

JOB DESCRIPTION

Job title: Programme Director

Grade: SM3A / Band 8D (Agenda for Change)

Responsible to: Corporate Director of Commissioning

Responsible for: Programme Management resources

Main purpose of the job

1. To provide guidance and assurance to the NHS Trafford CCG Accountable Officer (AO) and Corporate Director of Commissioning on the key transformation priorities, opportunities, risks and achievements
2. Ultimate accountability for the successful delivery of the transformation portfolio for health and social care and realisation of the Vision, objectives and outcomes in this arena
3. Accountable for the strategic relationship management of key internal and external stakeholders in the development and management of the programme. This would extend to ensuring there is the appropriate support and challenge into the programmes to ensure they are on track and will deliver their programme vision, objectives and outcomes.
4. Provide strong leadership to programme resources, framework partners and consultants, defining work, ensuring deadlines are adhered to and programme objectives are clearly articulated and understood.
5. As a senior leader, role model the organisational values and behaviour, and ensure staff have clear objectives and work priorities.
6. To act as an ambassador for Trafford Council and NHS Trafford CCG, promoting and developing its reputation, forming robust strategic alliances and developing effective working relations with external partners, other relevant organisations, Government departments and agencies.

Main duties

1. Responsible for developing a long term strategic approach to programme management and that the implementation objectives are met, striving for value for money and greater efficiency in the use of budgets and resources

2. Accountable for the establishment of a process to ensure programmes are developed and shaped to deliver the strategic objectives and outcomes of the programme and deliver the greatest return on the investment and address the health inequalities gaps in Trafford and in relation to the system across Greater Manchester (GM).
3. Influence the definition, management and delivery of business outcomes to realise those strategic objectives and outcomes, including whole programme responsibility for business change.
4. Define and enforce a fit for purpose Delivery and Assurance Framework (including defined deliverables and associated governance) and provide leadership to the process to prioritise and decommission programmes and projects.
5. Working with key system stakeholders, particularly the Greater Manchester Health & Social Care Partnership (GMH&SCP) and Public Sector Reform (PSR) team in the Greater Manchester Combined Authority (GMCA) to ensure transformation priorities across GM are aligned.
6. Identifying the resources required to enable the delivery of transformation priorities and working with key stakeholders to secure this.
7. Accountable for the development, management and maintenance of systems and frameworks for the tracking and reporting of progress in terms of deliverables, risks, interdependencies and benefits.
8. Ensure that there is oversight and alignment between the finance, operational and programme functions to ensure planning assumptions are accurate and controlled and benefits are realised in line with the strategic outcomes (financial and population level) and track the ROI of the delivery of the programme.
9. Accountable for the management of the costs of the programme as budget holder and responsible for budget setting for the whole programme with Finance colleagues.
10. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.
11. Accountable for ensuring quality products are delivered from the programme teams across the programme cycle of support and guidance, planning, implementation and evaluation.
12. Establish and drive the implementation of an effective evaluation methodology for the transformation portfolio and ensure effective

governance and controls are in place to inform decision making and effective delivery.

13. Lead as the expert; understanding and managing the portfolio inter-dependencies' and managing effective working relationships with the appropriate stakeholders.
14. Provide and receive highly complex, sensitive and contentious information, including presenting information about strategic initiatives and programmes to a wide range of internal and external stakeholders in formal settings.
15. Ensure compliance with Standing Orders and Standing Financial Regulations in the discharge of this responsibility.
16. Employ effective communication, negotiation and influencing skills to achieve change with stakeholders at all levels (including senior management) who may hold differing and contentious views.
17. Foster commitment, talent and fresh thinking, challenging yourself and others and take responsibility for their own development and promoting continuous learning.
18. Represent the programme at partnership level in sensitive and political situations, partaking in complex negotiations and delivering difficult messages where required to senior-level audiences on a regular basis.
19. Ensure optimum engagement with key system partners, securing appropriate buy in, support and understanding.
20. Regularly carrying out assurance activity of programmes and projects to ensure confidence in delivery of the business case and taking action where not delivering.
21. Work in a matrix management style and foster close working relationships with senior leaders, managers and across GM.
22. Identify and secure the appropriate level and capability of resources required to deliver the programme.
23. Deal efficiently with complex and conflicting subject matter problems on a day to day basis across all areas of the programme and the business.
24. To develop business cases as required with full budget, staffing resource requirements and milestone analysis.
25. Coach, develop and lead the Programme team and ensure working relationships are respected between the programme and with operational

teams to ensure there is a coherent view of the delivery and impact of the transformation programme.

Health and safety

To be responsible for ensuring the compliance with all statutory regulations, codes of practice, local policies and health and safety rules within the CCG and Council.

To take responsibility for one's own health and safety and that of any other person who may be affected by your acts or omissions at work.

To maintain and develop an environment and culture that improves health, safety and security of the work place, ensuring effective risk management strategies are put in place.

Responsibility for finance and use of resources

The responsibilities for this post have an external focus across the whole health economy and key partner agency agenda. The post holder is expected to work flexibly with a multi-agency agenda.

Responsibility for budgets within area of accountability.

Comply with Standing Orders and Standing Financial Instructions, and conform to the Standards of Business Conduct for NHS staff.

Work with the Accountable Officer, executives, directors, senior staff, key decision makers and policy leads from across the NHS, the local authority and wider government community.

Confidentiality

All CCG and Council staff and contractors working for the CCG have both a common law duty and a statutory duty of confidentiality to protect patient (and indeed any personally identifiable) information and only use it for the purposes for which it was intended. The disclosure and use of confidential patient information needs to be both lawful and ethical.

Information governance

CCG staff must keep up-to-date with the requirements of Information Governance and must follow CCG policies and procedures to ensure that CCG information is dealt with legally, securely, efficiently and effectively. Staff must appropriately manage all of the Information they handle during the course of their employment with the CCG, making the information available for sharing in a controlled manner, subject to statutory requirements and the CCG Information Governance Policy, and formal Information Sharing arrangements.

Data protection

The CCG is registered as a data controller under the Data Protection Act 1998. All the personal information we hold, obtain, record, use and share as an organisation is governed by this Act. As an employee of the CCG you have a legal

responsibility for all personal information you handle and must not at any time use the personal data in a way incompatible with the guidelines stipulated in this act. If you are in any doubt regarding what you should or should not do in connection with the Data Protection Act then you must contact your Line Manager.

Records management

As an employee of the CCG, you have a legal responsibility for all records you work with e.g. patient records, financial records, personal, administrative etc, that you gather or use as part of your work within the CCG. The records may be held in a variety of formats such as paper, electronic, microfiche, audio and video tapes etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Freedom of information

The post-holder will follow the CCG Freedom of Information Policy and Procedures in line with the Freedom of Information Act 2000.

Risk management

Ensure that you implement systems and procedures at a local level to fulfil the requirements of the CCG Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.

Equal Opportunities Policy

It is the aim of the CCG to ensure that no patient, employee or job applicant receives less favourable treatment on grounds of age, gender, religion, race, colour, sexuality, nationality, disability, ethnic or national origins and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the CCG has an Equal Opportunities Policy and it is for each employee and particularly managers to contribute to its success.

Corporate governance

You will be expected to familiarise yourself with the CCG's governance arrangements which outlines the Management and Committee Structures and Procedures for the Governance of the CCG activities including CCG Standing Orders, Standing Orders and Standing Financial Instructions. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the NHS Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding children and vulnerable adults

All staff must be familiar with and adhere to CCG child protection procedures and guidelines, in conjunction with TMBC policies and procedures. All staff are required to attend child protection awareness training, additional training and supervision regarding child protection relevant to their position and role.

Management of staff

Managers with line management responsibilities will manage staff in accordance with best practice and the CCG's employment procedures e.g. Investors in People and the promotion of a learning culture. Managers will seek to ensure that all staff training has agreed outcomes and is evaluated against these.

Infection control

Employees must be aware of the responsibilities placed upon them by the Health Act (2008) to ensure that they maintain a safe, infection free environment. Trafford CCG staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not, are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Trafford CCG.

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PERSON SPECIFICATION

POST: PROGRAMME DIRECTOR

<u>Minimum Essential Requirements</u>	<u>Method Of Assessment</u> *
1. Qualifications and Professional Development	
<ul style="list-style-type: none"> A degree or equivalent qualification and/or demonstrable experience in programme/project management at a senior level 	A/C
<ul style="list-style-type: none"> Evidence of continued professional, managerial and personal development 	A/C
2. Experience and Knowledge	
<ul style="list-style-type: none"> Significant experience of leading complex projects at a senior level within a PRINCE 2 or equivalent methodology and their application within an organisation of comparable scope, complexity and resources 	A/I
<ul style="list-style-type: none"> Specialist knowledge of policy, redesign and contractual requirements across the health & social care arena including Acute, Community and Primary Care services 	A/I
<ul style="list-style-type: none"> Exceptional relationship building, relationship management and negotiation skills, with demonstrated ability to influence and persuade at the highest level 	A/I
<ul style="list-style-type: none"> A demonstrable track record of leading, motivating and managing multi-disciplinary teams to achieve significant, sustainable service improvements and outstanding results. 	A/I
<ul style="list-style-type: none"> Evidence of successful resource and financial management, including managing conflicting priorities, formulating budgets 	A/I

<u>Minimum Essential Requirements</u>	<u>Method Of Assessment</u> *
and applying rigorous monitoring and control procedures.	
3. Skills and Abilities	
<ul style="list-style-type: none"> • Strong senior leader adept at leading change in a complex and dynamic environment, with an engaging, adaptable, leadership style which connects with people at all levels. 	A/I
<ul style="list-style-type: none"> • Innovative and creative skills, with sound judgement and highly critical reasoning skills in the absence of clear guidelines and precedent. 	A/I
<ul style="list-style-type: none"> • An influential, authentic and persuasive communicator with a high standard of written communication skills. 	A/I
<ul style="list-style-type: none"> • Creative, entrepreneurial self-starter with initiative, confidence, drive, and flexibility to deal with unexpected situations or last-minute changes in a dynamic organisation. 	A/I
<ul style="list-style-type: none"> • Excellent political awareness and ability to influence and engender trust and respect. 	A/I
<ul style="list-style-type: none"> • Tenacity and drive, maintaining focus and judgement under complex conditions. 	A/I
<ul style="list-style-type: none"> • Demonstrable evidence of delivering and completing highly complex transformational change. 	A/I
<ul style="list-style-type: none"> • Change management expertise. 	A/I
<ul style="list-style-type: none"> • Excellent communication and inter-personal skills, to relate effectively to employees, service managers, Council and Governing Body Members, and other stakeholders and command their respect, trust and confidence. 	A/I
<ul style="list-style-type: none"> • Speaks and writes fluently and explains complex issues clearly and simply. Confidently debates issues in an engaging and persuading manner. Proactive in openly and honestly sharing information. 	A/I

<u>Minimum Essential Requirements</u>	<u>Method Of Assessment</u> *
<ul style="list-style-type: none"> • Highly motivated, robust and resilient, with a 'can do' focus on delivery and the ability to adapt to changing circumstances. 	A/I
<ul style="list-style-type: none"> • Sets and delivers stretching targets, in line with strategic plans and priorities. Seeks and takes responsibility for enhancing performance. Does what is necessary to achieve the required outcomes and is results focussed. 	A/I
<ul style="list-style-type: none"> • The ability to motivate, empower and direct staff to enable them to achieve operational objectives. 	A/I
<ul style="list-style-type: none"> • Demonstrated capability to plan over short, medium and long term timeframes and adjust plans accordingly. 	A/I
<ul style="list-style-type: none"> • Significant experience of managing successful teams. 	A/I

* Method of Assessment

A = Application Form; C = Certificate; AC = Assessment Centre; I = Interview; P = Presentation