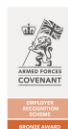


# 245348 Project Manager Job Pack

L I V I N G   O U R   V A L U E S



## A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

***Are you?***

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

Please visit our NHS 24 career website: <https://careers.nhs24.scot/>

## Organisation Structure



## Our Values



### Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

### Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

### **Openness, Honesty and Responsibility**

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

### **Quality and Teamwork**

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

## **Transformation, Strategy, Planning & Performance**



This directorate brings together a range of functions collectively driving transformation and continuous improvement in the planning, design, development and delivery of NHS 24 services.

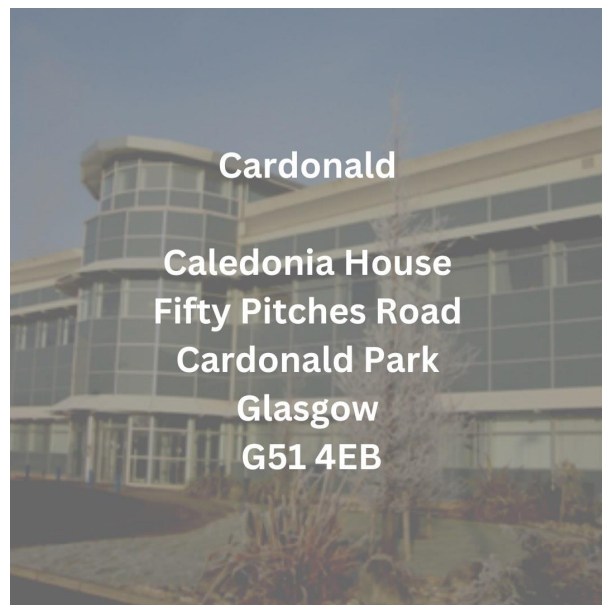
- Expertise across the range of directorate functions supports NHS 24 deliver effective, data and evidence driven, person-centred services with the population of Scotland, in collaboration with partners across health and care and beyond.
- The Directorate:
  - Sets out and drives forward the strategic ambitions for the organisation and contribution across the wider health and care system.
  - Supports the delivery of transformation programmes aligned with NHS 24s strategic ambitions.
  - Drives continuous improvement, optimising the performance and impact of our broad range of services for the public

- Embeds its commitment to design principles, involvement and meaningful engagement with people

## Our Centres



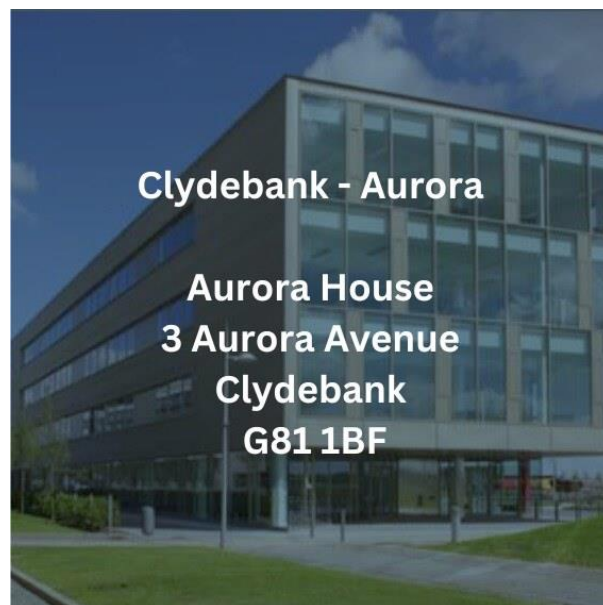
We have six regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.





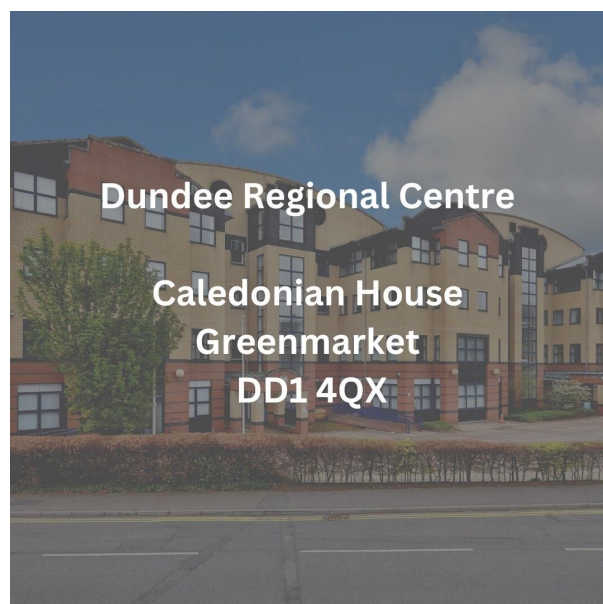
**East Regional Centre**

**Norseman House  
2 Ferrymuir  
South Queensferry  
EH30 9QZ**



**Clydebank - Aurora**

**Aurora House  
3 Aurora Avenue  
Clydebank  
G81 1BF**



**Dundee Regional Centre**

**Caledonian House  
Greenmarket  
DD1 4QX**

## Benefits



Dignity and Respect

Openness, Honesty and  
Responsibility

Quality and Teamwork

Care and Compassion

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 (£43,231 - £52,679).

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

**Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.**

## Job Description



Job Title: Project Manager

Reporting To: Programme Manager

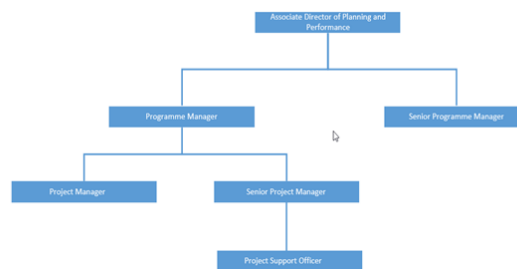
Directorate: Service Development

## 1. JOB PURPOSE

The post holder will provide project management for the Service Development Directorate as part of the PMO Function. The portfolio of activity will encompass the development of new services from inception through implementation and realisation of benefits, review of existing services, and support to the National Boards Collaborative. The role of the Project Manager is to lead in establishing the structure and format of project, engage key stakeholders through workshops, meetings in order to drive forward the programme of work.

The post holder will lead the project using the appropriate project methodologies through to delivery at a local, organisational or national level, depending on the scope and scale of the project. The Project Manager will be communicate with stakeholders at all levels across NHS, IJBs, Third sector, suppliers and in some cases the public.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE & RANGE

The post holder will play a key part in the growth and development of the Service Development Directorate. The remit of the Directorate includes supporting the implementation of organisational change initiatives and support to the various programmes within the Change Portfolio. Collaboration with colleague across the organisation and liaising with partners at national, regional or local level is key. The Directorate will also hold responsibility to support the transformation of NHS 24's existing services and support functions through the provision of expertise across the Directorate's structure: Engagement and Insights, Digital and Service Development.

The scope of this role is to manage the successful delivery of the smaller projects that may consist of a number of work streams as part of the Service Development Directorate's Programme of Work as prioritised by the Executive Team and in meeting the NHS 24's Strategy.

The scope of work covers all areas of Project Delivery within NHS 24 incorporating people, processes, technology and information management.

The Project Manager will be accountable for the delivery of projects that will require them to lead small multiple disciplinary teams.

- manage dependencies, potentially planning and feeding into larger programmes and portfolios
- manage risks, commercials and resource
- balance deliverables in an environment where priorities can change
- have a knowledge of project methodologies
- are responsible for understanding, managing and communicating between stakeholder groups, balancing priorities
- are the initial escalation point for the project and must have an understanding of wider NHS 24 Portfolio and Strategy

#### **4. MAIN DUTIES/RESPONSIBILITIES**

##### **Project Management**

- Provide effective and professional project management leadership across the portfolio.
- Through facilitation and guidance provide advice on all aspects of project management to enable an organisation-wide approach to successful project implementation
- Implement and maintain quality programme and project management standards, reports and processes to identify and manage cross-project dependencies, risks and constraints for strategic projects. Mitigation of risks and resolve issues where possible or escalate as necessary
- Manage projects from initiation to implementation ensuring that the project produces the required products, to the required standard of quality, and delivers the expected benefits, all within the specified constraints of time and cost
- At all stages of the project lifecycle, including post implementation, identify, implement and transfer to the end user, modernisation, continuous and quality improvement opportunities which maximise the benefits from the investment in the project and the delivered product.

##### **Project Completion and Decommissioning**

- Effectively support the transition of the project into a BAU environment
- Work with the project board and project team to develop an exit strategy or sustainability plan for beyond the conclusion of the project.

- Ensure final project reports and subsequent recommendations are completed.
- Evaluate the effectiveness of projects/programme of work on behalf of NHS 24, detailing benefit and any other relevant efficiencies or service improvements.

### **Financial Management**

- Monitoring of project expenditure against budget to provide early warning of any variances to enable corrective actions to be taken.
- Work with the Project Management Office (PMO) to ensure accurate project status updates. Liaise with Finance representatives to update financial reporting, progress tracking, benefits base-lining and benefits monitoring.

### **Resource Management**

- Day to day management of project team resources to deliver products and achieve milestones thus ensuring delivery of expected project benefits.
- Ensure clear allocation of actions and effective monitoring in place to ensure continuous project progress

### **Risk Management**

- Management of programme risk, including preparation and submission of a Risk Management Plan, a Programme Risk Register, and a Risk Action / Mitigation Plan.
- Escalate risks appropriately to the Senior Project Manager or Programme Manager and then to the Programme Board. The Project Manager will make decisions on when to escalate issues and provide an impact assessment and options required to address issues.
- Management of any issues as they arise and implementation of plans to deal with issues in order to minimise their impact.

### **Policy and Service Development**

- Continually implement and promote NHS 24's standard project management methodology through best practice and national benchmarking.
- Apply robust clinical governance where appropriate to ensure that selected solutions and processes are clinically safe for patients.
- Ensure all project activity, including activity managed by external parties, complies with the NHS 24 standard project methodology
- Ensure lessons learned are captured from the project, and shared appropriately to contribute to the continuous development of NHS 24's project management approach.

## **5. SYSTEMS & EQUIPMENT**

The Project Manager will be expected to competently design, develop and maintain adequate databases and plans using computerised systems in order to provide up to date, relevant and accurate information for all parties involved in the programme by using a range of systems and equipment, including but not limited to:

Specific Systems including:

Microsoft Word – For general day-to-day use including report, planning and copywriting.

Microsoft Excel – For the storage and production of data such as databases, questionnaires, mail-merges.

Microsoft PowerPoint – For producing presentations to update stakeholders.

Microsoft Outlook – For effective and efficient communication with everyone in the organisation and external stakeholders as well as diary management.

Microsoft Project – The post holder will be a user in this product used for effectively planning and managing programmes and projects

Project Management software as appropriate – The post holder will assist Project Team in use of PMO systems

## **6. DECISIONS & JUDGEMENTS**

Objectives are set by the Senior Project Manager or Programme Manager in accordance with the corporate objectives and associated timescales, however the post holder is expected to develop, manage and prioritise their workload on a daily basis.

- The post holder is responsible for the scoping, planning and delivery of projects and in that respect the post holder works semi-autonomously, referring to the Programme Sponsor for guidance if required.
  - The post holder is required to interpret a wide range of issues, where there is frequently conflicting information, assessing possible courses of action and making recommendations on implementation.
  - The post holder is required to make judgements about the delivery of complex and unwelcome information where the recipient is potentially resistant to change or redesign.
  - Decisions and amendment to work plans are also required where there are conflicting priorities.
  - Review progress with Programme Boards and Steering Group as appropriate.
- Formal performance review against agreed objectives is six-monthly, through the performance management system.

## **7. COMMUNICATIONS & RELATIONSHIPS**

The post holder will be required to continually communicate with key project stakeholders and suppliers on a daily basis. This may involve the translation of requirements of one stakeholder into easily understandable language for another stakeholder.

### **Internal**

Executive Team

Senior Management Team – to provide updates on current project progress, agree key project milestones and discuss any risk/issues with programmes of work.

Project Sponsors - to provide both verbal project updates and written reports on project plan, progress and evaluation.

Programme Boards – to provide both verbal project updates and written reports on project plan, progress and evaluation.

Participation and Equalities Team - to ensure that all new programmes of work are fully impact assessed and assist in the mainstreaming of equality, diversity and human rights into NHS 24's services and policies as they are developed.

### **External**

3rd Party Suppliers

Scottish Government Partners

Other Health Board Partners/IJBs

National Boards Collaborative.

## **8. PHYSICAL DEMANDS OF THE JOB**

### **Mental Effort**

Whilst working in an open plan office, there will be a frequent requirement for the post holder to concentrate to check documents, write reports and update the project plan.

### **Physical Effort**

There may be an occasional requirement for the post holder to set up events on behalf of the current project team. This may involve the lifting and arrangement of equipment.

### **Working Conditions**

Due to the nature of this post, the post holder maybe expected to spend upwards of 90% of their time working on a PC.

## **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The post holder will be required to generate new and innovative project plans to meet the challenges of a complex environment.

The post holder will be required to explain / present ideas and plans to senior management and external stakeholders. Anticipating potential objections and preparing in accordance with these.

Influencing at a Project and Programme level, explaining the benefits of proposed programme.

The post holder will from time to time have to reflect and deal with differing recommendations from different members of the supply chain and make recommendations and be able to fully explain and justify their logic and approach.

## **10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

- Educated to degree level or have equivalent experience of project management preferably within the Health Service
- Project Management methods e.g. PRINCE 2, Agile or MSP accreditation
- Significant practical experience in the management of projects of work ideally with a scope and range overarching several departments/an organisation.
- Knowledge of project management methodologies and best practice.
- Knowledge of change management and service re-design processes
- Knowledge of benefits realisation tools and methods
- Understanding of the impact of change on individuals and organisations
- Ability to motivate staff effectively
- Ability to work with staff and individuals from different organisations and at different levels of seniority
- Excellent oral and written communication skills
- Ability to build effective relationships, influence and persuade internal and external stakeholders
- Knowledge and ability to design and implement policies and procedures
- Knowledge of budgetary management and control processes
- Evidence of analytical, investigative and problem solving abilities
- Ability to meet deadlines and prioritise a varied and substantial workload

- Ability to use the full range of IT office systems and equipment, including Microsoft Word, Excel, PowerPoint, and internet

## Person Specification



Job Title: **Project Manager**

Directorate: **Service Development**

Level of Disclosure check required: **N/A**

Qualifications:	Essential	Desirable
Educated to SCQF level 9 or equivalent experience of project management experience preferably within the Health Service	X	
Project Management methods e.g. PRINCE 2, Agile or MSP accreditation		X

Experience:	Essential	Desirable
Significant practical experience in the management of projects of work ideally with a scope and range overarching several departments/an organisation.		X
Knowledge of project management methodologies and best practice.	X	
Knowledge of change management and service re-design processes	X	
Knowledge of benefits realisation tools and methods		X
Understanding of the impact of change on individuals and organisations	X	
Knowledge and ability to design and implement policies and procedures	X	
Knowledge of budgetary management and control processes	X	
Evidence of analytical, investigative and problem solving abilities		X

Behavioural Competencies:	Essential	Desirable
Ability to motivate staff effectively		X
Ability to work with staff and individuals from different organisations and at different levels of seniority	X	
Excellent oral and written communication skills	X	
Ability to build effective relationships, influence and persuade internal and external stakeholders	X	
Ability to meet deadlines and prioritise a varied and substantial workload	X	

Other:	Essential	Desirable
Ability to use the full range of IT office systems and equipment, including Microsoft Word, Excel, PowerPoint, and internet	X	

## Recruitment Process



Dignity and Respect

Openness, Honesty and  
Responsibility

Quality and Teamwork

Care and Compassion

NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

\*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you already have the appropriate right to work in the UK BEFORE submitting your application form.

## Contact information



For further information please contact the NHS 24 Recruitment team:

Email: [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

**Please Note:** If you experience difficulties with accessing or using JobTrain, please contact:

[nhsscotland@helpmeapply.co.uk](mailto:nhsscotland@helpmeapply.co.uk)

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