Job Description

**Post title:** Digital Access Project Manager

**Reporting to:** Digital First NWL Programme Manager

**Salary:** Band 8a (£52,643-£58,558 including inner London weighting)

**Location:** London Marylebone Road

**Hours:** 37.5 hours per week (we will consider flexible working requests)

**Organisation profile**

Imperial College Health Partners is a partnership organisation bringing together NHS providers of healthcare services, clinical commissioning groups and leading universities across North West London. We have been designated by NHS England as the Academic Health Science Network (AHSN) for North West London, and we are one of 15 AHSNs across England which make up The AHSN Network.

At ICHP we believe that innovation can be a powerful trigger to create new ways of working. We work in partnership with our members and clients, helping to address the complex challenges they face.

Our strategic priorities are to:

* Innovate and collaborate for a healthier population making a real measurable impact; and
* Diversify our customer base in order to broaden our income sources and work where we can have the largest impact.
* For now, our partnership includes representation from 20 academia, community care and mental health, secondary and specialist care and clinical commissioning organisations across North West London. In addition, we service clients in other parts of London, England and internationally.

For more information please visit [www.imperialcollegehealthpartners.com](http://www.imperialcollegehealthpartners.com)

**Background**

As part of the General Practice Forward View, the GP Online Consultation Systems Fund was launched in 2017. This £45 million fund – over three years 2017 – 2020 – is available to support digital confident practices to explore and successfully embed a model(s) of online consultations as part of ‘Time to Care’, benefitting both patients and staff.

NHS England is using technology to empower citizens, make it easier for clinicians to deliver high quality care, and to enable patients to navigate a complex system, arriving at the most appropriate service in a timely manner, through the utilisation of technology. The Online Consultations programme is a contribution towards this ambition.

Online consultation provides the opportunity to empower patients to self-assess using reliable triage pathways, to better understand what service might best meet their needs, and where required, to interact with clinical and healthcare professionals through a variety of different mediums (e.g. f2f, telephone, video consultation). Using a smartphone, tablet or computer, patients are able to access all of these services remotely.

* There are three main online consultation functionalities that practices can implement. These are:
* Questionnaire based consultations using a web based form. The patient fills in a form that gathers a medical history which is sent to and reviewed by the clinician, before the most appropriate course of action is decided. Frequently, there is no real-time communication between the patient and the practice (asynchronous).
* Online triage where the patient enters symptoms about a condition and through the use of an algorithm, receives automatically generated advice online in real time. (synchronous).
* Remote video consultations between a patient and a clinician in real-time (synchronous).

**Job Summary**

The post-holder will be responsible for providing project management support to the Online Consultation programme within North West London CCG. This will involve working with multiple agencies to design and deliver projects that support working at scale, co-design, and embedding new processes. Building good relationships to ensure that stakeholders across the system remain informed and consulted and new IT is adopted both by the local workforce and population.

The post holder will take the lead mobilising Online Consultation across a defined area of the STP, owning responsibility for: overarching project plans, day-to-day delivery, monitoring and flagging associated risks and issues (escalating where appropriate), and reporting into associated programme boards on progress. The post holder will ensure effective management of dependencies within the programme and across the portfolio of programmes. The post holder will develop and maintain relationships with key stakeholder in CCGs and ensure alignment between pan-London deliverables and local transformation programmes. The post holder should also have experience of working with patients and the voluntary sector to ensure that all digital solutions meeting the needs of the local patient population, with the aim of improving digital inclusion.

The current programme priorities and responsibilities of the post holder include:

* overseeing the transformation of London’s digital system by harnessing innovative technologies and mobilising online consultation models to simplify patient access to the most appropriate clinical care settings
* lead on delivering online consultation across the CCG/STP ensuring they are planned, managed and evaluated in a timely and effective way to ensure high quality of delivery across the portfolio
* continuously support online consultation uptake within the local landscape, by providing patients with consistency across the NWL footprint
* take responsible for identifying and reporting on risks and issues, planning and executing mitigating actions to resolve, where required
* take responsibility for the accuracy, reliability and appropriateness of data, ensuring quality decisions using evidential backing
* lead on the analysis and reporting of specific target areas as agreed by programme governance
* supporting the Programme Manager and Director of Programmes in the production of strategic reports and briefings for the project’s Senior Responsible Officer, Clinical Lead, London Transformation Group, CCGs, NHS England (London), and other stakeholders as appropriate
* assisting the Programme Manager and Director of Programmes in the development of the team and the setting of its strategic direction, identifying future opportunities for pan-London projects as they arise
* as and where agree, deputising for the Programme Manager to ensure high quality of delivery across their portfolio of projects during absence
* producing & managing project plans, RAID Logs and roll-out schedules for all allocated projects to ensure milestones are met within agreed timescales
* submitting accurate monthly or weekly project highlight reports, clearly highlighting progress and any blockers
* update Finance department with all new account information and finance related decisions, seeking permissions as per previously agreed tolerance thresholds
* devise and distribute work packages to implementation consultants
* attending all project update and Board meetings where required
* understanding and input in to the full project life cycle and tender process (Handover from pre-sales to project inception through to closure and BAU); and
* pro-actively monitor project progress using standardized methodology to identify issues and risks and take pre-emptive action to mitigate.
* Build and manage relationships with CCGs and GPs, understanding the nuances in how different areas operate.
* Developing specifications for new technologies, working with GPs and patients to ensure that meet the needs of the local patient population
* Develop patient networks across NWL and run a series of patients workshops to understand how digital access could be improved to be more inclusive to all patient groups.
* Supervise the Digital Citizens project, understanding the importance of improving patient literacy through a local online training programme.
* Lead Digital Citizen team meetings and develop a culture of open and supportive communication
* Share retrospective learning with the Digital First team – from good practice to areas of improvement

**Planning, policy and service development**

* responsible for the delivery of Online Consultations projects within a programme of NWL STP and report on the progress of the project to key groups such as the Programme Board
* to ensure consistency and minimum standards within online consultation to deliver improved patient experience
* accountable for strategic planning and delivering projects against set objectives, within agreed timeframes and achieving quality outcomes
* interpret data from various sources, including national guidance, to inform the development of project documentation
* Interpret information provided by stakeholders such as clinical experts and patient representatives, exercising judgement over the information received and challenging the reliability of the source as and where appropriate
* contribute to the development of key performance indicators (KPIs) for the online consultation programme
* contribute to overall performance improvement, taking a lead for specific and agreed areas
* support the Programme Manager in the delivery of online consultation across NWL and agree the priority and allocation of projects to members of the team, ensuring that project and programme objectives are met
* work with members of the project team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions
* participate in relevant external working groups to provide project advice, expertise, support and sharing best practice across external organisations

**Financial and Physical Resources**

* manage a delegated budget that will vary according to the nature of the project, and monitoring pay and non-pay costs to ensure that expenditure remains within budget
* support the commissioning and procurement of products, equipment, services, systems and facilities, as required for the delivery of the project in a way that is compliant with standing orders and standing financial instructions in the discharge of this responsibility, referring to the Finance department for advice, where required

**Information Management**

* develop, implement, monitor and evaluate project/programme information management systems for allocated projects ensuring they are fit for purpose to a range of audiences
* work with members of the project team to develop, refine and implement project data collection systems that will provide accurate and timely data
* maintain databases required by the project/programme
* contribute to the wider review and development of existing project information management systems to ensure an integrated approach to project/programme management

**Key Working Relationships**

* act as the bridge between senior management/key stakeholders and NHS Project teams to successfully deploy and deliver Dictate IT Products/Services from Project Inception to Project closure
* work and engage constructively with a wide range of internal and external stakeholders on a range of complex issues including the development of a new model of care for services for a particular population group
* build key relationships, manage stakeholders and maintain networks internally and externally to ensure the delivery of the project
* communicate complex information and issues to a wide range of internal and external stakeholders, persuading them of the need for change and influencing their decision-making when appropriate using tact and diplomacy
* translate information into clear and appropriate formats, such as written documents or graphical representations to ensure understanding across a range of audiences
* act as source of specialist knowledge on a dedicated project or projects, preparing briefings for senior management and external partners as well as contributing expertise to media briefings

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**Person specification**

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification:

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | Essential | Desirable | Assessment |
| **Education** |
| Master’s degree level education or equivalent experience  | ✓ |  | A/C |
| **Skills and Abilities** |
| Strategic thinking skills and sound judgement | ✓ |  | A/I |
| Highly developed oral and written communication skills with the ability to persuade, influence and negotiate to achieve successful outcomes | ✓ |  | A/I |
| High level analytical skills and the ability to manipulate and assess qualitative and quantitative data and draw appropriate conclusions  | ✓ |  | A/I |
| Independent thinker with strong problem-solving and sound judgement | ✓ |  | A/I |
| Ability to manage both technical-led and business-led projects | ✓ |  | A/I |
| Excellent organisation skills, to plan the use of people and resources to meet deadlines | ✓ |  | A/I |
| Strong interpersonal skills, to motivate and lead your project team | ✓ |  | A/I |
| The ability to monitor and control budgets & benefits | ✓ |  | A/I |
| Good communication and negotiation skills, to set and manage expectations of stakeholders | ✓ |  | A/I |
| Excellent written and verbal communication skills with all stakeholders and attention to detail  | ✓ |  | A/I |
| Must be able to express key messages verbally in board meetings with customers | ✓ |  | A/I |
| Strong negotiation skills and problem identification and troubleshooting skills and being able to escalate any risks and issues | ✓ |  | A/I |
| Commitment to:* Working together for patients
* Quality of care
* Improving lives of all Londoners
 | ✓ |  | A/I |
| Ability to work on own initiative and organise own and others workload, allocating work as necessary | ✓ |  | A/I |
| Professional calm and efficient manner | ✓ |  | A/I |
| Determination, perseverance, and resilience | ✓ |  | A/I |
| Flexibility, and the ability to handle a rapidly changing and ambiguous environment | ✓ |  | A/I |
| Working knowledge of Microsoft Office including high level of expertise in MS Excel | ✓ |  | A/I |
| Competent user of statistical analysis packages(e.g. SPSS, STATA, SQL or equivalent) | ✓ |  | A/I |
| **Knowledge and Experience** |
| Further training and experience in project management and/or performance management and/or business process activity and/or experience of NHS change management processes | ✓ |  | A/I |
| Certification in PM-related accreditation (Prince2, Agile project management) | ✓ |  | A/I |
| Evidence of continuing professional development |  | ✓ | A/I |
| Must have an understanding of the background to and aims of current healthcare policy in London and appreciate the implications of this including economic and have an understanding of Clinical Commissioning Structures |  | ✓ | A/I |
| Awareness of the roles of key NHS stakeholders including the Department of Health, NHS England London region and individual provider and commissioning organisations |  | ✓ | A/I |
| Knowledge of London health intelligence and data sources |  | ✓ | A/I |
| Knowledge of healthcare system and organisational structure within (STP/CCG) | ✓ |  | A/I |
| Knowledge of current online consultation suppliers on national DPS Framework  |  | ✓ | A/I |
| Extensive project management experience including:* Project planning, reporting and risk management
* Financial management
* Delivering change projects within agreed timescales
* Maintaining an understanding of, and regularly reporting, project progress, plans, dependencies, risk and status clearly and accurately, escalating appropriately through the management chain when necessary
* Experience executing change management methodologies & concepts in order to support adoption
* Process development and mapping experience
 | ✓ |  | A/I |
| Experience of managing project teams | ✓ |  | A/I |
| Experience of working at a senior level in a large organisation in a political environment engaging effectively with stakeholders | ✓ |  | A/I |
| Exhibit and develop the Project Management behaviours required for the role | ✓ |  | A/I |
| Successful delivery of projects to time, budget and client expectations | ✓ |  | A/I |

\*Assessment will take place with reference to the following information

A=Application form I=Interview T=Test C=Certificate