

Job Title:	Digital Transformation Programme Manager
Reports to (job title):	Director of IT
Line Manager to:	Digital Front Door Project Managers

Job purpose

We are seeking a highly skilled and experienced Digital Transformation Programme Manager to lead the deployment of our Digital Front Door initiatives across multiple service contracts. The role will involve managing a portfolio of complex projects designed to enhance patient and clinician access to digital services, streamline healthcare delivery, and improve patient outcomes. You will oversee project managers, ensuring that all deployments are delivered on time, within scope, and budget. You will ensure that strategic alignment occurs across each of the projects and assess new technologies that may add value to the digital front door offering, including the evaluation of emerging technologies to drive digital innovation.

This role 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.

Key responsibilities

- Programme Management: Lead and coordinate the delivery of the Digital Front Door programme across multiple contracts, ensuring strategic alignment with overall business objectives. **This includes measuring and evaluating programme success** through KPIs and performance metrics.
- Stakeholder Engagement: Work closely with internal and external stakeholders, including, clinicians, other local healthcare providers, IT teams, suppliers and patient representatives to understand requirements, manage expectations, and secure buy-in for the digital transformation journey.
- Leadership & Oversight: Provide leadership, direction and mentorship to project managers reporting into the programme, ensuring successful delivery of digital solutions. Offer support and guidance on project issues, risks, and escalations.
- Governance & Reporting: Establish and maintain robust programme governance structures. Provide regular progress reports to senior management, highlighting key milestones, risks, and mitigation strategies.

Job Description

- **Risk Management:** Identify, assess, and manage programme risks and issues, ensuring prompt resolution and minimal impact on deployment timelines.
- **Budget & Resource Management:** Oversee the budgetary aspects of the programme, ensuring efficient allocation of resources and cost control. Work closely with finance teams to ensure financial tracking and forecasting.
- **Digital Innovation:** Stay abreast of emerging digital technologies and best practices in healthcare to continuously enhance the programme and suggest improvements that align with patient care and organisational goals.
- **Change Management:** Drive organisational change management initiatives to ensure smooth adoption of digital solutions. Develop training and communication plans to support staff and patient engagement with new systems.
- **Contract Management:** Ensure that all digital transformation initiatives are delivered in compliance with the terms and expectations of each contract. In addition, responsibility for contract negotiation and performance monitoring of software vendors to ensure value and compliance with SLA's.

Key Deliverables:

- Successful deployment of Digital Front Door systems across multiple contracts within agreed timelines and budgets.
- Seamless collaboration and coordination with key stakeholders, including project managers, NHS Trusts, and external vendors.
- Effective management of project risks, issues, and interdependencies.
- Delivery of robust governance and performance reporting mechanisms.
- Continuous improvement and innovation in digital service delivery.

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.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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 , NHS Constitution and HSCIC 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:

- Educated to degree level or equivalent experience
- MSP (Managing Successful Programme's) or equivalent programme management qualification or experience

Experience:

- Proven experience in programme management, particularly in large-scale digital transformation or IT delivery programmes, ideally within the NHS or healthcare sector.
- Strong leadership and team management experience, with the ability to motivate and guide project managers.
- Extensive knowledge of NHS processes, policies, and operational challenges.
- Familiarity with relevant digital platforms, tools, and technologies in healthcare.
- Direct management of projects requiring co-ordination and co-operation of multiple workstreams and stakeholders
- Financial and resource management and reporting; including project budget management, forecasting and ROI analysis
- Business case review and/or development
- Chairing or leading Programme Board's, meetings or workshops
- Representing an organization and reporting to senior leadership teams and Execs
- Proven experience in leading change
- Building & maintaining relationships with technology suppliers with ability to hold to account

Attributes / Skills

- Strong stakeholder management skills, with the ability to build relationships at all levels.
- Proficient in risk management, budget oversight, and change management practices.
- Excellent and credible communicator with internal senior and external client stakeholder management/engagement skills – ability to influence at all levels (from front-line colleagues to Executive level)
- Strategic thinker with long-term digital transformation strategies within healthcare systems
- Excellent problem solving skills and ability to obtain clarity where there are ambiguous requirements and multiple decision makers
- Able to evaluate a complex scope of work, develop estimates for time, value and cost effectively
- Ability to manage subcontractors and suppliers as part of the project team and understand 3rd party contractual obligations
- Flexible and adaptable approach to internal and external factors in the face of changing demands
- Conflict resolution, managing and resolving issues in a positive manner
- Excellent written/verbal communication and presentation skills
- Strong working knowledge of Microsoft Office and experience with Project Management software
- Self-starter, self-motivated and output orientated with ability to motivate both self and others to be capable of effective prioritisation
- Team player
- Strategic thinker with a passion for driving digital innovation in healthcare.

Desirable

- Any other relevant project management qualifications (e.g PRINCE2, APM certification, Agile/SCRUM)
- Experience with Digital Front Door initiatives or other patient-facing healthcare technologies is highly desirable.
- Change management or experience in service transformation
- Supplier contract negotiation/procurement
- Working with service users in a co-production environment

Other requirements:

Job Description

Occasional travel required.

Employee signature

Manager signature
