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| Job Title: | Digital Front Door Project Manager |
| Reports to (job title): | Digital Transformation Programme Manager |
| Line Manager to: | N/A |
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## Job purpose

The Digital Front Door Project Manager is responsible for the delivery of strategically aligned digital innovation projects relating to service-user facing technology, and service-user interactions with clinical services. Under the direction of the Digital Transformation Programme Manager, the postholder will be responsible for delivering the ‘Digital Front Door’ for community services. The postholder will work across teams and suppliers on the discovery, design, development, and delivery of new technology, using industry standard project management and software lifecycle methodologies. Engagement with the clinical & operational teams, other health & care providers and service users will be critical throughout the delivery of this project.

This is an exciting role and is pivotal in advancing our digital healthcare strategy, driving operational efficiencies, and transforming patient care through innovative digital solutions.

Base

Hybrid working with some travel required to either Bath or Surrey

## Key responsibilities

### Key Responsibilities:

* **End-to-End Project Delivery**: Deliver digital front door projects on time, within budget, and to agreed quality standards.
* **Project Accountability**: Serve as the key point of contact for project sponsors (Senior Responsible Owners, Regional Directors, or Business Unit Heads), ensuring successful project execution.
* **Project Structure and Methodology**: Ensure all projects follow the organisation's approved methodologies, with clear communication, structured governance, and escalation processes.
* **Stakeholder Collaboration**: Work closely with business functions, operations teams, and key stakeholders (including the Executive team, clinical staff, and service users) to ensure project success.
* **Service-User Engagement**: Engage with service users, staff, and partner organisations to identify digital needs and develop compelling business cases for digital transformation.
* **Procurement & Technology Appraisal**: Lead market appraisals to ensure technology solutions meet required standards for security, safety, governance, and functionality.
* **Agile Project Planning**: Plan and manage project phases and milestones, delivering technology solutions iteratively using Agile principles.
* **Communication Strategy**: Collaborate with internal communications teams to create and implement robust communication plans, ensuring clarity for both internal stakeholders and external service users.
* **Governance & Compliance**: Implement rigorous project governance, ensuring formal sign-offs for clinical safety, quality, and analytics throughout the project lifecycle.
* **Digital Inclusion**: Ensure alignment with the organisation's digital inclusion strategy, evaluating all technologies for their impact on digital reach and accessibility.
* **Performance Tracking**: Monitor project performance, ensuring milestones are met in terms of time, quality, and cost, and that all documentation adheres to PMO policies.
* **Risk & Issue Management**: Identify, mitigate, and manage risks, escalating issues outside of agreed tolerances and ensuring they are resolved promptly.
* **Benefit Realisation**: Baseline and track expected project benefits, ensuring alignment with business objectives.
* **Transition to Business-as-Usual**: Ensure the smooth handover of completed projects to BAU teams, including full documentation and staff training.
* **Supplier Management**: Build and maintain relationships with critical suppliers, ensuring accountability and adherence to contracts.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

#### Essential Qualifications:

* Degree or equivalent experience.
* PRINCE2 or equivalent project management qualification.

#### Essential Experience:

* Proven experience in managing complex, high-priority projects within the health sector, with direct accountability for scoping, planning, delivery, and closure.
* Extensive experience in **Technology Project Management** within healthcare.
* Managing multiple workstreams and coordinating stakeholders.
* Financial and resource management, including budget forecasting and ROI analysis.
* Chairing and leading project meetings or workshops.
* Experience in change management and business case development.
* Building and maintaining relationships with technology suppliers.

#### Skills and Attributes:

* Strong communication skills, with the ability to influence and manage relationships at all levels (from frontline colleagues to Executive leadership).
* Proven ability to lead diverse teams across multiple locations and functions.
* Problem-solving skills, with the ability to bring clarity in ambiguous situations.
* Expertise in evaluating complex scopes of work and managing costs and timelines effectively.
* Strong conflict resolution abilities.
* Proficiency in Microsoft Office and project management software.
* Self-motivated, results-driven, and a collaborative team player.

#### Desirable Qualifications/Experience:

* MSP, APM certification, or Agile/SCRUM qualifications.
* Experience in service transformation and change management.
* Contract negotiation and supplier management experience.
* Experience working in a co-production environment with service users.

Other requirements: Occasional travel required

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| Employee signature |
| Manager signature |