**Job Description**

**NHS Professionals Limited**

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| Job Title: | Head of Implementation  |
| **Grade:** | M2 |
| **Location:** | Leeds/ Hemel Hempstead with Travel Required  |

**Role:**

The Head of Implementation holds a key role in the future success of the organisation.

* Visibly leading the Implementation Department in managing a portfolio of implementation projects, including external and internal reporting, and development of the professional competence and behavior of Implementation team members
* Developing and maintaining implementation projects’ methodology aligned to the evolving service offerings, incorporating best practice in project management, facilitating organisational change and service user training
* Setting and management of budgets, including contributing to strategic and operational business planning

**Organisational Structure:**



**Responsibilities:**

* Work with other NHSP teams to ensure that they are resourced to support and undertake work in service implementation projects
* Prepare and agree departmental and any specific project budgets in accordance with corporate requirements and control expenditure against departmental budget
* Provide expert level support to corporate and client personnel related to implementation methods and project management
* Support business development activities, such as the preparation and presentation of implementation management and plans and participate tender preparation, providing text and plans as required
* Represent NHSP at senior executive level on, for example, joint client-NHSP project board meetings
* Perform the role of Information Asset Owner for the Implementation Department, ensuring that Information Asset Assistant(s) are appointed and trained for the Department as part of their career development.
* Participate in business continuity planning and exercises, and in the event of an incident, perform any designated role in Incident Management
* Ensure that all Departmental team members are fully aware of their personal responsibilities in respect of health and safety, especially those associated with being a lone worker on clients’ sites.
* Lead the implementation project teams as they are convened nationally and co-ordinate the delivery of all implementation activities
* To ensure an effective hand-over from Implementation to the Client Relationships Team, including managing formal close of the client implementation project and the commencement of service management.
* Ensuring that suitably qualified and experienced resources are assigned to projects within the implementation portfolio in a timely manner, both from the Implementation Departments and other NHSP teams
* Ensuring that pay and benefits are aligned to the market for departmental roles.
* Overseeing and undertaking recruitment of Implementation team personnel.
* Developing and maintaining job descriptions in response to emerging needs
* To disseminate project status information regarding current and expected implementation projects on an agreed regular basis
* To participate in meetings with NHSP senior executives, arranging and managing the Implementation content of such meetings (such as the present Implementation Board) and contributing to strategic/business planning
* To escalate departmental risks and issues that require executive action
* To run weekly progress update meeting to ensure that all NHSP teams involved in implementation projects are fully up to date with progress
* To actively participate in cross functional meetings such weekly senior management operational meetings and management conferences, including promoting an open learning environment
* To pro-actively seek new and improved ways of working within NHSP, including participation or leading operational and service development groups and forums
* To demonstrate sufficient understanding of NHSP’s sales and operational processes to be credible and authoritative such as in discussions with senior client executives
* To be aware of short- and long-term factors in the healthcare economy affecting how clients respond to their service delivery pressures in relation to the temporary and wider workforce market

**Accountabilities:**

* To prepare reports in accordance with corporate reporting requirements and formats (e.g. monthly component of the Board report), including performance against budget
* To draw up and hold budgetary control for the Implementation team and have responsibility for the budget for the coming year.
* Overseeing all personnel and performance management activities as required by corporate Human Resources policies, such as personal performance and development and personal compliance, are undertaken in a timely manner including annual appraisal
* Lead the successful delivery of the portfolio of projects within Implementation Dept’s remit, including “horizon scanning” of and preparing for projects in the pipeline
* Lead the strategic development and operation of service implementation aligned to NHSP’s business strategy/plan and evolving service offerings
* Maintain and develop strategically a department structure responsive to current and emerging service requirements, including field training capability for corporate and client service users

**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 with 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.

**NHS Professional Limited**

**PERSON SPECIFICATION**

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| **CRITERIA:** | **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*) | **HOW IDENTIFIED**A / C / I / P / R / T |
| **Qualifications & Knowledge:** | * Educated to degree level or equivalent.
* Prince2 practitioner level or equivalent APMG qualification or extensive experience of applying Prince2 in a range of organisations and projects
* IT literate with Microsoft packages.
 | * Relevant project management or managerial qualification.
* Professionally recognised organisation change management qualification, e.g. APMG Change Management
* Professionally recognised portfolio or programme management qualification, e.g. APMG Managing Successful Programmes
 | A/C/I |
| **Experience:** | * Extensive senior managerial experience (including NHS experience) in a large and complex multi-disciplinary organisation.
* Demonstrable experience of managing and implementing complex organisational change.
* Experience of leading complex projects with a track record of achieving objectives.
* Strong leadership skills with evidence of managing multiple teams
 | * Substantial experience of operating within the temporary staffing market within the NHS.
* Experience of managing multi-organisation projects, e.g. groups of trusts or companies or divisions

A strong understanding of the complexities and pace of change in the NHS. | A/I |
| **Communication & People Skills:** | * Advanced communicator with strong interpersonal, negotiating and presentation skills together with creative ability and judgement.
* Experience of working with senior executives/directors of complex organisations
* Experience of working with project boards with senior executives
* Personal drive and capacity to manage several different projects
* Strong leadership skills with evidence of managing multiple teams
* Ability to build effective collaborative relationships with a wide range of professionals
* Communicating highly complex and contentious information where barriers to understanding exit.
* Strong analytical/problem solving mindset; ability and willingness to get into the detail to find solutions.
* Proficient with a wide suite of computer software applications and IT technology
* Decision making – capable of reaching timely and effective decisions base on the appropriate use of information
* Team player, including working with cross disciplinary senior executives
 | Experience of contributing to development and delivery of strategic business plansExperience of managing career development for team members | A/I |
| **Organisational Skills:** | * Ability to plan and manage a portfolio of projects
* Able to prioritise on a range of organisational demands.
* Flexible and adaptable approach to work
* Ability to manage own and others workloads and to priorities demands
* Ability to lead and also work supportively as part of a team
* Proven ability to work with a high degree of autonomy
* A self-starter with the ability to establish the way forward and develop their own solutions
 | Experience of working with multi-disciplinary working groups to develop improvements in customer/client experience | A/I |
| **Specialist Knowledge/ Skills:** | * Strong numerical, verbal reasoning and analytical skills, including being effective at applying analytical skills to the longer-term priorities.
* A full understanding of current NHS issues and developments.
* Proactive, customer focused approach to service delivery and ability to influence Trust Senior Executives
* Strong strategic, analytical, investigative and problem-solving skills
* Ability to work under pressure, consistently meeting tight deadlines and offer practical solutions

Ability to work flexibly from multi-locations and travel extensively within the NHS Professionals service area.Experience of using project planning tools | Facilitation skills for developing working partnerships.Experience of delivering training | A/I |
| **Physical Skills:** | * Must be able to pass pre-employment assessment.
* Advance keyboard skills

Must hold current UK driving licence |  | P |
| **Equality:** | Candidates should indicate an acceptance of and commitment to the principles underlying the NHS’s 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