

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Service Delivery Project Manager (South West Genomic Medicine Service)
<b>Reports to</b>	Programme Manager
<b>Band</b>	6 (subject to completion of matching)
<b>Department/Directorate</b>	South West Genomic Medicine Service

JOB PURPOSE
<p>The Project Manager (South West Genomic Medicine Service) will manage one or more projects for the SW GMSA. These projects require service change across the South West and may focus on service development, Research, education, or other discreet projects centred around providing a genomic medicine service.</p> <p>The Project Manager will be responsible for handling multiple sources of information and producing a range of products (e.g. project plans, reports, etc.) to ensure effective delivery across service delivery project lifecycles. The post holder is responsible for ensuring relevant quality standards are met, having responsibility and freedom to act within agreed tolerances, and prioritising their work to deliver to project deadlines. The Project Manager will have proven excellent communication skills and experience of working with multi-disciplinary teams and efficiently progressing on several projects simultaneously. The post holder will provide advice on the creation and use of project controls and systems and be able to collect, analyse and manipulate data into high-quality reports to distribute to all identified key stakeholders and analyse their requirements and levels of influence and impact. The SW GMSA aims to develop a culture of continual service improvement. The post holder will be an advocate for this culture across the service area and demonstrate continual service improvement in the services for which they are responsible.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Manage complex service improvement activities and projects through effective project management</li> <li>• Use a structured and standardised approach to project management and demonstrate an ability to meet deadlines</li> <li>• To be aware of any implications of clinical, corporate, governance and quality assurance where service changes are proposed or implemented</li> <li>• Build quality improvement capability based on agreed methodologies across the SW GMSA in quality improvement through training, coaching and facilitation interventions</li> <li>• Liaise with external organisations to ensure best practice is being shared and adopted while benchmarking performance regionally and nationally</li> <li>• Develop a culture to sustain and spread whole-systems improvement to support high quality, financially sustainable and safe care</li> </ul>

KEY WORKING RELATIONSHIPS
<p><b>Core Areas of Operation:</b> Managing projects across the South West, interfacing with all South West providers and STPs; interface with national NHS Genomics Unit and; strategic delivery planning and governance.</p> <p>The Project Manager will work closely with the Programme Manager and other project managers within the organisation and will be accountable to the Programme Director. The postholder will be required to</p>

work with clinicians and managers across the South West to embed clinical pathways and processes for the SW GMSA project to drive standardisation, equity of access and clinical benefit.

**Areas of Operation** South West-wide

**Budget** £1m core funding and up to £0.5m transformation funding

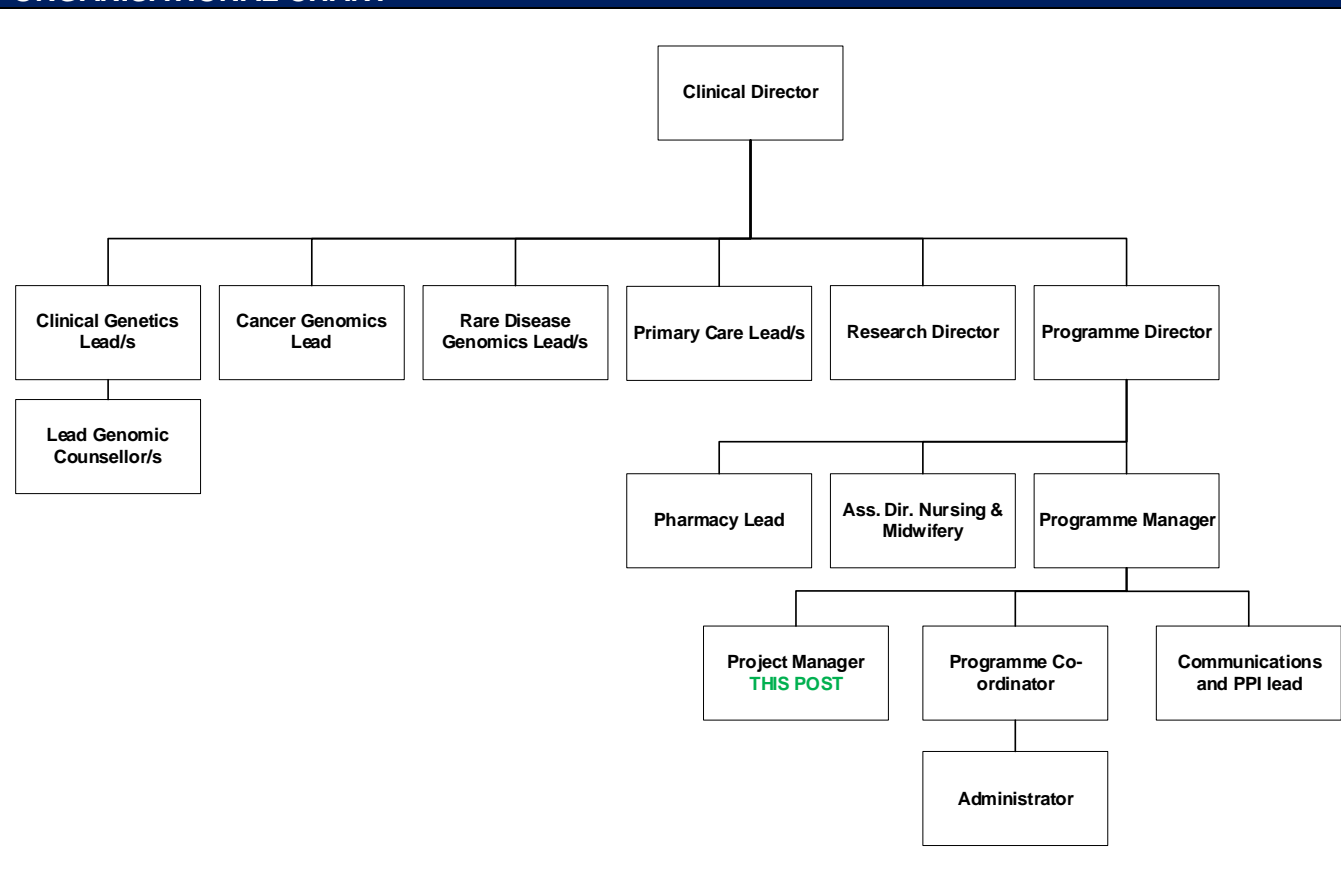
**No's of Staff** Direct Line management of 1 core team member plus project staff recruited with transformation funding. Indirect influence and support across all of the South West.

### Key Working Relationships

**External to the Trust:** Patients/Carers; External Patient/Public Groups; Public; SW NHS CCGs, STPS/ICS and NHS Providers; NHS England & Improvement (SW Region and National); AHSNs; Cancer Alliances and Clinical Networks; Representatives from Professional bodies;

**Internal to the Trust:** Relationship to the Trust will be as for all other SW Providers but with particular links to the Genomic Laboratory Hub and Clinical Genetics Services provided by the Trust.

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Works independently and as part of a team, seeking direction from management and stakeholders as required
- To maintain a high professional standard and actively seek opportunities to develop self and others within the SW GMSA.
- To develop project outcomes in line with the GMSA governance arrangements.
- To be responsible for organising own workload and that of project teams, prioritising to meet the project's needs.
- To work within Trust policies and procedures.
- Take the lead in establishing expected results and delivering support services for programmes/projects or other initiatives taken within the scope of the role
- Manages ad-hoc work packages as required
- Establishes the most effective methodology to support programme or project delivery;
- Works flexibly to ensure that service levels are met

- Ensures own and others' compliance with the organisation's programme and project standards and best practice guidelines at all times and can provide advice and guidance on application
- This role will undertake the delivery of small projects, workstreams and specific project deliverables as directed by the SWGMSA Programme Director and Programme Manager, applying the specialist governance knowledge and experience to the assigned work and delivering this in line with project expectations and quality standards.

## **COMMUNICATION/RELATIONSHIP SKILLS**

- To engage and communicate with a range of partners across the South West and nationally.
- To communicate complex information to various audiences across the South West.
- To engage with a range of system partners across the South West to ensure that projects deliver the desired outcomes for the population of the South West.
- Working closely with SW Genomic Laboratory Hub to ensure coordination between clinical and laboratory processes.
- Support patient and public involvement in projects
- Produce timely and accurate oral and written communications to relevant parties, such as reports to senior management, client/users, and staff groups
- Negotiate with key stakeholders to agree on the required level of reporting, communication and capture the outcome in a reporting schedule, using persuasive skills to ensure the programme/project achieves the best outcome
- Present complex and technical information clearly and concisely, adapting communication style to meet the needs of a variety of audiences
- Agree on the frequency and content of reports and provides updates on programme or project status through such reports and meetings
- Develop and maintains a good knowledge of subjects relating to the project, including those relating to business benefits and technical issues, to inform communications about the project
- Identify key internal and external contacts at a range of levels to understand their needs and manage their expectations, building a network of key stakeholders to share information and achieve results
- Create stakeholder tools, e.g. stakeholder maps, databases and contact lists, to ensure efficient and accurate programme and project communication. Manages communications with key stakeholders to ensure information is submitted for reports to meet deadlines, providing an escalation point where information does not meet the required standards or is not submitted;
- Understand the impact and the rationale of relevant internal project control standards, persuading, motivating and influencing others to resolve the issues that may create substantial barriers to their acceptance
- Collates highly complex information for formal reporting and presentations
- Act as an ambassador for the Genomics Medicine Service at all times.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- To analyse complex information from various sources to support the delivery of projects.
- To agree on options and make recommendations to drive the delivery of projects.
- To support the development of clear and evidence-based proposals relating to specific large-scale projects.
- Ensure project metrics are agreed and collected
- Collates, analyses and manipulates complex data to compile high-quality reports for senior managers, often at short notice; this includes the extraction of information from a variety of data sources, collation and analysis of this information to identify risks, issues and how to resolve them
- Uses analytical skills to diagnose problems or understand complex situations, to inform decision making which requires interpretation and a comparison of a range of options
- Proactively identifies gaps, discrepancies and inconsistencies in complex information and selects the most appropriate option to resolve these
- Monitors, measures and reports on programme or project risks and issues, evaluating their impact and supporting their handling through to conclusion
- Undertakes evaluation of plans, risks and issues to assess compliance with relevant standards and presents findings

- To use managerial and judgemental skills to analyse complex situations and formulate appropriate solutions and responses.

## **PLANNING/ORGANISATIONAL SKILLS**

- Manage SW GMSA Projects, ensuring critical deadlines for activity are achieved.
- Communicate and monitor the overall progress of projects, escalating issues and risks appropriately to the Programme Manager and Director.
- Provide agreed assurance, governance, and reporting ensuring all partners' requirements are met.
- Provide support to organisational leads ensuring consistency of approach across the area of provision
- Responsible for planning, scheduling, controlling and reporting activities by developing and maintaining programme or project plans
- Responsible for planning and organising a range of complex projects simultaneously, adjusting deadlines to plans where appropriate
- Plans and prioritises own work to ensure deadlines are met, coordinating others where applicable
- Provides high-level administrative support to contribute to the efficient operation of the team
- Ensures that benefits are tracked and managed according to the benefits management strategy and related plans.

## **PATIENT/CLIENT CARE**

- Contact with patients will be limited to interactions relating to PPI and patient engagement content of projects
- Assist patients/clients/relatives during incidental contacts or stakeholder engagement for specific projects/programmes.

## **POLICY/SERVICE DEVELOPMENT**

- Support the delivery of project and redesign of clinical services service to deliver overall health service policy and strategy related to implementing a Genomic Medicine Service for the South West.
- Create an environment and way of working that consistently applies the GMSA agreed on management system and engages all partners in the continuous improvement of patient services.
- Support the cultural and behavioural change to improve the delivery performance of the partners in the GMSA.
- Develop and implements improvements to management information processes to ensure it is produced efficiently to meet organisational and key stakeholder requirements whilst ensuring audit compliance
- Maintain an up to date awareness of NHS and Trust policies and proposes subsequent required amendments to project policy/practice, i.e. understanding of the interplay between stakeholders, business partner, clients and impact on service delivery
- Understand the strategic direction of the Division, programme or project and beyond own work activity
- Contribute suggestions to improve all aspects of the Division, programme or project; for example, by evaluating the success of each project and their role in it
- Continuously develop programme or project management techniques, assurance processes and service delivery or changes beyond their work area of responsibility for contributing to the positive development of the procedures of the department
- Responsibility for co-ordination of reviews for implemented projects, including the collation of project or programme benefits throughout and evaluation towards the end of the project lifecycle
- Develops project deliverables to agreed quality standards.

## **FINANCIAL/PHYSICAL RESOURCES**

- To utilise resources effectively using evidence-based best practice.
- To be accountable for the successful financial management of any designated project budgets by managing within budgets, supporting the delivery of cost improvement programmes and complying with all Trust financial rules.

## **HUMAN RESOURCES**

- The post holder will have assigned responsibility for the management of staff; they will also need to support the day-to-day management of staff within the immediate team, including matrix management of support team members
- Provide appropriate training to team members on local information systems, providing administrative support for recruitment and facilitating the delivery of core specialist training and overseeing and assisting with induction for new starters
- Deliver ongoing job training for the wider team and identify relevant individuals through workshops and training sessions

## **INFORMATION RESOURCES**

- Coordinates Microsoft Teams/SharePoint and collaborative repository activity for the project(s), ensuring that the project maintains relevant, accurate information and strict version control
- Uses Microsoft packages to produce relevant reports, such as MS Project
- This role has responsibility for all project information management systems and therefore acts as lead for all requested audit data and reports. For example, this can include the identification and appropriate transfer of requested data or the analysis and supporting report of project data/outputs/activity in response to a specific, more complex audit request
- Reviews reports that are produced by the team to identify areas for improvement in respect of content and format
- Maintains templates for all reports
- Enables stakeholders to access or submit information to the project repository
- Maintains configuration management standards in line with quality and configuration management plans
- Develops, produces and validates reports, dashboards and other information, ensuring delivery to time and the required quality
- Supports the Divisional team members in contributing to management products such as Business Cases, Highlight Report, and Exception Reports by providing specific data extracts. The post holder is responsible for conveying complex financial information in performance dashboards.

## **RESEARCH AND DEVELOPMENT**

- To support GMSA R&D Lead in ensuring research aspects and project opportunities are fully realised.
- To participate in surveys or research activity as relevant to specific projects.

## **PHYSICAL SKILLS**

- Keyboard skills required to support the regular use of IT equipment.

## **PHYSICAL EFFORT**

- Light physical effort required for short periods.

## **MENTAL EFFORT**

- Frequent requirement for concentration.
- Work patterns may be unpredictable, with sustained concentration required to investigate problems, analyse performance data and policies, and interruptions requiring an immediate response.

## **EMOTIONAL EFFORT**

- Occasional distressing or emotional circumstances, e.g. imparting unwelcome news or where performance targets are not met.

## **WORKING CONDITIONS**

- Office conditions where exposure to unpleasant conditions is rare
- Regular VDU use

## OTHER RESPONSIBILITIES

- Take part in regular performance appraisals.
- Undertake any training required to maintain competency, including mandatory training, e.g. Manual Handling
- Contribute to and work within a safe working environment
- You are expected to comply with Trust Infection Control Policies and behave at all times in such a manner as to minimise the risk of healthcare-associated infection.
- As an employee of the Trust, it is a contractual duty to abide by any relevant code of professional conduct and practice applicable to you. A breach of this requirement may result in action being taken against you (according to the Trust's disciplinary policy) and including dismissal.
- You must also take responsibility for your workplace health and wellbeing:
  - When required, gain support from Occupational Health, Human Resources or other sources.
  - Familiarise yourself with the health and wellbeing support available from policies and Occupational Health.
  - Follow the Trust's health and well-being vision of a healthy body, healthy mind, healthy you.
  - Undertake a Display Screen Equipment assessment (DES) if appropriate.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure they reflect the job as it is then being performed or incorporate any proposed changes. The manager conducts this procedure in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach an agreement on reasonable changes, but if an agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for and is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Service Delivery Project Manager
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>Post graduate level or equivalent academic or healthcare professional qualification or equivalent senior informatics management experience</li> <li>Recognised project management qualification, e.g. Prince2, Agile or equivalent experience</li> <li>Recognised programme management qualification, e.g. MSP or equivalent</li> <li>Advanced level of Microsoft Office products (Excel, Word, PowerPoint and Outlook), e.g. European Computer Driving Licence, ITQ or equivalent experience</li> <li>Evidence of continuing professional development</li> </ul>	X     X	X
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Practical knowledge or proven experience of programme or project management practices, tools &amp; specialised techniques, including designing, setting up and implementing programme or project processes and procedures for large and complex technical projects</li> <li>Proven effective risk and issues management, planning and benefits in a programme or project environment</li> <li>Working knowledge of Microsoft Project, SharePoint and Teams or similar software</li> <li>Understanding of the internal project and programme management framework</li> <li>Knowledge of Health and Social Care and the NHS</li> <li>Excellent technical knowledge of Information Technology, networks, desktop PCs and peripheral hardware</li> <li>Organisational and prioritisation skills</li> <li>Good interpersonal skills and present a professional image</li> <li>Excellent communication skills, both written and verbal</li> <li>Excellent analytical and numeracy skills</li> <li>Demonstrate a personal commitment to professional standards, recognising obligations to society, professional institutions and the environment</li> </ul>	X                    X	X
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Proven ability and experience of successfully supporting the delivery of technical projects or programmes, from initiation to completion, within a complex environment, to agreed parameters of cost, timescales, and quality</li> </ul>	X	



<ul style="list-style-type: none"> <li>• Experience of supporting the planning process, scheduling and controlling and reporting activities, using the organisation's recognised framework and methodology</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Experience of applying programme or project management practices, tools and techniques and using effective quality, risk &amp; issue management and planning strategies</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Experience of tracking risks, issues and benefits and reporting these to the programme or project team</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Strong understanding of document management controls and processes and experience of maintaining libraries of documentation (e.g. a configuration log), including version control and document status</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Significant experience of supporting complex administration support functions and teams within a project or programme environment, e.g. assurance and project review meetings</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proven ability to collect, analyse and manipulate data and information, including investigating and documenting issues and solutions, as part of compiling high-quality reports for senior managers</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proficient in making informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information, and consulting with others when appropriate</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proven ability to monitor and report project or programme progress in a variety of ways, including standard reporting tools (dashboards, highlight reports, internal tracking database and work package trackers) within the agreed timescales and to the organisation's standards</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Experience of checking progress against targets, reporting as necessary and acting to resolve exceptions</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Evidence of acting independently and anticipating opportunities when supporting a project or programme</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Able to make timely and effective decisions based on an ability to locate, analyse and manipulate information, with minimum guidance</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Evidence of seeking and identifying opportunities to support and improve programme or project delivery, for example, improving processes, making efficient use of resources, and capturing and sharing lessons learned</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proven ability and experience of prioritising and organising complex programmes and busy workload</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proven ability to work flexibly and well under pressure by planning and organising to cater for peaks and troughs in workloads whilst planning and managing multiple tasks</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Proven experience of negotiating adjustments in timelines and scope of work whilst confidently challenging stakeholders whose activities affect programme or project deadlines</li> </ul>	X	
<ul style="list-style-type: none"> <li>• Experience of facilitating events</li> </ul>		X



<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>• Resourceful and able to work on own initiative with limited supervision</li> <li>• Excellent interpersonal and communication skills and present a professional image when representing the department</li> <li>• Possess a good sense of humour and enjoy working with multidisciplinary groups</li> <li>• Positive attitude with a helpful personality</li> <li>• Logical aptitude for problem-solving</li> <li>• Honesty, openness and integrity</li> </ul>	X X  X X X X	
<b>OTHER REQUIREMENTS</b> <ul style="list-style-type: none"> <li>• Flexible to the requirements of the role</li> <li>• Requirement to travel to other sites as required</li> <li>• Full driving licence and use of own transport</li> </ul>	X X X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine-based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Handheld vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				x
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				x
Emotional Effort	Y	x			
Working in isolation	Y	x			
Challenging behaviour	N				