**NHS HEALTH SCOTLAND**

**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |
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| Reference No: PHS/HE280416 |
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| Job Title: Project Manager |
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| Responsible to: Project Office Team Manager |
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| Directorate: Health Equity |
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| **2.** **JOB PURPOSE**   * To provide project management expertise to a range of Marketing and Digital projects, supporting and enabling the successful governance and delivery of the projects, in order to contribute to the reduction of health inequalities and improve population health and health equity through a Fairer Healthier Scotland. * To provide project management support to the wider organisation as required. * To display the NHS Values of: Care and compassion; Dignity and Respect; Openness, Honesty and Responsibility; Quality and Teamwork in delivering all aspects of the role. |
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| **3.** **DIMENSIONS** |
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| * Delivery of projects and work streams that that support the Marketing and Digital Services team. * May line manage and supervise staff in aspects of delivery of the programme of work * Delegated budget authority up to £10,000. |
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| **4.** **ORGANISATION CHART**    See attached |
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| **5. ROLE OF THE HEALTH EQUITY DIRECTORATE** |
| Our role is to implement our corporate strategy to reduce health inequalities and improve the health of the Scottish population. Put simply our corporate outcomes are: Better policy, Better practice and Stronger support for action. The directorate will contribute to our internal corporate outcome of organisational excellence  Specific external objectives include:   * To influence nationally so that policy and practice guidance addresses health and social inequalities * To improve national and local practice * To influence national and local partners to improve the consistency and pace of the application of knowledge into action * To promote improvement approaches to reducing inequalities in collaboration with national and local partners * To influence national and local partnerships to ensure an appropriate focus on inequalities expressed through single outcome agreements and related prevention and partner plans   There are four teams:  **Marketing and Digital Services -** will lead the organisation’s approach to the provision of appropriate information in the right format at the right time for our intended audiences. Its focus will be the cutting edge of new and innovative technological solutions to information provision. It will ensure an appropriate blend of nationally available general information as well as a proportionate response for those who need it most. The team’s work will have a positive impact on public services across Scotland and help strengthen our application of knowledge into practice.  **Population Health Team -** will focus on the things that relate most directly to people and preventing unequal health outcomes. The description represents the priority attached within the NHS Healthcare Quality Strategy. Specifically this means a focus on unwarranted variation in practice, inequitable access to or outcomes from services and programmes. It will promote the importance of population health improvement and champion a need for more equitable outcomes. Underpinning principles will include a right to health and proportionate universalism.  **Place and Equity Team -** will focus on the physical environment, structural and systems based solutions to reducing inequalities. Co-production and empowerment will be at the heart of this team’s work. It will include strategic influence with Community Planning Partnerships and a focus on public services reform.  **Learning and Improvement Team -** This team will play a crucial role in public health and wider workforce development across public services to influence improved practice. It will include the application of knowledge, the use of improvement methodology and national leadership within NHS priority areas. The importance of a strong public health workforce response to reducing health and social inequalities will be at the heart of its work. |

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| **6. KEY RESULT AREAS**   1. Working and contributing to the overall strategic work plan of the Project Office team portfolio, lead in the detailed planning, delivery and evaluation of multiple complex projects across the Marketing and Digital Services team, providing specialist advice and guidance, ensuring all project stakeholders and the project development team have a clear definition and shared understanding of the products and services to be developed. 2. Lead, manage and motivate multi-disciplinary project teams from across the organisation, analysing and specifying business requirements to inform and guide the development of projects, building strong relationships and commitment, ensuring that roles and responsibilities are clear so that projects are delivered to agreed timescales, within budget and quality and best practice is adhered to. 3. Seek opportunities to build and maintain effective partnerships within NHS Health Scotland and with a wide range of external stakeholders and suppliers at all levels in order to contribute to quality and service improvement, ensuring that there is a commitment to the best value policy and all services procured meet specified requirements. Monitor and review supplier performance to continually improve service provision. 4. Assist in the delivery of specialist project management advice and guidance, in developing project management policies and procedures and implementing project management systems. Maintaining an overview of all projects within the agreed remit, including the coordination of outputs and supporting the Project Office Manager in the evaluation of the impact of the strategic direction of projects which in turn informs service improvement measures within the team and across Marketing and Digital Services that will enhance the reputation of NHS Health Scotland. 5. Lead the reporting on key projects that contribute to the achievement of strategic outcomes, including the analysis, interpretation and translation of complex quantitative and qualitative data and the presentation of findings to a wide range of audiences, ensuring that the information presented is fit for purpose and can be understood across a range of levels and disciplines 6. Lead in the implementation of robust project planning, monitoring and control measures, ensuring regular and effective communications within the project environment. Develop and maintain appropriate project documentation and information systems using PRINCE 2 and agile project management methodologies and internal project management systems. 7. Work closely with the Organisational Lead and other senior colleagues from across the Marketing and Digital Services team in order to contribute to the delivery of customer focussed services and to develop, prioritise, plan and monitor the delivery of the annual work plan. 8. Make an effective contribution to team, directorate and corporate objectives, supervising or managing and motivating officer and administrative staff as required, and contributing to a strong ethos of continuous improvement and customer focus, understanding and enacting the values of NHS Health Scotland and the 2020 vision and playing an active role in promoting these values and achieving our strategic aims. 9. Follow all required financial, project planning and reporting organisational processes, ensuring the effective management of resources within defined limits, and taking action or alerting manager as required, where corrective action is required. |

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| **7.** **ASSIGNMENT AND REVIEW OF WORK**   * Within the context of agreed objectives and team work plans, the postholder is expected to act with considerable autonomy and initiative, interpreting policy and guidelines to provide advice. * There are monthly one to one review meetings with the Project Services Manager and more infrequent informal contact as required. * There are regular team meetings with colleagues and with colleagues elsewhere in the directorate to plan team objectives, and priorities and work plans, with more regular or ad hoc updates as necessary. * Annual objectives are agreed with the Project Services Manager as part of appraisal and ongoing development review. |

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| **8. DECISIONS AND JUDGEMENTS**   * Identifying and developing systems, processes and strategies that significantly improve the organisation’s effectiveness in tackling health inequality and improving population health. * Developing protocols and policies that may impact across the organisation * Adjusting plans and strategies to meet business needs in a flexible responsive way. * Interpreting and applying statutory guidance on compliance with best practice, project management standards and methodologies * Specialist advice to staff across the organisation including Organisational Leads, Head of Service, or Director, on new direction for processes and systems within remit or remedial action for issues with corporate impact, based on customer and stakeholder needs and expectations. * Assessing staff implications of project team’s work, with appropriate remedial action, including the reallocation of resources across programmes of work within the team. * The postholder is expected to anticipate problems and risks (e.g. failure to meet legislation or external reporting deadlines) and identify and act on broader and longer-term issues to ensure effective and appropriate resolution and ongoing improvement in service delivery at corporate level. |

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| **9. MOST CHALLENGING PART OF YOUR JOB** |
| * Developing and maintaining constructive and effective working relationships with a range of internal and external partners, customers and stakeholders who may have conflicting priorities and approaches and with non-negotiable timescales. |
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| * As a small specialist function working on projects across the directorate, balance the expectations of other project leads with the needs of the target audience and cost effective delivery of projects. |
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| **10. COMMUNICATIONS AND WORKING RELATIONSHIPS** |
| * Regular contact with staff via one to one, team and project meetings, and informal discussions in order to progress personal, team and organisational objectives. * Regular contact with staff across the directorate to plan and enable joint delivery of agreed shared organisational objectives. * Regular contact with a number of other teams across the organisation to negotiate, agree and deliver on aspects of work that is jointly dependent and to agree joint approaches to development that promotes quality and customer satisfaction. * Regular contact with directors, heads of service and staff across the organisation to promote cross organisational planning, delivery and performance management and to promote the integration and governance of the equalities and human rights agenda into corporate systems. * Regular networking with counterparts in other NHS organisations especially national Boards, as well as a wide range of other external partners, stakeholders and customers, to maintain and share awareness of developments, policy and practice in relation to performance of projects. * Ensuring that organisational standards are clearly communicated, that there is a strong ethos of continuous improvement and customer focus within the team and that all staff develop and maintain a broad understanding of health inequality, equality and diversity and human rights issues and the NHS policy context, contributing overall to the directorate’s aim to support improvement in quality of care and equity of health outcomes. * Listen to, and understand customer and stakeholder needs and expectations, to be able to provide a tailored specialist support service. * Expected to forge own working relationships proactively across the organisation and beyond, negotiating directly with senior staff for action or joint working to improve systems and processes that have corporate impact and function. |

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| **11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE**  **POST** |
| * This post requires a post graduate level qualification or equivalent level of experience in Project Management or a field relevant to the demands of the post. * Prince 2 qualification and specialist experience of an agile project management approach are desirable * Demonstrable experience of delivering successful projects in a relevant environment where a high level of expertise is required in the use of project management tools (MS Project expertise is desirable) and techniques. * Experience of understanding problems, planning and deploying complex projects to tackle them and which make a demonstrable difference, and learning from the experience. * A demonstrated ability to communicate effectively formally and informally in writing and in person by listening to and understanding the views of customers, partners and stakeholders and conveying complex or difficult messages clearly and concisely and in an appropriate way for the audience. * Proven skills in managing and motivating teams to achieve results and provide an excellent customer-focused service * Experience of working with complex information systems and processes. * Experience of presenting to Executive and Board level meetings (or equivalent) and an understanding of corporate governance systems. * Skills and competences in influencing and negotiation, chairing and facilitating meetings; including the ability to assimilate complex information, summarise key issues and present in an effective format to a range of different audiences to improve practice. * Experience in supporting the delivery of change management. * Excellent organisational skills including effective work planning for self and others and effective compliance with all organisational processes such as finance and audit, including high level of numeracy to enable interpretation of complex financial and workforce planning information. * Proven ability to work effectively as part of a team |
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| 12. EQUIPMENT AND MACHINERY |
| Telephone, PC, laptop and projector equipment, photocopier, printers, conference room equipment, video-conferencing, teleconferencing. |

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| **13. SYSTEMS** |
| * Computer software packages:   MS Word – documents, reports etc  MS Excel – statistics and spreadsheets  MS Powerpoint – presentations  MS Access – databases  MS Outlook and NHS net – email communication  MS Project Server  MS Project  SharePoint   * Web-based search engines – information search * Internal administrative systems eg timesheets, travel requests, training requests * Internal HR systems eg annual leave, personal development plans, eKSF –personal and staff development * Internal business planning tool - project planning, team work plans, programme planning, performance management and reporting Finance systems – raising purchase orders, checking budget and expenditure. * Risk management systems - risk recording and controls |

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| **14. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENT AND DEMANDS**  **OF THE JOB** |
| **Physical**   * inputting at keyboard (repetitive movements) in order to create project plans and schedules, respond to e-mails, write reports, prepare presentations and enter data (can be for extended periods of time, and on a daily basis).   **Mental**   * frequent concentration for varying periods of time will be required; * responding to unpredictable demands; dealing with frequent interruptions; meeting tight deadlines; understanding, noting and taking part in long and complex meetings; frequently changing from one activity to another; managing complex workloads; dealing with rapidly emerging priorities, problem solving on behalf of self and others. * effort in keeping up to date with and interpreting for the organisation, complex and quickly changing policy, strategy and legislation in order to support the organisation, chair or present at meetings or development sessions and sit on internal and external working groups (meetings are frequent and can include complex information and ideas and often last for a whole or half day) * developing and delivering presentations where required, being aware of the level of knowledge of the audience, tailoring the contents according to their needs and being able to react to feedback received.   **Emotional**   * imparting news to stakeholders, for example when managing tender or commissioning processes. * motivating people to embrace and respond to changes in process and approaches, and dealing with resistance to those changes * motivating people to embrace and respond to a challenging agenda and the need for change, dealing on a regular basis with a wide range of responses to the issues, ranging from positive acceptance, through to apathy through to explicit rejection of the validity of the work.   **Working Conditions**   * + occasional continuous use of VDU when preparing written reports, planning and scheduling projects or responding to a series of detailed e-mails.   + office sites tend to be open plan, which can require the postholder to concentrate at times of noise or interruption   + frequent movement between the organisation’s sites and to locations of external meetings with partners, necessitating use of road and rail (depending on location of meeting).   + work can involve delivering unpredictable and complex outputs whilst on the move or out of the office for extended periods with limited remote access |