

JOB DESCRIPTION

JOB DETAILS	
Job Title	Our Future Hospital Operational Programme Support Manager
Reports to	OFH Associate Programme Director
Band	Band 7
Department/Directorate	Our Future Hospital, Estates & Facilities

JOB PURPOSE
<p>The post holder will provide overall management for a complex programme of capital projects to redevelop North Devon District Hospital. The programme is known as “Our Future Hospital”. This will include providing support, facilitation and monitoring of project plans to ensure objectives are achieved.</p> <p>They will work as a key member of the Our Future Hospital team.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Project Team Manager will be based in the Estates and Facilities offices at NDDH and will provide project support to the Our Future Hospital Programme. They will be the conduit between operational teams, clinicians and the Our Future Hospital Programme Team to ensure operational and clinical input and delivery into the OFH programme of capital projects.</p> <p>They will be responsible for the for the timely production of reports and, where appropriate production of smaller project business cases which fall under the remit of the OFH Programme and have input into the programme business cases (Outline Business Case and Full Business Case. Work closely with the Associate Programme Director to identify complex interdependencies across multiple cases/works.</p> <p>The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager and will be responsible for a team of project staff.</p> <p>The post holder will be responsible for the collation of Benefits, working with clinical and operational teams to identify and ensure there is operational ownership, working closely with the OFH Finance Lead to quantify benefits and identify benefits measurements.</p>

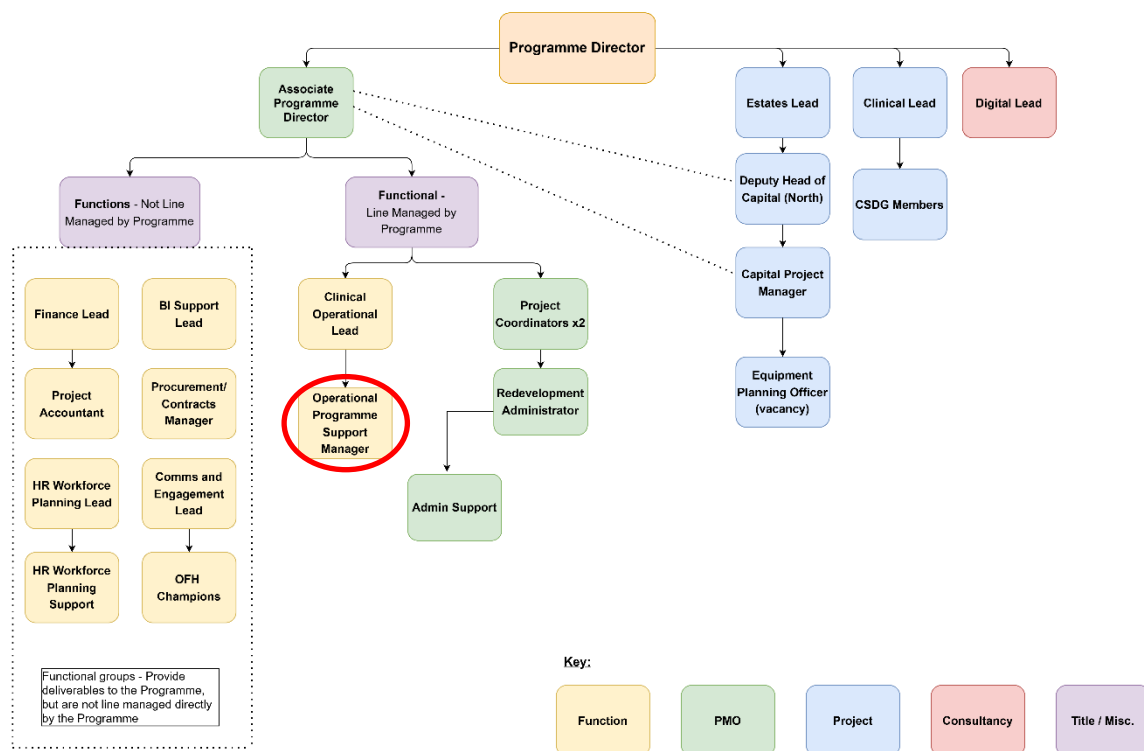
KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: (type of work undertaken)</p> <p>No. of Staff reporting to this role: (If applicable)</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis (</p> <p>In addition the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Patients, carers and relatives • Executive Directors • Deputy/Associate Medical Director(s) • Divisional Director(s) • Operational colleagues • Divisional Nurse/Clinical Matrons • Medical, nursing, therapy and administration staff • Finance, Information, Performance and HR colleagues • Staff Side 	<ul style="list-style-type: none"> • Colleagues in other Divisions and peers in external organisations • Commissioners • Patient/carer support groups • Local community representatives • Other NHS Trust care providers • Suppliers, such as Healthcare advisors, architects, cost consultants and engineering partners • Professional peers • LNC representatives

ORGANISATIONAL CHART

Our Future Hospital Programme Phase 1 Structure



FREEDOM TO ACT

The post holder will be the lead specialist within the department and thus will have significant discretion to work.

The post holder will be guided by broad occupational policies and regulations and will decide on how expected results are best achieved.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will develop an effective communication system that enables the free flow of ideas and information between OFH Programme Office and Operational teams (clinical and non-clinical) in relation to complex projects/plans.

The post holder will need to facilitate collaborative working between senior managers in a number of organisations in order to achieve project objectives; this will require developed negotiation and motivation skills to deal with highly complex and highly contentious information.

The post holder will need to be able to communicate effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be required to analyse complex performance data and trends in order to assess and interpret the impact on project plans.

The post holder will be responsible for determining how potential conflicting information will affect project priorities.

Work with the Business Intelligence Lead on the complex Demand and Capacity model, working with clinicians and service leads etc, to ensure the projected modelling figures are accurate to feed into the estates design brief and future modelling

PLANNING/ORGANISATIONAL SKILLS

The post holder will need to manage their own day to day activities as well as delegating and re-allocating work to team members.

The post holder will be the lead person responsible for the planning and organising of a broad range of complex programmes which form part of the overall project plans to achieve project outcomes.

The adjustments and formulation of these plans will have an impact beyond the post holders own area of work.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.

POLICY/SERVICE DEVELOPMENT

The post holder will work within organisational policy but will also have responsibility for implementing policy and for the development of discrete policy relevant to the development and management of introducing project plans.

Working with senior clinical and operational colleagues to provide a clear focus on service quality from the patient's point of view, leading service development and improvement as required.

FINANCIAL/PHYSICAL RESOURCES

The post holder will ensure that projects are established and managed in a financially responsible manner.

The post holder will be an authorised signatory for financial payments including travel claim forms and will

The post holder will be responsible for the purchase of physical assets and supplies which are relevant to projects.

HUMAN RESOURCES

To be responsible for the effective delivery of specialist training and awareness sessions to clinical and non-clinical staff on project plans.

The post holder has day to day management responsibility for a group of staff and therefore will be involved in the management of staff issues.

Line management of staff, as the programme develops, depending on project deliverables but to include operational and clinical roles and therefore will be involved in the management of staff issues.

INFORMATION RESOURCES

The post holder will be responsible for maintaining project information systems and will have to collate information and opinions on project plans, gathering data in order to make decisions for the future.

The post holder will need to input, store, modify, analyse, process and present the information.

The post holder will develop reports based on relevant project information to use to inform key stakeholders of ongoing developments.

RESEARCH AND DEVELOPMENT

The post holder will regularly undertake research and development activity as a requirement of the job, to inform and develop project plans.

PHYSICAL SKILLS

Standard keyboard skills are required to produce reports, presentations and project plans.

PHYSICAL EFFORT

A combination of sitting, standing and walking with little requirement for physical effort. The post requires travelling, meetings in various venues and office based work.

MENTAL EFFORT

There will be an occasional requirement for prolonged concentration when reading, interpreting and developing policy documents, reports and project plans.

The post holder may be interrupted to deal with staffing or project issues.

EMOTIONAL EFFORT

There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances.

WORKING CONDITIONS

Working conditions will be those which come with a job which requires travelling but is predominately office based.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order 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 conduct him/herself 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 that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to 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/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.

Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if 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

Job Title	Our Future Hospital Operational Programme Support Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Post graduate diploma qualification or equivalent experience in relevant area. Significant experience in project management Experience of leading change and service development in a complex health care environment PRINCE 2 qualification or equivalent experience to post graduate diploma level 	E E E E	
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Up to date knowledge and experience of NHS planning processes Knowledge of Demand & Capacity informed service development & planning Excellent written and verbal communication skills IT literacy and keyboard skills 	E E E E	
EXPERIENCE <ul style="list-style-type: none"> Proven experience of working at a senior manager level, managing projects, teams and budgets Demonstrable operational management experience Experience of working with patients, the public, clinicians and partners NHS or equivalent public sector organisation experience Demonstrable experience of high-level negotiation and influencing skills 	E E E E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Able to work as a team member Well-developed leadership skills Flexible approach to work 	E E E	

OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required	E E	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			