

**JOB DESCRIPTION**

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| **Post Title:** | **Project Manager (System Change)** |
| **Hours:** | **35 hours per week** |
| **Salary:** | **Grade 7 £35,884 - £42,212** |
| **Term:** | **Two years – Secondment Opportunity** |
| **Responsible to:**  **Department:**  **Directorate:** | **Programme Manager**  **Older People’s Services – Planning and Transformation Team**  **Glasgow City HSCP** |

**JOB PURPOSE**

The post more generally provides a business support function to support the Glasgow City Health and Social Care Partnership (HSCP) and Glasgow City Integration Joint Board (IJB) to more effectively and efficiently meet their statutory requirements and business needs for adult and older people services. The post is more specifically responsible for providing flexible project management support to the planning and delivery of system transformational change programmes and projects for adult and older people services within Glasgow City HSCP and across the whole integrated health and social care system within Greater Glasgow and Clyde where Glasgow City HSCP is the lead partner, and working and engaging in partnership with a range of stakeholders to effect transformational change.

**ROLE OF DEPARTMENT**

The post is located within the Maximising Independence Team and also linked to the Older People’s Services Planning and Transformation Team, which is part of the wider Strategy and Operations Section of Glasgow City HSCP. The team provides a range of business support functions including care group and locality planning, transformation, performance, engagement and organisational change and development.

Glasgow City HSCP has responsibility to support the strategic planning and monitoring of community health and social care services and their delivery as per Glasgow City’s Integration Scheme for the integration of health and social care services. The HSCP comprises of Social Work (Glasgow City Council) and Health (NHS Greater Glasgow and Clyde) staff. It is led by an integrated Senior Management Team and it provides services through the three localities of North East, North West and South and directly provided day, home and residential care, day care. Services are also delivered through health and social care providers/contractors. Some services cover the wider NHS Greater Glasgow and Clyde Health Board area (for example, sexual health services).

**ORGANISATIONAL POSITION**

The post is directly line managed and/or has its work directed by a manager within the Maximising Independence Team and/or the Older People’s Services Planning and Transformation Team, which can include the Programme Manager for Maximising Independence, the Head of Planning and Strategy (Older People and South Locality) or Transformation Manager as required. The Assistant Chief Officer, Older People’s Services and South Locality has lead responsibility for the Older People’s Transformational Change Programme and related projects.



**SCOPE AND RANGE**

**Project Management Support**

The post will provide flexible project management support to system transformational change programmes and projects for adult and older people services within the HSCP and across the whole system including Maximising Independence, Out of Hours and Older People Mental Health and directly contribute to their delivery as required so that services and support are more effective and efficient. With a current budget of approximately £1.2b, Glasgow City HSCP estimated a (pre-covid) financial gap of £100m across 2019 – 2022 and therefore this highlights the need for change across the whole system to respond to that gap by inspiring new models of service delivery and approaches through reform and innovation to employ the most effective and efficient use of our city’s resources.

**Line Management and Budgets**

The post has no responsibilities for direct line management of a team of staff or budgets.

**MAIN TASKS, DUTIES AND RESPONSIBILITIES**

The principal requirements of the role include:

* provide project management support to the planning and delivery of system transformational change programmes and projects to meet HSCP and whole system business needs
* directly contribute to the delivery of projects and workstreams, initiatives or business process improvements to meet HSCP and whole system business needs
* co-ordinate project workstreams and provide project management office and/or business administration support to them
* co-ordinate and support project workshops and stakeholder events
* develop, maintain, monitor and report on Project Initiation Documents and project plans including key activities, stakeholder analysis, deliverables, milestones, timescales and resources documented
* develop, maintain, monitor and report on programme, project and workstream risks, actions, issues and dependencies registers/logs
* co-ordinate and draft Equality Impact Assessments for system changes and any new or reviewed/revised strategies and policies
* guide and support project team members in the delivery of projects, initiatives or business process improvements
* be flexible and adaptable to continuing change at a required pace to meet legislative and business needs, and work in partnership with colleagues and partners to secure their support for change and its implementation
* manage workload and deadlines, and prioritise competing demands to meet business needs. This will involve the post holder having to manage from time-to-time their own workload, deliverables and priorities, and identifying and managing potential risks and escalating issues to other staff as required
* draft or contribute to programme, project and workstream reports for Senior Management and other relevant officers and stakeholders as required
* represent the project management support function for system change internally and externally at meetings, events and conferences as required
* support any other duties as they relate to the role of Project Manager (System Change)

**EQUIPMENT AND MACHINERY**

* Personal computer
* General office equipment including Multi-Functional Devices and Landline

**SYSTEMS**

* Microsoft Office including Work, Excel, PowerPoint, and Outlook
* Microsoft Project and Visio
* Adobe Acrobat
* Glasgow City HSCP Project Management Toolkit
* Glasgow City HSCP Strategic Plan
* Glasgow City Council and NHS Greater Glasgow and Clyde Terms and Conditions of Service and other relevant staff policies (for example, attendance management and information security)

**DECISIONS AND JUDGEMENTS**

Project management support to system transformational change programmes will require the post holder to engage and work in partnership with a range of internal and external stakeholders at different levels and make judgments and decisions on a daily basis to ensure pieces of work, projects, initiatives or business process improvements are being planned and delivered to specification and timescales, and that they are monitored and reported with any risks and issues escalated. This may also include informing the direction of project resources. Final judgments and decisions may be made by a separate senior manager, programme manager, work stream/project lead or sponsor as required, but the post holder will operationally be making judgments and decisions in project managing or directly supporting the delivery of a piece of work, project, initiative or business process improvement on a daily basis, and inform any judgements or decisions required to be made by one of the aforementioned stakeholders.

**COMMUNICATIONS AND RELATIONSHIPS**

Effective communications and engagement skills, good relationship-building and collaboration skills and experience of working with internal and external stakeholders to support and deliver business needs are essential.

The post involves significant communication, engagement and relationship-building with all levels of staff and professionals across the health and social care system within Glasgow City HSCP and the whole system and a range of external stakeholders. The main stakeholder groups that system transformational change programmes will involve working in partnership with include: HSCP senior management, staff and professionals and other whole system staff; supported individuals, carers and families; communities; housing associations; third and independent sector organisations and community planning among others.

Communications may be formal or informal, verbal or written, and take the form of structured or ad hoc meetings, briefings, reports, presentations, workshops or events. As such, it is essential that the post holder tailors communications messages and the channels used to disseminate messages to the audience who they are intended for and any specific needs they may have, and that the post holder can develop good working relationships with stakeholders who they are working in partnership with.

In addition, project management support may involve presentations, chairing of meetings, regular status and outcome reporting and persuading others to a particular point of view requiring the management of relationships and the use of influencing and negotiating skills.

**PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

Physical Skills/Demands

The post will involve sitting for substantial periods of time either in meetings or at a work station, particularly using advanced keyboard skills that are required to enable the post holder to synthesise a range of information from a range of sources and develop and maintain reports and briefings.

Mental and Emotional Demands

The post involves engagement and developing positive collaborative working relationships with a range of internal and external stakeholders, including those at a senior level, across the HSCP and whole health and social care system and other relevant stakeholders as outlined in Section 9. As such, it is important that the post holder is flexible and adaptable to changing situations at a required pace to meet business needs.

There is also a frequent requirement for concentration, interpretation and communication of range of available information, and reading and preparing reports and briefings for presentation or dissemination. This includes the retention and communication of knowledge and information, and requires the post holder to develop effective communication skills to operate across a range of groups and individuals.

The post will further involve working under pressure and prioritising work to meet tight deadlines. Interruptions will often require an immediate and flexible response and re-prioritisation of work.

Working Conditions

The post holder will be based in a team in an office environment, and, as above, the post will involve sitting for substantial periods of time either in meetings or at a work station. The post holder will also represent the project management support function for system change internally and externally at meetings, events and conferences as required, which may involve travel. The post holder will also co-ordinate and support project workshops and stakeholder events as required, which take place at internal and external venues across Glasgow City.

**Additional Information:**

Local working practices may change as the service develops. Any such changes will be discussed and agreed in advance and will be consistent with the role and banding.