for longer than necessary
* Processed in accordance with the rights of data subjects
* Protected by appropriate security
* Not transferred outside the EEA without adequate protection

**CONFIDENTIALITY:**

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data.

Due to the importance that the organisation attaches to confidentiality disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the six Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

**If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.**

## FREEDOM OF INFORMATION (FOI):

The Trust is committed to openness and accountability. Under the Freedom of Information Act 2000 individuals are entitled to request official information held by the Trust.

## POLICIES AND PROCEDURES:

All staff should comply with the Trust’s Policies and Procedures. It is the employee’s responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements.

**COMMITMENT TO COMMUNITIES, RIGHTS AND INCLUSION:**

Leicestershire Partnership Trust has a core purpose of advancing the health and wellbeing of its staff and the communities it serves through the continual development of communities, rights and inclusion. The Trust is committed as a service provider and as an employer to respecting human rights and promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people’s differences.  All employees should actively advance the Trust’s core purpose and commitment by promoting equality, treating everyone with dignity and respect and working to eliminate all discrimination.

## EQUALITY AND DIVERSITY:

All employees must comply with, and apply in their working lives, the Equality and Diversity Policy and must not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds, The Trust is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people’s differences and each employee has an obligation to help achieve this. This applies to all activities as a service provider and as an employer.

**INFECTION CONTROL:**

All employees have a responsibility to protect themselves, as well as making all reasonable effort to reduce risk of infection in their working environment and to other people whether they be patients, other staff or visitors.

All staff have a duty to make themselves familiar with and comply with Infection Control Policies and Procedures, carry out duties required by legislation such as the Health Act 2008 (and subsequent legislation), and to attend mandatory training relating to infection control.

**CLINICAL SUPERVISION:**

It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development. Clinical Supervision will be monitored via agreed review and appraisal mechanisms.

**COUNTER FRAUD:**

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on **0800 028 40 60.**

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

## SMOKING AT WORK:

The Trust has a “Smoke Free Policy”, which applies to:

* All persons present in or on any of the Trust grounds and premises
* All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
* Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
* When wearing an NHS uniform.



**PERSON SPECIFICATION**

**JOB TITLE: Senior Project Manager – Primary Care**

**AFC REF NO:**

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| **Person Specification**  **Selection Criteria**: | **3. Essential/**  **Minimum**  **1. Desirable** | **Stage measured at: i.e. application form /interview/test/presentation** |
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| **Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)**  **1.1** Qualified to Masters level with a high proportion of IT content or equivalent skills or experience in NHS IM&T.  **1.2** Qualified Prince 2 Practitioner with up to date accreditation which is equivalent to a masters  1.3 Qualification Change Management Practitioner | 3  3 | A  A |
| **Experience (both work and ‘life’ related)**  **2.1** A track record of successfully delivering projects  2.2 At least three years experience in a senior IT management role exposed to primary care IT.  2.3 At least 3 years experience of working with the NHS, in project management role exposed to clinical and patient administration systems.  2.4 Exposure to General Practice working environment and impact of change upon thereof.  2.5 Exposure to Primary Care Trust management environment with particular reference to Information Strategy Groups, Finance and Board/PEC Presentations  2.6 Experience of managing large budgets (>£1m) | 3  3  2  2  3  3 | A  A  A  A  A  I |
| Knowledge and Skills **3.1** Expert in Microsoft Technologies (windows, etc. and GP Clinical Systems with MCSE or equivalent knowledge, including LANs and WANs.  **3.2** Staff management experience to master level or equivalent. Focussed leadership skills, clear communicator with motivation skills, sets clear direction and prioritises.  **3.3** Excellent problem-solving skills coupled with the ability to concentrate in a busy support environment, decision-making making and facilitation skills  **3.4** Understanding of National Programme for IT and other NHS national Policy and its impact on NHS organisations locally  **3.5** Understanding of NHS structure and its constituent organisations  3.6 Able to form strategic vision at a Leicester, Leicestershire & Rutland level to ensure consistency of service between ICB & ICS | 2  3  3  2  2  2 | A  I/A  I  A  I  I |
| **Personal Attributes**  **4.1** Evidence of continuing personal development and be enthusiastic about acquiring new skills and embracing new technologies  **4.2** Staff motivation skills. Must be committed to continuous development of the teams’ skills to ensure the dept stays abreast of the latest technology developments  **4.3** Appraisal Skills. Experience of change management  4.4 Ability to Work under tight deadlines | 3  3  3  3 | I  I  I  I |
| Interpersonal Skills **5.1** Excellent Communicator with good presentation skills, confident in presenting complex concepts in an easily understood manner to large groups. E.g. GPs/LMC/ICB | 3 | I |
| Trust Commitments all Applicants are Expected to Demonstrate Awareness of Equality & Valuing Diversity Principles  Understanding of Confidentiality & Data Protection Act | 3  3 |  |
| **Mobility**  Own transport or suitable alternative, dependence on public transport is not suitable for this role | 3 | A |