#### Job description

**1. Job details**

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| **Job Title:** | **HCV and Liver Cancer Surveillance Pilot Project Manager** |
| **Band:** | **8A** |
| **Base** | **The Royal Surrey County Hospital NHS Foundation Trust** |
| **Department / Portfolio** | Access and Medicine/Gastroenterology |
| **Reports to:** | Head of Service, Medicine  Clinical Network Lead |
| **Accountable for** | Band 5 MDT co-ordinator |

**2. Job purpose**

The post holder will be responsible for the effective development and implementation of the Surrey Hepatitis Service (HCV) Operational Delivery Network and the Liver Cancer surveillance pilot.

The Hepatitis C ODNs aim to expand access to hepatitis C testing and treatment, to cure more people of infection, prevent onwards transmission and to improve liver-related health outcomes on a pathway to hepatitis C elimination. NHS England aim to eradicate Hepatitis C in the UK by 2030.

In addition to hosting the Hep C ODN, the Royal Surrey has been selected as one of ten first wave pilot sites for the Liver Health Checks & Liver Cancer Surveillance Pilot, funded through the NHS Cancer programme board. The post holder will work with the clinical lead to operationalise and deliver the operational plan to improve early diagnosis rates of liver cancer, a key national priority.

**Job summary**

The post holder will lead on effective implementation of the service strategy, take a lead in the development of bids, business cases and service developments, and ensure successful delivery of a portfolio of projects and targets to secure associated CQUIN funding.

The post-holder will focus on managing service delivery and will demonstrate strong leadership skills when managing relationships across ODNs and with associated services in the community, including across prisons, substance use services, primary care and other partners.

On a day to day basis the post holder will be responsible for ensuring that services are delivered within available resources to specified volumes and quality standards. They will also be responsible for performance and financial management across the ODN ensuring that

resources are used in the most efficient and effective manner.

**3. Key results areas/main duties and responsibilites:**

1. **Project management**

* Overall project management including:
* Demonstrate effective stakeholder management through pro-actively

engaging and managing stakeholders and resolving conflict if it arises.

* Programme and resource planning;
* Resource management and allocation;
* Development of a governance framework across the workstream and its associated projects; and ensuring it remains fit for purpose.
* Creating and keeping project documentation up to date including:
* Using a variety of project management tools including issue logs, budget management documents and project plans;
* Producing reports in a variety of formats – written, financial, performance; and reporting on project activity to a variety of audiences/stakeholders including PMO, advisory groups and central and regional Boards; as well progress reports to Senior Stakeholders across NHS England, Public Health England and the Department of Health.
* Producing key strategy documents and their associated plans.
* Ensuring stakeholder input is reflected in approach and plans;
* Lead on the delivery of project plans, allocating tasks as appropriate, identifying risks, issues, dependencies, and mitigation strategies
* Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost effective manner.
* Maintain all relevant project documentation
* Take into account the impact of any change the projects will have on the business and oversee handover to ensure full ownership and buy-in.
* Ensure that the projects maintain business focus and to actively manage alignment with the strategic priorities of NHS.
* Interpret national guidelines for the project/ODN
* Makes decisions on a range of complex project issues and interpreting national guidance.

1. **Financial and physical resources**

* Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities.
* Responsible for ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
* Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices.
* Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for management.
* In conjunction with other members of the Management Team, ensure that the service

provided is of the highest standard, efficiently delivered and effectively controlled within

the service budget

* In conjunction with the Finance Manager, be responsible for the preparation of the service

budget allocating resources in line with the business plan.

* To provide timely reports and analysis of the ODN income and expenditure position. This includes the identification of financial risk and the development and implementation of financial recovery plans with clinical involvement
* To work collaboratively with the Finance Manager and evaluate business case/service

development options and their resource implications

* At any point in time, have a detailed view of the key programme milestones for the next 6-

12 months, including associated dependencies and risks and issues.

* Initiate and complete internal auditing of ODN expenditure, stock control and use of financial resources as required
* To co-ordinate projects relating to the development of the service and facilities and

prepare service development bids and business cases to support these developments

* Demonstrable diplomacy and consultation skills when negotiating contract agreements

with local commissioning groups and adept management of relationships across both

external provider and specialist commissioning organisations

* In conjunction with the Finance Manager agree prices, currencies and reporting mechanisms for contractual activity, ensuring that robust systems are in place for income recovery
* To identify opportunities to secure additional income and ensure all income is maximised

and appropriately claimed.

1. **Policy and service development**

* Developing the long term strategic plans and policies for performance and service improvement across the ODN
* Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA’s) which may impact service.
* To support the management team and Clinical Directors to define a strategic vision for the

ODN Network

* To monitor and evaluate service delivery in accordance with contract activity levels and

key performance indicators identifying risks/adverse variances and taking corrective action.

* Lead on the assessment and quality assurance of business cases under review and evaluate achievement against business plans and service strategies including evaluation of service delivery across organisational boundaries
* Forecast activity trends and predictions and model to future service developments

1. **Management of staff/ leading teams**

* Responsible for undertaking appraisal and personal development and managing any employee relations issues.
* Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.
* Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.
* To directly manage agreed members of the ODN team and be responsible for the

recruitment, selection and management of these members of staff

* To support, motivate and develop people within the team – especially direct reports
* To ensure staffing levels and skill mix are appropriate across administrative and clerical

areas in order to effectively and efficiently meet service demands

* To ensure that the above staff work to the agreed Trust standards and policies
* To ensure staff are made aware of ODN objectives and performance targets and have an

annual individualised performance review and personal development plan

* To initiate appropriate communication practices to enable staff to be adequately and

appropriately briefed and to fully understand the objectives of the service

1. **Information management**

* Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for senior management
* Collate as required, a range of information and lead appropriate analysis to develop robust business cases and contribute to project ‘products’.
* Analyse, interpret and present data to highlight issues, risks and support decision making.

1. **Communication and relationship management**

* Operate effectively in a flexible and demanding environment and proactively engage with key stakeholders.
* . Communicates and provides highly complex information to a wide range of internal and external stakeholders. (verbal, written and numerical) including the partnership organisations.
* Deal with resulting potentially aggressive/antagonistic situations as required.
* Work and engage constructively with stakeholders on a range of business sensitive issues.
* Nurture key relationships and maintain networks internally and externally.
* Apply a structured change management approach and methodology in relation to change management.
* Deploy expert communication, negotiation and influencing skills to build and maintain

excellent working relationships with a broad range of internal and external stakeholders

on a range of service improvement projects, driving and challenging each key working

relationship to innovate and achieve reform in accordance with agreed objectives

* Deal with complex and conflicting subject matter problems or in day to day work including

the management of potentially aggressive and / or antagonistic situations with staff and

stakeholders

* Ensure optimum engagement from staff, colleagues and stakeholders in order to deliver

continuous change, securing appropriate buy in, support and understanding and effective

flows of information.

1. **Research and development**

* Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information
* Undertake complex audits/surveys related to the programme
* Draw from research available, both externally and internally to identify, develop and promote best practice
* Draw from experience and expertise in other fields and industries, ensuring that the Trust

benefits from relevant innovations.

**4. Key working relationships and communication**

|  |  |
| --- | --- |
| **Internal to the trust** | **External to the trust** |
| Multi-disciplinary teams  Senior management  Clinicians  Finance  HR  Executive Board  Broader Hepatology team  Cancer services  Performance/Informatics teams | Working across boundaries  Working with other external partners i.e. HMP service, other Trusts, professional bodies, other organisations and charities. |

1. **Reporting structure of the post:**

Head of Service, Medicine/Associate Director Access and Medicine/Clinical Lead

HCV Project Manager

MDT co-ordinator

1. **Other responsibilities**

**Management**

* Management of MDT co-ordinator
* To take full management responsibility of MDT co-ordinator, providing leadership, development, mentoring, coaching and training them to utilise the strengths to enhance their performance and build organisational capability.
* Assessing staff performance against agreed performance standards/objectives and/or competencies at least annually and develop meaningful and achievable personal development plans and objectives
* To be responsible for the self- development of skills and competencies through participation  
  in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post

**Finance** You are required to comply with the Trust Standard of Business Conduct policy and the   
 NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are  
 required to declare all situations where you (or a close relative or associate) have a  
 controlling interest in a business (such as a private company, public organisation, other  
 NHS organisation or voluntary organisation) or in any other activity which may compete for

an NHS contract to supply goods or service to the Trust.

**Confidentiality**

* All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust’s disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

**Equal opportunities**

* The Trust is aiming to promote equal opportunities. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
* Members of staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

**Corporate governance**

* The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive’s Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
* One of the controls assurance standards relates to Health & Safety. Under the Health & Safety as Work Act 1974, all of us have a duty:
  + To take reasonable care of ourselves and others at work; and
  + To co-operate in meeting the requirements of the law.

Further details are available from the Trust’s Health & Safety Advisors.

**Safeguarding**

The Royal Surrey County Hospital NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults.  The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control.  It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care.  All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding.  All employees would be fully supported in raising any safeguarding concerns.  All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

**Our vision, mission and values**

The Trust recently undertook a listening exercise with its staff which has formed our new vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.



Our values are:

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1. **Rider clause**

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):------------------------------------------- Date:-----------------------------------------

Print name (Employee):--------------------------------------------------------------------------------------

***The Royal Surrey Hospital NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.***

**PERSON SPECIFICATION**

**POST:**

**BAND:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\***Assessment will take place with reference to the following information

A=Application form I=Interview T=Test C=Certificate

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| --- | --- | --- | --- |
| **Area** | **Essential** | **Desirable** | **Assess-**  **ment** |
| **Values and Behaviours** | | | |
| **ESSENTIAL CRITERIA FOR ALL POSTS** |  |  |  |
| Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes | **√** |  | A/I |
| Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care | **√** |  | A/I |
| Value diversity and difference, operates with integrity and openness | **√** |  | A/I |
| Treating others with compassion, empathy and respect and | **√** |  |  |
| Share information openly and effectively with patients, staff and relatives | **√** |  |  |
| Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others | **√** |  | A/I |
| Uses evidence to make improvements, increase efficiencies and seeks out innovation | **√** |  | A/I |
| Actively develops themselves and others | **√** |  | A/I |
|  |  |  |  |
| **Qualifications** | | | |
| Educated to masters level or equivalent level of experience of working at a senior level in a specialist area relevant to this role | **√** |  | A/I/C |
| **Knowledge and Experience** | | | |
| Extensive knowledge of project management, acquired through post graduate diploma or equivalent experience or training  . | **√** |  | A/I/C |
| Evidence of a commitment to continuing professional development | **√** |  | A/I |
| Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement. | **√** |  | A/I |
| Should have an appreciation of the relationship between the Department of Health and individual provider and commissioning organisations. | **√** |  | A/I |
|  |  |  |  |
| Skills and Capabilities | | | |
|  |  |  |  |
| Ability to negotiate on difficult and controversial issues including performance and change. | **√** |  | A/I |
| Ability to analyse complex facts and situations and develop a range of options. | **√** |  | A/I |
| Takes decisions on difficult and contentious issues where there may be a number of courses of action. | **√** |  | A/I |
| Strategic thinking – ability to anticipate problems before they arise | **√** |  | A/I |
| Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly. | **√** |  | A/I |
| Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups | **√** |  | A/I |
| Experience of identifying and interpreting national policy. | **√** |  | A/I |
| Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects. | **√** |  | A/I |
| Qualification in service improvement methodologies e.g. Lean Six Sigma |  | **√** | A/I/C |
| Must be able to prioritise own work effectively and be able to direct activities of others, managing conflicting priorities  Experience of managing and motivating a team and reviewing performance of the individuals. | **√** |  | A/I |
| Must be able to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies. | **√** |  | A/I |
| Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales. | **√** |  | A/I |
| Experience of researching best practice interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation). | **√** |  | A/I |
| Working knowledge of Microsoft Office and good keyboard skills. | **√** |  | A/I |
| Equality and Diversity- Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems | **√** |  | A/I |
| Financial or Budgetary responsibilities - Previously responsible for a budget, involved in budget setting and working knowledge of financial processes | **√** |  | A/I |
| **PERSONAL ATTRIBUTIONS** | **√** |  | A/I |
| Commitment to and focused on quality, promotes high standards in all they do. | **√** |  | A/I |
| Adaptability, flexibility and ability to cope with uncertainty | **√** |  | 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 | **√** |  | A/I |
| Effective organizer/prioritisation skills | **√** |  | A/I |
| Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others. | **√** |  | A/I |
| Demonstrates a strong desire to improve performance and make a difference by focusing on goals | **√** |  | A/I |
| Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation | **√** |  | A/I |
| Highly motivated with ability to influence and inspire others | **√** |  | A/I |
| Used to working in a busy environment and has the  adaptability, flexibility and ability to cope with uncertainty and change. | **√** |  | A/I |
| Able to make a connection between their work and the benefit to patients and the public and how it will help and support clinicians and frontline staff deliver better outcomes for patients. | **√** |  | A/I |
| Values diversity and difference, operates with integrity and openness | **√** |  | 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 |