**Job Description**

**Job Title: Project Manager – GM Hospital Pharmacy**

**Band: AfC Band 7**

**Responsible to: Transformation Lead – Hospital Pharmacy**

**Accountable to:** **Programme Manager – Clinical Support Services**

Greater Manchester Health and Social Care Partnership

**Location/base: Pharmacy Department of GM Base Hospital / 3PP**

**Context**

On April 1st 2016 Greater Manchester (GM) took charge of our Health and Social Care. The GM Health and Social Care Partnership (HSCP) is the body made up of the 34 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 GM HSCP team are building and implementing a number of key fixed term programmes over the next 3-4 years to make this vision real.

The development of standardised clinical support and back office services across GM is a critical part of our transformation work – transformation Theme 4. Hospital Pharmacy Transformation sits within the Clinical Support Services element of Theme 4.

The GM Hospital Pharmacy Transformation Collaborative (GMHPTC) is reviewing the delivery of hospital pharmacy services across the region. The review will redesign and deliver an improved, more efficient hospital pharmacy service for the benefit of patients, staff and the NHS and is in response to ambitious locality plans and national recommendations set out in the Lord Carter of Coles report.

Established in 2016, GMHPTC membership is made up of the following NHS organisations:

* Bolton NHS Foundation Trust
* East Cheshire NHS Trust *(associate member)*
* Greater Manchester Mental Health NHS Foundation Trust
* Manchester University NHS Foundation Trust
* North West Boroughs Healthcare NHS Foundation Trust
* Northern Care Alliance NHS Group
* Pennine Care NHS Foundation Trust
* Stockport NHS Foundation Trust
* Tameside and Glossop Integrated Care NHS Foundation Trust
* The Christie NHS Foundation Trust
* Wrightington, Wigan and Leigh NHS Foundation Trust

**Job Purpose**

Project Manager for Hospital Pharmacy Transformation

The post holder will lead the delivery of a number of Hospital Pharmacy transformation projects, working on behalf of the Senior Responsible Officer (SRO) Executive Lead and working in partnership with the Transformation Lead – Hospital Pharmacy and other key stakeholders

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

To set a clear tone through the project team in establishing a culture of planned effective working. Issues and problems encountered will be resolved through providing the necessary support. Escalation via the SRO and GM Hospital Pharmacy Transformation Collaborative (HPTC) may be required

To assist in advising, in conjunction with the SRO, agenda and papers for the Collaborative and Project Board meetings

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

Manage project’s relationships with key stakeholders and ensure an embedded system of communications and engagement are embedded throughout the project lifecycle

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

**Key Working Relationships**

* SRO Hospital Pharmacy Transformation Collaborative
* GM Chief Pharmacists
* Transformation Director – Clinical Support Services (CSS)
* GMHPTC Project members
* Local Professional Network representatives
* Strategic Finance Lead
* Strategic Workforce Lead
* Chief Digital Officer
* GMHSCP transformation theme 4 team members
* Other key HSCP transformation team members including community pharmacy
* Key pharmacy contacts in partner organisations
* CCG Medicine Optimisation leads
* Other key stakeholders including
  + NHS England
  + NHS Improvement
  + NHS Digital
  + External Companies such as drug wholesalers
  + Industry Representatives from Pharma and IM&T companies

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

Manage specific projects within HPTC, flexing this support over time to meet the requirements of the Programme

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

**Responsibilities for physical and financial resources**

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

To support procurement activities as appropriate

IT literate with well-developed skills for the use and application of information technology systems including file management, safe and effective internet use, Outlook, Word processing, PowerPoint, Access and Excel

Proven ability to achieve objectives within a demanding and pressured environment against challenging deadlines

Well-developed leadership and motivational skills to facilitate working within a team

Project / programme management knowledge across range of situations and skillsets developed through training and experience

**Communication and Partnership Working / Collaboration**

Ensuring project management arrangements integrate with large scale strategic programmes across the region (e.g. GM Workforce Collaborative, GM Digital Collaborative)

Ensuring proactive communication and consultation with key stakeholders including influencing and negotiating skills, ensuring they are fully consulted and briefed during all aspects of the project

Ensuring the delivery of benefits for the project are managed through the production of clear documentation identifying the outcomes and outputs to be realised. Persuading board members, clinicians, senior managers and other key stakeholders of the benefits

Support the Transformation Lead in maintaining control of scope through an effective change control process, consulting with key stakeholders as necessary.

Ensuring joint working and close co-operation with Hospital Pharmacy leads across and outside the organisations is developed and maintained

Demonstrate an inclusive, participative and consultative approach with all stakeholders. Negotiating and motivating project team and teams in participating Trusts on project delivery

Presenting sensitive information about proposed service changes

Presenting to project board, workshops, supplier events and other large groups of stakeholders

Facilitating collaborative working across Greater Manchester

**Planning and Organising**

Responsible for planning and organising the project team both on a day to day basis, as well as planning and prioritising own work to ensure effective project delivery and delivery of key objectives

Organising co-ordinating the project to bring the procurement to a successful conclusion within timescale, monitoring and controlling the project deliverables against agreed plans, targets and deadlines

Responsible for short, medium and long term project planning

Ensuring that all elements of project documentation is delivered to a high level including project plans, risk and issue logs, quality logs and issue logs and other project documentation as required such as project closure and lessons learned reports

Proactively manage project risk and issues through effective analysis, mitigation and contingency planning

Ensuring that agreed change control procedures are followed (if in place) or implemented, and are actively used to assess the effect of any change to the project in terms of cost, timescales, resources and quality, ensuring any changes and their impact are reported to the Project Board and that corrective action is taken where necessary

To support business case development where required

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

Uses well developed judgement skills to assess options, make recommendations and convey decisions to senior managers and clinicians

Provides and receives complex information. Uses a variety information systems and primary data sources to analyse, collate and interpret a wide range of data to support project delivery and broader service development / redesign

Analysis of information to produce, monitor and take corrective actions of project plans

Ability to analyse complex problems and issues to determine the true cause, make an appropriate judgement and make recommendations to changes to project plans

Ensures that project trackers are completed accurately and contemporaneously

Managing conflicting opinions across multiple Trusts, expertise to influence situations and advise the HPTC Board in the best interests of the collaborative

**Leadership / Management and Human Resource Management**

Promote an effective team ethos, high performance standards both individually and as a team

Communicate regularly through meetings with project teams and individuals and provide opportunity for two-way feedback

Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices

Use persuasive, motivational, negotiating and training skills to present complex, sensitive or contentious information to project boards

Negotiate with and motivates teams on project delivery

Lead by positive example to ensure that all project team members are following the project methodology

Support specific work-streams, ensuring that programmes of work are planned and managed effectively

Support the development of policies for implementation of the projects across the region, including post implementation governance and shared system management policies

Interpretation of national guidance and strategies with respect to specifications and delivery of benefits

**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

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

Manage own workload and that of the project team

Lead on the interpretation and implementation of national and local IM&T policy as relevant to projects.

Work independently with objectives managed and assessed within individual performance review framework

Work within participating Trust policies

Take action based on own interpretations of broad policies, seeking guidance from the Project Board and others as necessary

**Corporate Responsibilities**

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

Promote the 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 and 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.

To practice competently, you must possess the knowledge, skills and abilities required for lawful, safe and effective practice without direct supervision. You must acknowledge the limits of your professional competence and only undertake practice and accept responsibilities for those activities in which you are competent

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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_**

### Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

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

Sarah Richardson; 14 February 2018

**Person Specification**

**Project Manager – GM Hospital Pharmacy**

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 degree level or equivalent level of experience of working at a senior level in specialist area. |  |  | A / C |
| Trained practitioner in an industry recognised programme management methodology. Examples include PRINCE 2, DSDM Agile Programme Management, and Manchester Method. |  |  | A / C |
| **Knowledge, Skills, Capabilities 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 |  |  | A / I |
| Previously responsible for a budget, involved in budget setting and working knowledge of financial processes |  |  | A / I |
| 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 |  |  | A / I |
| Experience of service improvement/business change |  |  | A / I |
| Proven experience of successfully managing and delivering high value projects using a structured project management process and project management methods, principles, techniques and tools |  |  | A / I |
| Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly |  |  | A / I |
| Able to develop highly effective relationships with key stakeholders including consultants, senior nurses and senior managers. |  |  | A / I |
| Communicating effectively verbally, including presentation skills in lecture theatre environment, or one to one briefings Confident to deliver presentations to large groups including Board members (executive and non-executive) |  |  | A / I |
| Able to manage opposition and conflict, and try to persuade others of own point of view and defend own position with logical and unemotional arguments. |  |  | A / I |
| Exceptional leadership and communication skills with experience of dealing directly with a wide range of internal and external stakeholders. |  |  | A / I |
| Ability to work under pressure with a positive and proactive approach to problem solving |  |  | A / I |
| Flexible approach |  |  | A / I |
| Good organisational/time management skills |  |  | A / I |
| Communicates effectively in writing, including formal report writing, Business Case development, designing and delivering development projects for colleagues |  |  | A / I |
| Knowledge and understanding of NHS Finance |  |  | A / I |
| 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 |
| **Behaviours** | Enhances the quality of patient care and demonstrates a whole-system patient-focussed approach |  |  | A / I |
| Adaptability, flexibility and ability to cope with uncertainty and change |  |  | A / I |
| Ability to work unsupervised and as part of a team |  |  | I |
| Builds support and consensus around decisions they make and effectively manages the expectations of different parties to achieve 'win win' where possible |  |  | A / I |
| Measures and monitors to ensure they are on top of results and take ultimate responsibility for ensuring outcomes and targets are met |  |  | A / I |
| Demonstrates a strong desire to improve performance and make a difference by focusing on goals |  |  | A / I |
| Identifies novel ways of working to enhance services |  |  | A / I |
| Demonstrates innovation |  |  | I |
| Evidence of continuing professional development |  |  | A |
| Uses initiative to decide relevant actions/solutions |  |  | A / I |
| Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions |  |  | A / I |
| Professional calm and efficient manner |  |  | I |
| Effective organiser, influencer and networker, completer / finisher |  |  | 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 |  |  |  |
| Good time management skills |  |  |  |
| Used to working in a busy environment |  |  |  |
| Concentration required for checking detailed documents, managing conflicting priorities |  |  |  |
| Daily prolonged concentration for reviewing and analysing calculations, statistics, reports and policy documents; Generally predictable work pattern, but with frequent interruptions for urgent requests for information on complex queries |  |  |  |
| Combination of sitting and standing, walking light physical effort/occasional moderate effort-walking between locations |  |  |  |
| Exposure to distressing or emotional circumstances is rare |  |  |  |
| Dealing with difficult situations with staff. This could be personal problems or disciplinary/grievance hearings |  |  |  |
| Frequent requirement to use road transportation |  |  |  |
| Requirement to use Visual Display Unit equipment more or less continuously on most days. |  |  |  |
| \*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)