**Job Description**

**NHS Professionals Limited**

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| Job Title: Implementation Project Manager |
| **Grade:** L3 |
| **Location:** Hemel Hempstead, Leeds or London |

# Role:

As an Implementation Project Manager working at NHSP you will be responsible for planning and overseeing projects to ensure they are completed in a timely fashion and within agreed thresholds. Implementation Project Managers collaborate with clients and NHSP to plan and designate project resources, prepare project documentation, monitor progress, and keep stakeholders informed throughout.

Our Implementation Project Managers deliver projects of varying complexity and size and you can expect your work to be both rewarding and challenging. Implementation Project Managers at NHSP work closely with client project teams and therefore excellent interpersonal skills are something we look for in our team.

NHSP utilise modern and flexible project management approaches which allow our project management team to develop and flourish without sacrificing essentially project governance. As part of our approach, we understand the value of regular client interactions therefore national travel forms a significant part of this role.

# Organisational Position



# Responsibilities:

* Responsible for planning and overseeing projects to ensure they are completed to defined project milestones.
* Provide guidance and direction to client project teams in the implementation of NHS Professionals’ services. Also includes organisational and process changes and establishing a basis for financial, operational and quality benefits realisation.
* Support and advise clients in evaluating their project plans to ensure the smooth transition services from the client’s internal or third-party temporary staffing service to NHS Professionals, including closure of any client temporary staffing service.
* Work alongside NHSP clients to identify project stakeholders inline with the NHSP project governance approach.
* Demonstrate an ability to be flexible to change and respond positively to problems that arise, formulating solutions whilst keeping the deadline of the project firmly in place.
* Escalation of project management issues to relevant parties as defined by the NHSP implementations team Standard Operating Procedure.
* Escalate lessons learned in projects to ensure they are incorporated into Implementation’s projects methodology.
* Facilitate communications between NHS Professionals’ operations management and key personnel in the client.
* In conjunction with the client project lead, ensure that sufficient and appropriately qualified resources are available to achieve project delivery within the specified timescales.
* Communicate both internally and externally on all levels necessary to achieve required outcomes.

# Accountabilities:

* Lead, manage and be accountable for large scale, complex and high-profile projects directly affecting NHS Professionals’ reputation, undertaking project management duties in a structured and methodical manner; ensuring all project documentation is completed timely and accurately
* Liaise with internal groups and key stakeholders and business partners on a regional and national basis to ensure that accurate and timely implementation services are delivered to the required specification.
* Undertake project management in a structured and methodical manner including:
* Planning, progressing and budgetary reporting, risks and issues management, change management, lessons learned, project initiation and close;
* Quality reviews, acceptance and handover to service management;
* Regular project team and project board meetings, with minutes/actions.
* Ensure that service implementation plans are aligned to NHS Professionals’ operational readiness to take on the additional business volumes;
* Analyse complex statistics, using established national guidelines to evaluate and recommend the appropriate course of action based on expert knowledge.
* Plan and manage the deployment of resources to meet project milestones.
* Promote optimum standards of professionalism with the implementation team, contribute to their on-going development and ensure compliance with external standards and best practice.
* Develop and execute internal reporting as required, including financial, risks/issues and progress
* Direct manage and motivate the project team, tailoring expert knowledge to meet specific circumstances, driving the team towards excellence.
* Ensure timely activity, integration, productivity and efficient use of resources to meet requirements initiating corrective action where necessary.

# Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

## Equality and Diversity

* To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

## Health and Safety

* Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.

## Corporate Image

* Adopt a professional image at all times.

## Risk Management

* Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
* Responsibility for attending health and safety training as required.
* Responsibility for assisting with risk assessments.

## Scheme of Delegation

* To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:** This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

# Acceptance:

I agree to undertake the duties of the job in accordance with the above:

**Signed: .…………………………………………..… (Job Holder)**

Name: ……………………………………………… (Print)

Date: ……………….

Signed: …………………………………………… (Line Manager)

Name: ……………………………………………... (Print)

Date: ………………

# Person Specification

| **Criteria** | **Essential/**  **Desirable** | **Description** | **How identified**  **A / C / I / P/ R / T** |
| --- | --- | --- | --- |
| **Qualifications and Knowledge** | Essential | * Degree level or with equivalent experience. * Experience of developing project plans to facilitate the Client implementation process. * Project management experience of 1-2 years. | A/C |
| Desirable | * Prince 2 practitioner level or equivalent APMG qualification * Knowledge of organisational change methods | C |
| **Experience** | Essential | * Experience of working in a structured project focused environment. * Experience of major organisational change projects. * Experience of organisation-wide, new IT system roll-out to large, multi-disciplinary user group. * Working with senior management/ board level. * Previous experience of evaluating and implementing processes. * Experience of project quality, configuration and change management. | A/I |
| Desirable | * Experience of using organisational change methodology * Experience of using Prince2 * Experience of working with one or more of the following: * *Temporary staffing* * *Electronic Rostering* * *Workforce planning and development* * Experience of working on client’s sites for extended periods * Experience of lone working * Experience of working in a health care setting | A |
| **Communication and People Skills** | Essential | * Excellent influencing and interpersonal skills. Ability to communicate both internally and externally on a number of levels; track record of building internal and external relationships. * Ability to Influence, persuade, negotiate, delegate, prioritise and organise multiple concurrent tasks. * Excellent presentation and meeting management skills * Development and management of communications plans * Analysing and presenting statistics | A/I/T |
| Desirable | * Stakeholder analysis * Experience in working with clients to organisational change * Experience of supporting clients with complex queries | A/I |
| **Organisational Skills** | Essential | * Decision Facilitator * Ability to work under pressure and to tight deadlines * Work without direct supervision; manage own time effectively * Experience of coordination of team members working remotely. | A/I |
| **Specialist Skills** | Essential | * Basic IT literate * Creativity and innovation | A/I |
| **Physical Skills** | Essential | * Must be able to pass pre-employment assessment * Advanced Keyboard skills * Must hold a current UK Driving licence or have the ability to travel using public transport | P |
| **Equality** | Essential | * Candidates should indicate an acceptance of and commitment to the principles underlying Equality and Diversity and Health and Safety Policies. | A/I |

## Key:

A = Application Form; C = Certificate; I = Interview; P = Pre-employment health screening; R = References; T = Tests/presentation

**Essential**

When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed

**Desirable**

When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed