**Job Description**

**Job Title: Programme Manager**

**Band: AfC Band 8a**

**Responsible to: Assistant Director**

Greater Manchester Health and Social Care Partnership

**Location/base: Piccadilly (PP3) or other central Manchester locations**

**Context**

On April 1st 2016 Greater Manchester took charge of our Health and Social Care. The GM Health and Social Care Partnership is the body made up of the 37 NHS organisations and councils in the city region, which is overseeing devolution and taking charge of the £6bn health and social care budget.

Our **vision** is*“to deliver the greatest and fastest possible improvement to the health and wellbeing of the 2.8 million people of Greater Manchester”.* The Greater Manchester Health and Social Care Partnership team are building and implementing a number of key fixed term programmes over the next 3-4 years to make this vision real.

**Job Purpose**

The post holder will lead on a number of GMHSCP programmes of work. This role will support other pieces of work within the wider HSCP team as necessary.

The post holder will develop, manage and successfully deliver complex, high value-programmes and initiatives, taking direct responsibility for the successful delivery of all elements to agreed levels of time, budget and quality.

The post holder will manage, deploy and co-ordinate resources effectively, ensuring that programme / initiative necessities are fully identified, including staffing, financial and ICT requirements.

The post holder will ensure that change is managed effectively by working with relevant programme teams and key stakeholders within the business.

The Programme Manager role will play a key role ensuring the implementation and delivery of the GMHSCP constituent high profile programmes to support the achievement of the Greater Manchester strategic plan and Locality Plan objectives.

The post holder will be expected to lead on specific work within this programme and support the relevant Director as necessary.

The post holder will be expected to work flexibly and support other organisational priorities as necessary.

**Key Working Relationships**

Director

team members

Other key HSCP team members in finance and system development.

**Strategy/Policy/Service Development and Implementation**

Drive the Greater Manchester milestone planning, implementation and delivery for the programmes at GM and locality level.

Support emerging programmes of work including the development of new organisations and provider collaborative arrangements, as and when required and ensure implementation and delivery milestones are in place.

**Responsibilities for physical and financial resources**

To ensure effective management of programme finances both in terms of the resources to plan and implement the programme and also to realise any financial outputs required from the programme e.g. savings

To support procurement activities as appropriate

**Communication**

Develop and maintain effective relationships with senior officers and other key stakeholders from a wide variety of partner organisations, ensuring clear and effective channels of communication. Maintain control of scope through an effective change control process, consulting with key stakeholders as necessary.

The post holder will provide and receive highly complex information including negotiating with senior stakeholders and groups on difficult and controversial issues.

To liaise with other HSCP team members teams (to ensure a strategic and tactical approach to implementation, delivery and assurance is taken.

To ensure high levels of engagement with CCGs, Local Authorities, Fire, Ambulance, police , member practices, clinical leads, patients/public and partner organisations to ensure programmes are effectively implemented.

**Partnership Working/Collaboration**

Working with NHS Improvement (formerly Monitor and the Trust Development Authority) and the Competition and Markets authority to ensure programme tasks in these processes are effectively delivered

To work with provider organisations to ensure effective connectivity with their developing provider arrangements

To work as part of the wider Partnership team and stakeholders to further our organisational goals.

**Planning and Organising**

Proactively utilise business management tools and solutions to effectively manage resources and individual programme budgets and expenditure forecasts ensuring delivery of the programme to an agreed budget and providing updates on a regular basis.

Effectively manage programme risk through effective analysis, mitigation and contingency planning.

Deliver programme management and business analysis support for locality and GM detailed design and implementation of new ways of working and care pathways.

Support the planning process for determining transformation priorities, and support the development and consideration of funding bids to the GM Transformation Fund

Deliver programme management and business analysis on new GM wide programmes as identified as part of planning (GM Locality Plans wide)

Programme manage specific commissioning work and service specification development, as required

To use effective programme management methodology to ensure programmes are delivered on time, within budget and to the required standard

To ensure that programmes are defined ensuring that they contribute to the Partnership’s organisational goals.

To develop business cases as required

To outline and measure delivery of the GM HSCP team priorities and milestones.

**Information/Data Analysis, Management and Reporting and Information resources**

Manage the successful delivery of a range of highly complex programmes and initiatives on time, to budget and of the right quality, ensuring that regular reporting arrangements are in place to keep programme boards and key stakeholders informed.

Deliver a range of fully assessed options for resolution of highly complex issues in order to drive effective decision-making, monitor interdependencies and risks between programmes and escalating risks of potential conflicts where necessary.

Accountable for the management of all programme documentation, including effective record keeping and version control of programme documentation.

Takes decisions on difficult and contentious issues where there may be a number of courses of action.

**Leadership/Management and Human Resource Management**

To manage human resources, potentially including direct line management of programme staff or leadership of a programme team drawn from within the Partnership and partner organisations (often on a secondment basis).

Provide strong leadership to programme resources, framework partners and consultants, defining work, ensuring deadlines are understood and adhered to and that programme objectives are clearly articulated and understood.

The Programme Manager will deputise for the Director/Assistant Director where appropriate, and will take on line management duties for the pool of Project Managers.

**Freedom to Act**

The post holder will need to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager, with the aim of improving deliverables and compliance to policies.

Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales

Experience of identifying and interpreting National policy.

Personal commitment to continuous self-development and service improvement.

To ensure that the Partnership’s policies and procedures are adhered to in management of programmes.

**Corporate Responsibilities**

As a representative of the Partnership you will be expected to:

Promote the CCG’s vision, and mission and to uphold the Partnership’s values in all day to day activities and delivery of services;

Participate in the objective setting process as part of the annual Performance Development Review/appraisal process, to understand how own role and objectives are linked to team, directorate and corporate objectives, to review what aspects of your role are being done well, and to identify any areas for development.

Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.

Adhere to all Partnership policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies.

Comply with relevant Partnership and own professional codes of conduct and accountability.

Maintain professional registration if this is a requirement of the job.

Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.

In accordance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions. This includes:

* Undertaking risk assessments in line with the Partnership risk assessment process;
* Reporting all incidents, near misses and hazards in line with the Partnership’s reporting arrangements/system
* Undertaking a statutory duty of care for your own personal safety and that of others
* Attending all statutory and mandatory health and safety training, appropriate to the role

Maintain the security and confidentiality of information you come across in your role in the Partnership in line with Partnership policies and protocols.

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Partnership for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

To carry out all duties and responsibilities of the post in accordance with the Partnership’s Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with Partnership policies and procedures.

To undertake Equality Analysis and any related training, as required in accordance with the duties of the post and the relevant Partnership policies and procedures.

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the Partnership.

**Post Holder: ……………………………………….. Date: ………………**

**Signed……………………………………………….. Date…………………**

### Manager:

### Signed……………………………………………….. Date…………………

**Please insert name of person who developed Job Description and date**

**Person Specification**

**Programme Manager**

**Band 8a**

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria marked ‘A’ on your application form.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Criteria** | **Description** | **Essential** | **Desirable** | **Method of Assessment** | |
| **Qualifications** | Educated to masters level or equivalent level of experience of working at a senior level in specialist area.  Trained practitioner in an industry recognised programme management methodology. Examples include PRINCE 2, DSDM Agile Programme Management, and Manchester Method. |  |  | A/C  A/C | |
| **Knowledge and Experience** | Must have an understanding of the background to and aims of current health/social care policy and appreciate the implications of this on engagement  Previously responsible for a budget, involved in budget setting and working knowledge of financial processes  Should have an appreciation of the relationship between the Department of Health, the Greater Manchester Health and Social Care Partnership and individual provider and commissioning organisations  Experience of working with clinicians.  Proven experience of successfully managing and delivering complex, high value programmes using a structured programme management process and programme management methods, principles, techniques and tools  Experience of successfully leading multi-disciplinary, multi stakeholder programme teams.  Experience of successfully delivering at least two full programme lifecycles  Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform | ✓  ✓  ✓  ✓ |  | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I | |
| **Skills and Capabilities** | **Communication**  Reacts positively in opposition and conflict, taking the opportunity to persuade others of own point of view and defends own position with logical and unemotional arguments.  **Programme Management**  Proven ability in developing complex programme schedules that clearly defines the timeline required to achieve the required outcomes  **Planning and Organising**  Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload  Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly  **Problem Solving**  Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure  **Strategic/Analytical**  Ability to analyse complex facts and situations and develop a range of options  Ability to anticipate and resolve problems before they arise  Ability to link strategy to policy which meets both internal and external requirements  **Management**  Must be able to prioritise own work effectively and be able to direct activities of others.  Experience of managing and motivating a team and reviewing performance of the individuals.  Ability to define and articulate a strong sense of purpose and engender commitment across individuals and groups to a set of shared objectives.  **Commissioning**  Ability to advise and develop local partner commissioning capabilities where there will be a direct impact on joint commissioning goals.  **Physical**  Working knowledge of Microsoft Office with advanced keyboard use. | ✓ |  | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I | |
| **Behaviours** | Adaptability, flexibility and ability to cope with uncertainty and change  Builds support and consensus around decisions they make and effectively manages the expectations of different parties to achieve 'win win' where possible.  Measures and monitors to ensure they are on top of results and takes ultimate responsibility for ensuring outcomes and targets are met.  Demonstrates a strong desire to improve performance and make a difference by focusing on goals.  Evidence of continuing professional development  Uses initiative to decide relevant actions  Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions  Professional calm and efficient manner  Effective organiser, influencer and networker, completer/finisher | ✓ |  | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I | |
| **Equality and Diversity** | Understanding of and commitment to the principles, practices and promotion of equality and diversity. |  |  | A/I | |
| **Other** | Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales  Used to working in a busy environment  Concentration required for checking detailed documents, managing conflicting priorities  Exposure to distressing or emotional circumstances is rare    Requirement to use Visual Display Unit equipment more or less continuously on most days. | ✓  ✓  ✓  ✓ |  | I | |
| **\*Method of Assessment:**  **A=Application form I=Interview P= Presentation T=Test C=Certificate AC = Assessment Centre** | | | | |

**\***Where stated ‘Car owner/driver essential’ is subject to the provisions of the Equality Act (2010)