

Job Title:	Project and Change Manager (Level 3)
Reports to (job title):	Regional Director
Line Manager to:	N/A

## Job purpose

To be responsible for the project management of a range of operational and change projects including service transformation, mobilisations and exits across a designated region.

This will include transformation and change projects (workforce, technology, service redesign) and the mobilisation/exits of services, ensuring the successful transition from the project phase to sustainable 'business as usual' (BAU).

To upskill our regional leadership teams in change and project management competency and enable our change and transformation capability to come to life.

## Key responsibilities

- Responsible for the for successfully delivering projects on time, on budget and to agreed quality standard through project management of assigned operational projects, service transitions and transformations.
- Accountable to project sponsors (Senior Responsible Owners, Regional Directors or Business Unit Heads) for driving projects forward and delivering projects successfully.
- Provide advice, guidance and coaching on project and change management to local teams.
- Ensure projects are structured and managed in accordance with the organisation's methodologies, including appropriate communication and escalation.
- Hold work stream and operational leads to account for delivering assigned tasks on time, updating their plans, identifying risks and issues together appropriate mitigations and recommended solutions
- Ensure project processes (governance, operational, technical, financial and people) needed to manage projects (including those with multi-disciplinary teams) are established and maintained.
- Drive project delivery on a day to day basis by working collaboratively with key business functions, operations and project stakeholders, including Executive team members, clinical staff and service users, to deliver results
- Working with the other Project and Change Managers as a project management discipline to ensure common standards are maintained and improved

- Identify barriers and resistance to change developing behavioural change plans with operational leads to overcome inertia and drive solutions
  - Ensure benefits for all projects are identified, measurable, monitored and realised
  - Ensure project plans and appropriate milestones are in place and maintained for all projects
  - Track and report project spend against budgets on assigned projects/transitions, as required
  - Ensure project risks and issues are captured, risk mitigation plans are in place and managed, and appropriate escalation takes place in accordance with agreed governance.
  - Where appropriate, engage and work directly with 3rd party suppliers to manage delivery against agreed milestones and contractual obligations.
  - Ensure project reports and project 'dashboards' from assigned projects are completed on time as required and produced in a manner that informs decision making
  - Establish robust project meetings with specific terms of reference, ensuring meeting papers, agendas and minutes are circulated to all project members promptly before and after the meeting
  - Co-ordinate lessons learned workshops to recommend changes based on lessons learned, communicating/sharing the findings as appropriate and implementing recommendations in future projects
  - Working with the TLE, support colleagues to develop their skills in change and project management methodologies and use of relevant software.
  - Coach and develop local leadership teams in change leadership and project management disciplines.
  - Working with the Regional Director, ensure change leadership is a core competency and a critical enabler in the local delivery plan.
  - Carry out process mapping as part of complex service change, supporting local managers to develop and use these skills for simpler change projects.

## Personal Specification

### Essential

- PRINCE2 or equivalent project management qualification
- Substantial project management experience, including managing investment/critical/priority projects within in complex environments, including accountability for project managing project scoping/set up, definition/planning, delivery and closure
- Direct management of projects requiring co-ordination and co-operation of multiple workstreams and stakeholders
- Experience using a range of business analysis skills including process mapping.
- Evidence of creating, evaluating, monitoring and improving systems and processes
- Financial and resource management and reporting; including project budget management, forecasting and ROI analysis
- Business case development and review skills/experience
- Chairing or leading Project Board's, meetings or workshops
- Proven experience in leading and embedding change
- Excellent communication skills, written, and verbal with the ability to influence at all levels.
- Ability to work collaboratively across a wide range of colleagues from different services and backgrounds.
- Excellent problem-solving skills and ability to obtain clarity where there are ambiguous requirements and multiple decision makers
- Advanced knowledge of Microsoft Project, Excel and Powerpoint (software skills) and Smartsheets

### Desirable

- Operational management at a middle to senior level
- Establishing new services from scratch
- Transitioning services from one provider to another
- Experience of presenting/training