

ROLE DESCRIPTION

Policy and projects officer

NHS Providers

One Birdcage Walk, London SW1H 9JJ
020 7304 6977

enquiries@nhsproviders.org
www.nhsproviders.org
[@NHSProviders](https://twitter.com/NHSProviders)

Job Title: Policy and Projects Officer

Initial term: Full time, 12-month contract with the option to extend

Reporting to: Senior Project Lead

Salary: circa £36,000.00

Location: London (Westminster) currently working from home due to Covid-19

Website: www.nhsproviders.org

ABOUT NHS PROVIDERS

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in membership, collectively accounting for £84bn of annual expenditure and employing over one million staff. As the single voice for NHS providers, we are recognised for our effective lobbying and influence, as a promoter of shared learning, and as a provider of exceptional support and development to our members. We are the 'go to' organisation for comment and debate on the issues facing public providers of NHS services. We have a particularly important role to support our members in a changing NHS landscape, as the focus increasingly shifts to working in integrated local health and care systems.

We are a busy, high performing, team of around 70 staff, based in central London. In a recent survey, over 90% of staff felt 'very satisfied' or 'fairly satisfied' with their job.

THE DIGITAL BOARDS PROGRAMME

A key element of NHS Providers three year strategy is a commitment to extend our programme of board support to help members in this particularly challenging and changing environment. With digital identified as one of the priority topics, we secured funding from Health Education England and NHSX in March 2020 to deliver a three year project to help boards lead digital transformation within their trust and across their wider system.

The project's aims are to increase boards' understanding of the changes being brought about by digital in health and care, and to increase the confidence and capability of boards to harness the opportunities digital provides to transform services for patients and service users. Based on our member scoping insights, the project includes:

- **Board resources** – a series of 'how to' guides focusing on digital hot topics identified by members, with case studies and questions boards should be asking at each stage of their digital maturity journey, alongside board briefings which share the insights and learning from our events;
- **Peer learning events** – regional seminars each year, 'go see visits' and sessions on digital transformation integrated into our existing networks, NED/Exec induction and conference programmes;
- **Whole board development sessions** – for up to 120 trusts over three years, built into existing board development time wherever possible, and a pilot peer mentoring offer to provide ongoing support and challenge after the board sessions.

To deliver key elements of the project, we have teamed up with Public Digital, a digital transformation consultancy who will provide specialist content on the lessons for boards based on digital transformation in other large and complex organisations, and expert facilitation of our seminars and board sessions.

There will be four dedicated team members by the end of year 1, working as part of a project team of staff drawn from across the organisation to ensure the project is fully integrated into our existing activities.

The Digital Boards programme sits alongside a suite of new offers designed to help provider boards to lead transformational change.

PURPOSE OF THIS ROLE

- To develop, curate and disseminate case study and peer learning content to support boards to maximise the opportunities digital provides to transform services for patients and service users.

- To support our influencing on the digital policy agenda, including coordinating roundtables and gathering member feedback, providing briefings for meetings with stakeholders and keeping up to date on relevant policy developments.
- To ensure effective systems are in place to capture the insights and knowledge gained through the project to share with internal teams as well as with members and relevant external stakeholders.
- To contribute to the development and delivery of other NHS Provider board support offers as required.

NATURE AND SCOPE

Reporting to the Senior Project Lead, but adopting an integrated approach to working across NHS Providers, the Policy and Project Officer will have three key dimensions to their role.

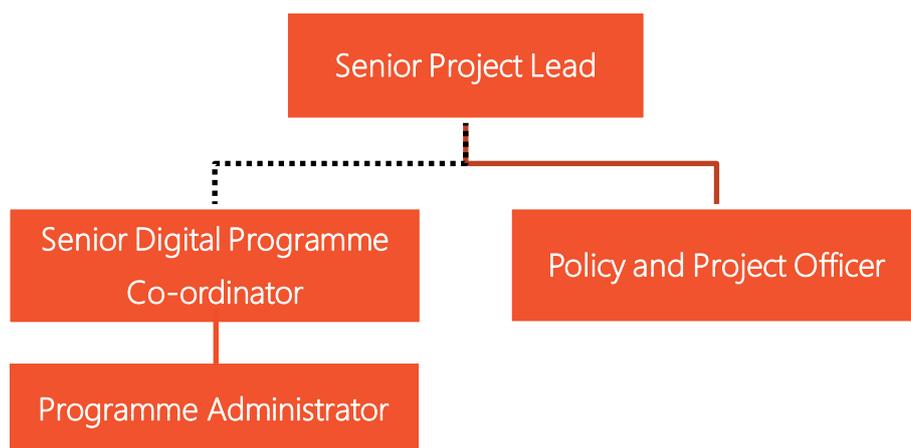
The first will be to develop a strong understanding of the digital transformation challenges facing members, including examples of good practice, lessons learnt and the barriers that stand in the way of further progress. This will be gathered through research and first hand conversations with members through interviews, project events and wider NHS Provider forums.

The second will be to translate this content into a range of publications for boards, including case studies and board level briefings. It will also include working closely with other members of the team to use member insight to develop agendas for project events and board development sessions.

The third strand will be to use this member insight to identify the policy lessons that need to be drawn to the attention of the national bodies as part of NHS Providers influencing on the digital agenda.

The Policy and Project Officer may also contribute to the development of other NHS Provider board support offers, drawing again on member views, insight and learning to both develop project content and influence key national stakeholders.

The Policy and Project Officer will work alongside the Senior Programme Co-ordinator and Programme Administrator. The team organogram is set out below.



ACCOUNTABILITIES

To understand, capture and disseminate strategic board learning and insight

- To lead on the development of case studies and peer learning insights, with support from the Senior Project Lead, based on member engagement with the project.
- To work with Public Digital and the NHS Providers' communications team to use these case studies and insights in the project's publications, good practice seminars and events – and to bring them to life through video and interactive content.
- To mainstream this content throughout the wider NHS Providers offer, including sessions on digital at network meetings, as part of the Executive and Non Executive induction programme and Governwell programme.

To contribute to the development of agendas for events and board development sessions

- To identify individual board needs and requirements for the programme's bespoke whole board development sessions.
- To work with Public Digital to develop agendas for the events and board development sessions.
- To work with the Senior Digital Programme Co-ordinator on plans for member spotlight events (virtual or face to face visits) to more digitally mature trusts and our seminar series, identifying member case studies that we can share more widely.

To contribute to digital policy development and influencing

- To capture the key policy lessons emerging from engagement with members as part of the Digital Boards project, working closely with the Senior Project Lead.

- To keep abreast of key digital policy developments and national digital initiatives.
- To provide support to influencing activities, including writing briefings and capturing key messages from roundtables and meetings with key stakeholders on digital policy issues.
- To brief senior colleagues within the NHS Providers' team to help inform wider influencing work.
- Working with the Senior Project Lead, provide support to a network of Digital Leaders to ensure this is an effective forum to share learning and influence the digital policy agenda. This will involve coordinating agendas and speakers for events, as well as leading on a regular bulletin for digital leaders that provides updates on the programme and signposts to further support.
- To work with other members of the policy team and feed into the development of other policy portfolios.

To devise ways to manage and share knowledge

- To lead on the development of the knowledge hub to host case study and other project material that will enable members to access insights generated by the project.
- To ensure effective systems are in place to capture the insights and knowledge gained through the project to share with internal teams as well as with members and relevant external stakeholders to maximise the project's impact.
- To develop effective signposting to other parts of the NHS Providers offer and other board support offers.

To align the offer with other support

- To work alongside the Senior Project Lead to ensure project content is aligned with other support offers and signposts to them, including other leadership programmes, HEE's Digital Readiness Programme and the work of NHSX.

To contribute to other board support offers

- If required, to contribute to the development of other NHS Provider board support offers, drawing again on member views, insight and learning to both develop project content and influence the national policy agenda.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience	<ul style="list-style-type: none"> • Experience developing content and materials for public audiences 	<ul style="list-style-type: none"> • Experience of developing and curating peer learning content

	<ul style="list-style-type: none"> • Experience conducting policy research, carrying out senior level interviews and developing strategy • Being a respected external advocate for an organisation • Managing complex stakeholder relationships • Experience of working within health and care 	<ul style="list-style-type: none"> • Experience of working on projects focused on digital transformation • Experience of membership-based representative organisations • Experience of liaising with senior health leaders including NHS boards
Knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent • An understanding of the current health policy agenda • An understanding of the challenges facing NHS boards • An understanding of public sector policy influencing 	<ul style="list-style-type: none"> • Knowledge of the provider digitisation agenda
Skills	<ul style="list-style-type: none"> • Ability to understand complex strategic policy challenges and issues • Ability to identify opportunities and develop ideas • Ability to work under pressure and prioritise to meet deadlines • Excellent verbal, written, and presentation skills • Excellent relationship building and influencing skills and working with senior stakeholders • Strong interpersonal skills, including negotiation, influencing, conflict management and partnership working • The ability to work with others and develop excellent collaborative networks internally and externally • Ability to think creatively and strategically • Ability to contribute to the work and priorities of the wider organisation 	

	<ul style="list-style-type: none">• Ability to work with a high degree of autonomy within the bounds of the portfolio.	
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