

Job Description – Band 7 PMO Lead

ROLE SPECIFICATION

Job Title:	PMO Lead – Digital Transformation
Team:	Digital First Accelerator Programme
Directorate:	Health and Care Partnership Directorate
Band:	7
Responsible to:	Digital First Programme Manager
Accountable to:	Associate Director/Digital Programme Manager

Digital First Programme Background

Overview

Since the inception of modernised supporting technology, the NHS has been operating in a siloed digital landscape, with disconnect between Primary Care and Urgent and Emergency Care services, ultimately resulting in inappropriate patient demand across the system. Recognising a state of disconnect, London identified a need to define a series of “Digital First” footprints across STPs in order to assess local challenges, and develop connected unscheduled patient care pathways, using a series of strategic and technical enablers.

Case for change

The current unscheduled pathway for patients is complex, difficult to navigate and often requires patients to repeat their story multiple times with different organisations. The uncoordinated development of a multiplicity of online and physical channels to access clinical advice compounds this complexity, and it is difficult for system to ensure that patients are navigated to the most appropriate service for them – this results in unnecessary demand in primary and secondary care.

Job role

North West London’s Digital First Programme are looking to recruit a dynamic and versatile PMO to support the Programme Manager and respective project managers to deliver across a variety of defined projects and workstreams.

NHS North West London Background and Context

The NHS in North West (NW) London is undertaking a historic transformation of the health and care system that will dramatically improve care for over two million people. We are passionate and committed to helping people in NW London be well and live well, using innovation, pioneering new ways of integrating care, transforming access and reconfiguring hospitals.

In January 2019 the NHS Long Term Plan was published providing a clear vision for the NHS with ambitious aims to improve the health of our population. The increased focus is on working as an integrated care system to provide more coordinated and proactive care.

North West London has also refreshed its strategic priorities in line with the Long Term Plan, highlighting the triple aim of:

- Giving every child and family the best start and supporting people to live healthy lives
- Ensuring support and care when needed
- Ensuring that those who need hospital treatment see the right experts at the right time in the right place.

Duties and responsibilities

- Providing high quality project management skills including, project planning and administration, risk management, outcomes monitoring, reporting, benefits analysis to ensure projects are planned, managed and delivered effectively
- Producing and updating key documents to facilitate the above, using full suite of Microsoft Office tools (in particular, Powerpoint, Word and Excel)
- Attending and co-ordinating programme and meetings and events as required, supporting forward agenda planning, co-ordinating contributions to papers, preparing papers and presentations, and working with the Programme Manager and project managers to ensure that team meetings, programme boards and committees operate within organisational standards
- Working with project leads to ensure projects are effectively reported
- Establishing and maintaining relationships with senior programme stakeholders
- Developing and ensuring effective programme and project reporting;
- Developing and maintaining RAID log
- Working knowledge of Agile methodology (running daily stand-up calls, kanban update tables, etc.)
- Managing the programme and project schedule and ensure that all administrative tasks are performed accurately and effectively
- Working in an integrated manner with the project management leads to deliver effective system wide transformation projects
- Maintain quality standards of project documentation; and
- actively engage and work collaboratively with colleagues and partners.
- Undertaking additional duties as requested

Job Purpose

Working closely with other programme colleagues, you will be expected to

- provide expert project management skills so that there is always a clear project plan, risks are identified and proactively managed, outcomes and timescales are monitored and our projects are run with a high standard of governance
- support the programme manager in PMO day-to-day tasks and PMO development
- providing clear reporting
- ensuring project closure is conducted thoroughly

The Programme Lead will initially be aligned to the Digital First programme but will be required to develop an understanding of the other programmes within the portfolio, and work closely with peer colleagues across the Directorate.

Personal Characteristics

- Able to produce consistent, high quality work with limited supervision and oversight
- Able to prioritise competing demands in a challenging delivery environment to ensure that work is delivered to tight timelines, which will occasionally be unexpected, and support others in the delivery of similar requirements
- Able to work proactively with a 'can do' and customer focused attitude
- Able to manage and motivate others
- Responsive to feedback, and able to adapt working patterns as dictated by the developing programme of work
- Ensures that confidentiality is maintained at all times
- Able to remain composed in stressful situations and work under pressure
- Able to adapt to changing programme requirements
- Organised in work and in time management, with excellent attention to detail;
- A reliable team player
- Flexibility and adaptability, as there will often be a requirement to work across the programmes and teams within the Directorate as and when required, as well as occasional requirement to attend evening meetings.