SECTION 1 - JOB DESCRIPTION

JOB DETAILS			
Job Title	Senior Programme Manager	**Band**	Indicative Band 8b
Hours of Work	37.5	**Base**	As agreed
Department	Digital Delivery	**Directorate**	Integration

PART A: JOB SUMMARY

As a core member of the Digital Delivery Team within the IM&T Directorate, the Senior Digital Programme Manager role is central to the delivery of all Digital Projects across multiple systems which are central to the overall delivery of the Trust's Digital Strategy.

The Senior Digital Programme Manager will be responsible for developing and maintaining a number of project controls and reporting mechanisms in order to facilitate effective and timely escalation and management of risks, issues and required delivery actions.

The work will be overseen by the Head of Digital Delivery within the Digital Team Structure.

A high degree of autonomy is required in this role to deliver a quality service.

As Senior Digital Programme Manager, you will be responsible for assuring progress across East of England's Digital Pipeline and major Digital Delivery Portfolio circa £10m, including tracking, monitoring, risk and issue management aligned with local, national and regional objectives.

Reporting to the Head of Digital Delivery, the post holder will work as part of a dynamic PMO Team, and in collaboration with other Executives and Programme Directors, in assuring delivery of the agreed East of England Business Plan and Delivery Portfolio.

This will include agreeing work programme priorities for each Portfolio for the year, ensuring appropriate resourcing and establishing and embedding the required programme governance and reporting arrangements.

Crucially, you will oversee implementation and adherence to the established East of England pipeline process and method, ensuring all EEAST Digital Projects are reviewed and approved through a structured and transparent gateway process.

The post holder will need to identify interdependencies across multiple workstreams within EEAST, recognising the potential impacts on the wider Organisation and building contingency and adjustment where needed.

The post holder must be expert in the use of Microsoft Project, which is EEAST's project management tool of choice, and be able to coach and support Project Teams to develop and maintain programme plans, construct critical paths and report against Key Performance Indicators (KPI's).

They should develop processes for gathering, analysing, interpreting data and information for programme management purposes.

PART B: ROLE DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY

Key Responsibilities of the Role

- The post holder will be responsible for developing the project management approach, universal governance, reporting and monitoring framework across EEAST's Digital Delivery Portfolio. Providing project health checks, audit and training and any gap analysis on delivery of the projects and programmes of work.

- They will support the development of programme management skills and related competencies within the Organisation, designing and developing training programmes when required.

- Responsible for the management and delivery of large, high risk or Trust wide projects

- They will also develop, manage and maintain a comprehensive performance and reporting framework with which to keep Executives and Programme Directors regularly and fully apprised of progress against each project plan, key risks to delivery, and actions to mitigate those risks.

- Develop comprehensive and cohesive overarching plans, including critical paths for EEAST Digital Delivery activities, consistent with the overall EEAST Digital Strategy and Delivery Cycle, leading on regular Governance Meetings to monitor planning progress and resourcing.

- Responsible for the provision of appropriate reporting in order to support the delivery of major, complex and high valued projects, supporting the delivery at an individual level, ensuring that delays to projects are reported and escalated appropriately, with remedial action being taken.

- Ability to analyse interdependencies between projects and recommending actions to prioritise/revisit priorities to ensure delivery of best added value. This will entail working with highly complex data, facts and situations requiring analysis, interpretation and comparisons of a range of options, and making decisions on the most appropriate approach.

- Providing and presenting highly complex, detailed and potentially sensitive information to a range of senior stakeholders, including EMT.

- Leading and supporting the building of a common set of project management tools using MS Project as the tool of choice (for example PIDs, project plans, and report templates), practices and principles for managing results driven projects. This will include developing standardised policies and a reporting template for executive and organisational reports.

- Working with Project Teams throughout the Organisation to ensure that project documentation is completed to appropriate standards for the business unit.

- Managing the development of robust information programme and project reports/systems within EEAST in order to inform, enlighten and support decision making and planning relating to projects. Ensure all learning points from the projects are captured and the learning and good practice is disseminated throughout the Organisation.

- Provide support to the relevant business units within EEAST in monitoring and tracking key projects. Provide timely Progress and Exception Reports on status of projects.

- Lead on the design and implementation of the governance process in relation to robust programme/project management, including developing a clear risk management approach and producing Benefits Realisation Tools.

- Responsible for ensuring regular project assessments and audits are undertaken with the relevant project SRO and Project Lead/Manager and any changes needed to practice will be negotiated and implemented.

- Attendance at Team and Project Meetings, acting as Meeting Chair in some instances. Supporting each Project Sponsor/Lead in Project Meetings ensuring that information produced is current and risks and issues are flagged at appropriate times in order to ensure project delivery.

- Demonstrate effective stakeholder management across different business units and at all levels. Respond to and resolve conflict between different stakeholders when this arises through facilitation, negotiation, empathy to overcome any barriers to understanding or change, policy or services.

- Analyse and interpret a range of highly complex, sensitive or contentious information regarding projects. This will involve consideration of data and information from several sources that may be in conflict.

- Develop excellent relationships with staff at all levels, including the Executive Team and Business Unit Leads.

- Production of documentation and project artefacts for the Digital Delivery Department including, but not limited to, business cases, project highlight reports, specifications and project plans.

Financial and Physical Resources

- Budgetary responsibility for the projects under their control.

- Evaluating value for money of programmes, monitoring the performance of existing providers and ensuring that provider performance aligns, and complies, with contractual terms and conditions.

- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year, in a way that is compliant with Standing Orders and Standing Financial Instruction.

People Management

- Support and line manage the Department or Function, building a collaborative working environment and an innovative culture.

- To manage, motivate, inspire, and develop staff within the Team to ensure that they are able to deliver their objectives.

- Responsible for the recruitment and development of the PMO staff, including undertaking appraisal, ensuring team and individual development and where appropriate progression of employee relations matters.

Information Management

- Responsible for devising, developing, and implementing appropriate information sharing systems.

- Lead the creation, maintenance, and review implementation, of information systems for collecting, evaluating, and interpreting complex data. To inform short-, medium- and long-term strategies.

- Developing and presenting reports, summarising status on issues, appraising outcomes, providing Progress Reports for senior staff or groups of staff as directed from time to time, tailoring content to meet the needs of the audience.

Research and Development

- Ensures the Team can access best practice and current information within specialism, draining from experience and expertise in other fields and industries, ensuring the Organisation and other stakeholder organisations benefit from relevant innovations.

- Commissions Research and Development initiatives to secure cost and service improvements from alternative methods of operation, through new goods and services or re-engineering existing processes.

Policy and Service Development

- To identify and assess opportunities for new programmes and threats to existing programmes.

- Develop plans and seize opportunities, mitigate threats, and deliver strategic objectives within own function, making recommendations for programme delivery.

- Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines, and Service Level Agreements (SLAs) which may impact Digital Delivery.

- Maintain a good knowledge of emerging policies from Government Departments, to assist in the thinking and definition of strategy discussions.

Key Working Relationships

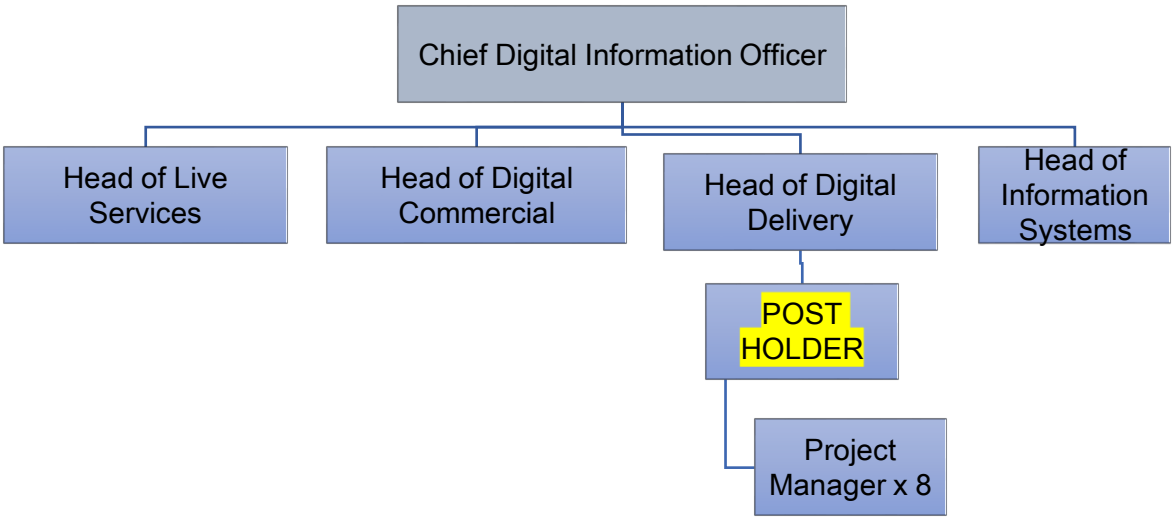
- Regular contact with internal and external stakeholders, sensitive, complex, contentious, and confidential issues.

- Lead or participate in relevant internal and external working groups/projects, services, lessons learned activities and initiatives to provide project, information and analytical advice and expertise.

- Overseeing the Team to develop and implement processes and systems that align to strategy.

- Present verbal, written and numerical information and issues, explaining complexities, to a wide range of internal and external stakeholders.
- To liaise with other Executives, Directors and Managers to share best practice.

PART C: STRUCTURE CHART



PART D: KEY STAKEHOLDERS

Internal	External
• Other departments within EEAST	• Other NHS Trusts

PART E: TRUST GENERAL STANDARDS

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites, in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training, and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the Organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.

PART F: DBS REQUIREMENT	
Does this post require a DBS check to be undertaken?	**No**

PART G: JOB DESCRIPTION (AUTHORISATION)	
This Job Description reflects the current main Organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder, in line with service needs and priorities.	
Line Manager's Name/Signature:	Dated:
Job Evaluation (Indicative/Provisional Band) Approved:	Dated:
Job Evaluation (AfC Band) Approved:	