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| JOB IDENTIFICATION |
|  Job Title: Digital Services Medical Education Project ManagerResponsible to: Director of Medical EducationDepartment: Digital ServicesDirectorate: Corporate Support ServicesPost type: PermanentJob Reference: No of Job Holders: 1Last Update: June 2022  |

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| JOB PURPOSE |
| * To provide digital health support to medical education services across NHS Ayrshire and Arran. The aim of the service is to maximise the use of digital platforms and opportunities within Medical Education in line with local and national governance structures, policies, guidelines, and research.
* The post will support the directorate in reviewing their Medical Education provision, by identifying and implementing opportunities for digital services to play a role in ensuring their facilities continue to be: fit for the future and meet the challenging needs and levels of demand placed on its services.
* The post-holder will be responsible for implementing the ambitious plans for quality improvement and service transformations within Medical Education in line with General Medical Council (GMC) standards.
* Plan and implement Digital projects within Medical Education, ensuring completion within specified tolerances of time, cost, quality, scope, risk and benefits.
* To assist with the evaluation and collation of feedback of its training program and adapting service provision to ensure appropriate engagement.
* Liaise with appropriate health, social care and associate professionals to assist with any allocated projects.
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| DIMENSIONS |
| * The post will have professional line management from Digital Services.
* The daily running of the post however will be overseen by the Director of Medical Education who has overall responsibility for the standards of delivery of medical education.
* The post-holder will work closely alongside the Director and Assistant Directors of Medical Education and any associate staff to gain an insight into the needs and demands placed on its service.
* To have an awareness of local and national projects in relation to medical education and implement these at a local level.
* To plan, design and implement the way in which Digital Services can enable Medical Education in line with both Educational and Digital Governance structures and standards.
* To organise digital events and training for medical education staff and explore if there are more efficient ways to engage with any new and/or existing technology.
* To gather and evaluate feedback from training and in consultation with the Director of Medical Education, adapt and implement any identified areas for improvement.
* Often there will be several projects running concurrently, and the post-holder will be responsible for ensuring all pieces of work are completed within an agreed time period.
* The post-holder will have administration support to enable the implementation of projects or events.
* Due to the emergent nature of the post the descriptor may be subject to change dependent on the future needs of the post and the organisation; which will be done after an appropriate consultation period.

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| ORGANISATION POSITION |
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| ROLE OF DEPARTMENT |
| NHS Ayrshire & Arran is committed to providing high quality training and education for doctors. This includes undergraduate medical students, postgraduate trainee doctors as well as the ongoing professional development of their trained doctors. The role of the department is: -* To ensure that it’s medical education program is fit for purpose by providing high quality teaching. The Board needs to be an attractive place for students and doctors to come to learn and practice medicine in an increasingly competitive educational environment.
* The GMC sets the standards and requirements for the delivery of all stages of medical education and training through its document ‘Promoting Excellence: Standards for Medical Education and Training’. This document sets out ten standards that the GMC expect an organisation to meet. It is the role of the department to ensure we continue to meet the standards outlined in this and future guidance.
* The training provided by the board is reviewed by its participants; and is collated by the West of Scotland (WoS) Deanery which is a part of NHS Education Scotland (NES). Their role is to ensure the highest standards of education is being maintained by its associate board areas. The organisation must work with the Deanery should it be found that the standards have fallen, to improve the experiences of its learners.
* Digital health is transforming healthcare and how we access and deliver services across the UK. There is an acknowledgement about how digital health and technology can transform the way in which our Medical Education Program can adapt and transform how we interact and learn through technology. There is an interest in exploring new methods of teaching such as virtual reality and artificial led learning experiences.
* The educational goals of using technology in medical education include facilitating basic knowledge acquisition, improving decision making, enhancement of perceptual variation, improving skill coordination, practicing for rare or critical events, learning team training, and improving psychomotor skills.
* In response to the COVID-19 pandemic the way that we were able to interact with students, training staff and our clients/patients changed by utilising online systems such as Microsoft Teams and Near Me (Attend Anywhere). This has allowed a more inclusive manner of interaction for both students and service users alike. These additional platforms will continue to complement existing face to face interactions dependent on the needs of the service provision.
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| KEY RESULT AREAS  |
| **Implementation*** To assist Medical Education and associate staff with project management and implementation of changes in line with Educational Governance standards.
* Help inform and implement local and national digital governance recommendations in relation to Medical Education.
* Plan, organise and control local and national digital projects to ensure their completion within time, budget and resource constraints. This includes several projects running concurrently.
* Create, manage, and maintain projects, using project management methodologies to demonstrate control and management of projects. Try to resolve risks and issues and ensure an accurate and detailed audit trail of project documentation and correspondence.
* Provide project management to ensure the most up to date technology and software is utilised with consideration given to the politically sensitive nature of the environment.
* Provide regular progress reports, updates and project plans for multiple Project Groups.
* Present complex information on the use and development of electronic systems to large groups of staff in a formal setting.

**Support*** Support Medical Education staff to identify innovative use of technology as well as its limitations.
* Develop, deliver, manage and maintain all allocated digital projects with the support of Medical Education and associate staff members.
* Support Medical Education staff to gather and collate quality improvement information and feedback; and support Medical Education staff with any Deanery or associate visits.
* Be the key point of contact for management and resolution of critical IT support issues for Medical Education.
* Provide specialist support via phone and email to clinicians in a professional and courteous manner, displaying empathy and the ability to diffuse potentially challenging calls from staff who may vent frustration/displeasure if they are experiencing difficulties.

**Training*** Manage the provision of training both during and after the implementation of new systems.
* Creation of easy to follow user guides to new pieces of equipment or systems.
* Provide specialist ad hoc support in the use of emergent systems to Medical Education staff.
* Design appropriate audit tools and prepare reports based on complex statistical analysis of user uptake, evaluation feedback and training needs analysis

**Communication*** Establish effective communications and working relationships with staff members of all levels internal and external to NHS Ayrshire & Arran, whilst managing competing demands and expectations placed upon the role.
* Liaise with other teams in Digital Services, health and social care partnerships, external third-party organizations’ and national bodies as appropriate to deliver projects and provide post-implementation support and facilitation.
* Represent NHS Ayrshire & Arran on appropriate national and local: groups, conferences and meetings.
* Support Medical Education in the delivery of Ayrshire & Arran’s Transformational Change Programme.

**Staff Management*** Lead, motivate and develop staff to exceed expectations within a supportive and challenging environment of mental and physical wellbeing and organisational learning.
* Manage and deploy resources effectively. Continually review resource levels and skills to ensure the on-going delivery of effective and efficient services of the highest quality to customers, on time and within budget
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| 7a. EQUIPMENT AND MACHINERY |
| * ICT Equipment – i.e. PCs, laptops, cabling, etc.
* Printer
* Audio and Video Equipment
* Video conferencing equipment
* Mobile Phone / telephone
* Other office equipment including smartboard, projector and photocopier.
* Current and emergent pieces of educational training equipment.
* The post holder is required to have a current driving license.

The post holder is also expected to have a comprehensive knowledge of software packages including Microsoft Word, Excel, Access, Outlook, PowerPoint, Visio etc.  |
| **7b. SYSTEMS** |
| * Proficient in the use of IT software to analyse data and to create management information to aid decision making and service development. Including but not confined to Microsoft Office software such as outlook, word, excel, PowerPoint, teams, etc.
* Use of both intranet and internet to undertake any appropriate projects or tasks.
* Understand and apply the concepts of performance management, quality assurance systems, benchmarking and best practice.
* Ability to keep up to date with the latest development in digital systems and their use within Medical Education.
* An understanding of Acute, Primary Care and Community Digital systems.
* Awareness of local and national guidance on policies and procedures including equality and diversity, data protection (GDPR), safety awareness, ICT security and acceptable usage policy.
* Awareness of the GMC ‘Promoting Excellence: Standards for Medical Education and Training’.
* Continue commitment to ongoing professional development including the use of TURAS.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * The post-holder will have direct line management from Digital Services to assist upon any implementation of ambitious plans for the service.
* Work will be identified through the support of the Director of Medical Education who has overall responsibility for the service; ensuring standards comply with local and national strategies, policies and governance structures.
* Interaction with a diverse range of service users, stakeholders and professional groups will be critical to determine the overall direction and priorities of the department.
* A high degree of autonomy is required to manage own time, use initiative and judgement to determine and implement how objectives should be met.
* An annual performance appraisal will be undertaken to ensure that the best standards of practice are being maintained. The (Digital Manager) and Director of Medical Education will undertake more frequent informal reviews of current developments and progress on an ongoing basis.
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| 9. DECISIONS AND JUDGEMENTS |
| The post-holder is required to use their own initiative within the context of agreed objectives and professional boundaries. The post-holder will be expected to use their experience and specialised knowledge when making decisions or informing others about the potential uses and limitations of digital services. Bold and thoughtful decisions will be required to transform the service rather than simply improve upon the current provisions.Use of own judgment is required to solve multi-stranded and complex business, change management or operational problems.If the limitation of own knowledge and understanding is reached, the post holder will seek support and specialist assistance to reach the conclusion of set projects.It is expected that the post-holder will contribute to local, regional and national policies and procedures in relation to the implementation of digital systems within medical education. Able to analyse feedback and data to help inform appropriate changes that may need to be made to improve upon current learner experiences. The post-holder should have to have an understanding of the political backdrop within the organisation and partner agencies when delivering upon the outcomes of the service.  |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Planning project activities with many inter-dependencies and differing constraints including time or budget.Reviewing large volumes of complex information and making an informed choice and decision based on information gathered from a range of different sources. Managing and analysing the significant volume of correspondence for associated projects.Approving and prioritising workload for project support function. Leading the team in a range of services, including project implementation, support and facilitation.Developing and embedding a culture and practice of service modernisation; change management and benefits realisation across NHS Ayrshire and Arran.Challenging existing work practices, and leading and managing organisational change.Out sourcing equipment and its maintenance of relevant Medical Education equipment. Training staff members on the use of equipment or software packages with individuals with varying degree of skills and levels of understanding.Engagement of staff who are resistant to change.Ability to demonstrate patience, empathy and negotiating skills in stressful situations. |

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| 11. COMMUNICATIONS AND RELATIONSHIPS |
| **Internal to NHS Ayrshire & Arran**Director of Medical Education, Assistant Directors of Medical Education, Medical and Educational Staff, trainee doctors, students internal and external to the organisation, relevant health and social care professionals, Digital Services Managers, additional teams within Digital Services and personnel.**External**Negotiate with external organisations and suppliers over project planning and service issues e.g. Health and Social Care Partnerships, national development teams, national digital clinical leads and technical leads, national digital Programme Board, National technical groups. Other technical managers within other NHS organisations including NES. Establishing and maintaining regular written and in-person communication with all levels of staff.Communicate complex technical information in a user friendly manner to non-technical managers. |

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| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
|   **Physical*** Able to use a PC and associated equipment.
* Able to drive including travel between sites
* Able to work across a number of different locations.

**Mental Effort*** Strong analytical and numerical skills.
* Able to quickly digest and take action to address complex technical and sensitive issues.
* Effective time management skills, ability to prioritise and meet tight deadlines.
* Adaptable and able to respond to unpredictable demands.
* Able to deal with frequent interruptions which impact on priorities and require immediate decisions and a rapid change in focus dependent on the nature of the task being undertaken.
* Able to sustain intense periods of concentration.
* Ability to think laterally and deliver imaginative solutions.

**Emotional*** Approachable and supportive.
* Calm and resilient under pressure.
* Adaptable and flexible.
* Able to relate to staff, patients and the general public in an understanding and sympathetic manner.
* Dealing with complaints and meeting with relevant individuals who are dissatisfied with or have been adversely affected by various aspects of the service.

**Environmental*** Awareness and understanding of environmental issues and an ability to incorporate energy efficiency and biodiversity into operational actions.
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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Qualifications and Training****Essential*** Appropriate qualification at degree level or equivalent experiential knowledge.
* Evidence of ongoing professional development.
* Driving license.
* Relevant qualification in project management methodology i.e. Prince 2 Foundation level.
* Relevant experience and qualifications in management, leadership and / or coaching.

**Desirable*** Experience within the NHS or public sector.

**Experience****Essential*** Sound up to date understanding of current Digital systems.
* Knowledge and understanding of NHS primary and secondary care services.
* Proven record of accomplishment in relation to change management.
* Substantial experience in project management.

**Competencies & Personal Skills****Essential*** Able to use own initiative to plan and organise time effectively and efficiently.
* Ability to demonstrate experience of team working including credibility of relationships with a broad range of professionals.
* Ability to work in a rapidly changing environment.
* Excellent communication and influencing skills with a range of different professionals and staff members.
* Excellent analytical skills to interpret large amounts of complex information and reports.
* Demonstrable resource management experience.
* Well developed, professional, presenting skills.
* Knowledge and understanding of appropriate policies and procedures.

**Desirable*** Able to think strategically.
* Change management experience.
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