

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Project and Service Change Lead |
| **Reports to** | Senior Project Manager |
| **Band** | 7 |
| **Department / Directorate** | Transformation |

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| **JOB PURPOSE** |
| The post-holder will lead work as part of the Transformation Team to lead and facilitate in the (re)design and implementation of improved clinical and non-clinical services which are high quality, safe, effective and financially sustainable.  The post holder will lead allocated service improvement and project management work associated with the delivery of the Trusts corporate programme in order to meet its key strategic objects. |

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| **KEY WORKING RELATIONSHIPS** |
| Key working relationships include:   * Senior Responsible Officers (SROs), Project Sponsors and Owners i.e. Exec Directors, Divisional Directors, Cluster/Service Managers, Assistant Directors of Nursing, Assistant Medical Directors and Heads of Department * Transformation Team * Trust clinical staff (medical, nursing and allied professionals) * Administrative teams * Support services i.e. IM&T, Finance, Estates and Facilities teams * Patients and carers, service users * Corporate services such as: Communications, Information, HR and Governance Unit staff * External stakeholders i.e. ICS, GPs, other local NHS Providers and voluntary sector organisations |

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| **ORGANISATIONAL CHART** |
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| **LEADERSHIP AND MANAGEMENT** |
| * Work with the Senior Leadership Team and engage with multi-disciplinary clinical and non-clinical teams to lead on service improvement activity and ensure alignment of service improvement activity with the strategic objectives of the Trust * Work collaboratively across the organisation and embed a culture of continuous service improvement that will contribute to the delivery and sustainability of organisational priorities and the Trust’s strategic objectives * Proactively promote a positive image of Trust-wide service development and project management and its benefits to patients, staff, the Trust and the wider health and social care community |

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| **SERVICE IMPROVEMENT** |
| * Use and be expert in improvement science tools and techniques e.g. process and swim-lane mapping, facilitation, demand and capacity analysis, lean principles, 5s, human dimensions of change * Use a standardised approach to diagnose, implement and sustain change * Using knowledge and expertise design and facilitate service improvement events to identify opportunities for redesign and sustainable improvement * Responsible for leading the design, implementation and delivery of service improvement activity within the Trust’s Transformation Programme * Co-ordinate and maintain cooperation between all stakeholders, reporting potential barriers, to ensure the outcome of the project is met * Maintain and develop external service improvement networks and benchmarking |
| **PROJECT MANAGEMENT** |
| * Manage complex service improvement activities / projects through effective project management and appropriate documentation * Develop an understanding of project management tools and techniques * Work with the Project Support Office to ensure compliance with Programme / Project Governance and Management Policy * Use a structured and standardised approach to project management and demonstrate an ability to meet deadlines * To be aware of any implications of clinical, corporate, governance and quality assurance where service changes are proposed or implemented |

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| **LEARNING AND DEVELOPMENT** |
| * Help assess, plan and implement organisational quality improvement training * Build quality improvement capability based on lean methodologies across the Trust in quality improvement through training, coaching and facilitation interventions * Train and support teams to utilise evidence based QI redesign tools to support service redesign * Liaise with external organisations to ensure best practice is being shared and adopted while benchmarking performance regionally and nationally * Develop a culture to sustain and spread whole systems improvement to support high quality, financially sustainable and safe care |

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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| Establish effective communication and engagement channels to ensure all key stakeholders are aware of service improvement activities / project progressEnsure effective communications are in place to communicate both operational and strategic issues to all staff groupsEngage and involve all relevant staff in the planning, implementation and evaluation of service changeEffectively disseminate information to all key stakeholders ensuring that two-way feedback channels are establishedLiaise with Comms and Engagement staff where necessary to ensure effective communications plans are developed for highly political or sensitive projects |

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| **INFORMATION MANAGEMENT** |
| * To help lead and design the development of data and information collection methods which support and inform the Transformation Programme * To oversee appropriate data information gathering processes which monitor the progression and measure the outcomes of service redesign projects * Manage risks of any service improvement activity / project work effectively and highlight any necessary action to be taken to appropriate stakeholders |

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| **RESEARCH AND DEVELOPMENT** |
| * Undertake surveys, audits, or research to support service development thinking * Establish monitoring and evaluation systems for measuring the impact of service change |

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| **FINANCIAL RESPONSIBILITIES** |
| * Work with finance leads to advise budget holders so they can ensure that service improvements are cost effective and financially sustainable * Identify and record any cost and efficiency savings that can be achieved as a result of service redesign |

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| **HUMAN RESOURCES** |
| * Collaborate with all appropriate persons involved with Service Development Projects to ensure any potential HR issues relating to the work are identified and resolved with the appropriate policies * Develop an understanding of the impact of manpower issues relating to some project work |

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| **GOVERNANCE** |
| To undertake training as required maintaining competency / complying with Trust policiesTo work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal |

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| **ADDITIONAL RESPONSIBILITIES** |
| In addition the post holder will be expected to carry out any other duties as requiredThe post holder may be required to mentor and support new starters and other team members as required |

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| **OTHER RESPONSIBILITIES** |
| * To take part in regular performance appraisal * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * The post holder is expected to comply with Trust Infection Control Policies and conduct himself / 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 |

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| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity / pregnancy, marriage / civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |

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| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462 |

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| **POST** | Project and Service Change Lead |
| **BAND** | Band 7 |

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| **Requirements**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | **Essential** | **Desirable** |
| **QUALIFICATIONS / SPECIAL TRAINING** |  |  |
| Degree qualification plus masters or equivalent experience | X |  |
| Clinical qualification or recognised service improvement training | X |  |
| Project management training e.g. Prince 2 |  | X |
| Teaching qualification or equivalent experience |  | X |
| **KNOWLEDGE / SKILLS** |  |  |
| Expertise in key and current service improvement tools and techniques | X |  |
| Knowledge of managing successful projects and experience delivering projects |  | X |
| Ability to analyse complex problems, develop and implement practical and workable solutions with a focus on outcomes | X |  |
| Innovative, strategic thinker - able to anticipate, problem solve and make decisions | X |  |
| Good understanding of strategic issues affecting the Trust, local and national health services arising from government policy | X |  |
| Ability to influence and negotiate across organisations constructively challenging the status quo | X |  |
| Excellent leadership and influencing skills, ability to enthuse, motivate and involve individuals and teams | X |  |
| High Level of organisational, self-motivation, flexibility in approach and attitude, and ability to think and plan creatively | X |  |
| Excellent people management skills, proven ability to engage, coach, mentor and motivate others |  | X |
| Excellent interpersonal skills, personal presentation and communication skills in complex situations | X |  |
| Computer literate and competent with Microsoft applications | X |  |
| Excellent written and verbal skills, as well as presentation, facilitation and training skills | X |  |
| Awareness of NHS information systems | X |  |
| **EXPERIENCE** |  |  |
| Minimum of 3 years’ experience in an operational or service improvement role within the NHS or similar industry | X |  |
| Experience of designing and delivering service change projects | X |  |
| Proven experience and success of project management |  | X |
| Experience in supporting and facilitating large groups via workshops and multidisciplinary meetings | X |  |
| Experience of working collaboratively across agencies and organisations to facilitate successful partnership working |  | X |
| Experience of training others in service improvement tools and techniques | X |  |

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| Experience of carrying out audits / research | X |  |
| Ability to produce business case to secure funding for improvements |  | X |
| Experience of producing and delivering reports explaining complex issues | X |  |
| Experience of producing and delivering presentations to varied audiences | X |  |
| Experience of coaching both individuals and larger groups | X |  |
| Experience of supervising/mentoring teams or staff |  | X |
| Basic experience of financial management |  | X |
| **PERSONAL ATTRIBUTES** |  |  |
| Proven track record as an excellent team player | X |  |
| Self-motivated and able to manage own work load and meet deadlines. | X |  |
| A flexible approach to working - self-aware and sensitive to impact on others | X |  |
| Sound judgemental skills and experience working with diverse groups | X |  |
| Commitment to improving patient services through improvement methodology / techniques while sustaining a clear approach and a focus on delivering tangible outcomes and benefits | X |  |
| Sense of commitment to openness, honesty and integrity in undertaking the roll | X |  |
| **OTHER REQUIRMENTS** |  |  |
| Car driver and use of own vehicle |  | X |
| Ability to occasionally work outside of office hours |  | X |

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