

Programme Development Manager

Job Description

Job title:	Programme Development Manager
Initial term:	Full time, one year fixed term (with possibility of becoming permanent)
Salary:	c£52,000
Reporting to:	Associate Director of Programmes
Location:	London

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 £92bn 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.

Our board-level development programmes

NHS Providers has a well-established and highly regarded board development offer on the fundamentals of good governance and the knowledge and skills to operate as a unitary board.

A key element of our new four year strategy is a commitment to extend our programme of support in response to the exceptional challenges facing provider boards. This will build on our existing initiatives to help boards lead transformational change, including our three year Digital Boards programme and our partnership with the Local Government Association, NHS Confederation and NHS Clinical Commissioners to provide peer support for system and place leaders.

This role will contribute to the continued expansion of this portfolio of funded programmes. The postholder will initially be responsible for delivering a pilot programme for provider boards on quality improvement, sharing learning on how to embed a trust-wide approach and sustain the improvements made in response to COVID-19. This is based on a strategic partnership with the Health Foundation, enabling us to draw on their extensive work on this topic and existing community of improvement leads across the sector. The programme will provide opportunities for board level peer learning through webinars, workshops and action learning sets and produce a guide to help members access resources to support them on their improvement journey.

The postholder will also contribute to scoping and delivering other projects which respond to the most pressing topics highlighted by members over the coming months.

These board support offers sit within the context of a wider range of activities to facilitate peer learning across Provider Boards and role specific learning and development, including our director level networks and extensive programme of conferences and events.

Purpose of this role

- To project manage the scoping and delivery of a range of programmes to support NHS Provider Boards based on promoting and sharing good practice across the sector.
- To ensure the insights and learning from these programmes are effectively shared across the organisation to inform our national policy influencing and future support offers, as well as with members and key stakeholders.

Nature and scope

This is an opportunity for a dynamic programme development manager to scope and deliver a range of high profile initiatives on some of the most pressing issues facing the NHS. Drawing on their knowledge of the health sector, they will work with the boards of acute, mental health, community and ambulance trusts across England, as well as managing relationships with external stakeholders and funders.

The post holder will have an opportunity to drive forward projects from inception to evaluation, and to shape the future of our board development offer. This will require not just excellent project and programme management skills, but an ability to understand the leadership and governance challenges facing NHS boards and to get to grips with a complex health policy agenda.

The role will initially report into the Associate Director of Programmes and sit within the Development and Engagement directorate of the organisation. The ability to lead project teams comprising staff from across the organisation will be critical to success, including working with colleagues in the communications, policy and analysis teams. A flexible approach will be equally important as we grow our offer and respond to a rapidly changing and highly uncertain external environment.

Accountabilities

To project manage the scoping and delivery of a range of board development programmes

- To project manage a range of offers to support NHS Provider boards to innovate and improve care for patients and service users, ensuring they meet the needs of members, deliver value and meet our funder obligations.
- To ensure the needs of members are always at the heart of our board development programmes through effective member engagement from project inception to evaluation, iterating our offers in response to feedback.
- To effectively manage project budgets, reprioritising spend with the agreement of funders if required as plans for projects evolve.
- To identify issues and risks impacting on projects and devise and deliver mitigation strategies, escalating as appropriate to the Directors.
- To ensure timely and accurate progress reports are provided both internally to Directors and the NHS Providers board when required.

To develop programme content

- To lead, where appropriate, on the development and delivery of programme content, including interviewing members to gather case study material and working with the communications team to ensure this is played back to members in a range of engaging formats.
- To liaise with other members of the development and engagement team on good practice seminars, roundtables and other peer learning events (face to face and online).
- To draw together, if required, resources from member organisations to share with other trusts, and to research other sources of support.
- To learn about the evidence base associated with projects through desk-based research as required.
- To keep abreast of key policy developments related to the assigned projects through close liaison with the relevant policy lead.

To work across the organisation to harness relevant expertise and ensure an integrated approach

- To lead project teams from across the organisation including staff from communications, policy, and development and engagement.
- To ensure effective systems are in place to capture the insights and knowledge gained through the project to share with internal stakeholders, particularly colleagues in the policy and analysis team to inform wider influencing work.
- To work closely alongside other senior members of the Development and Engagement team responsible for the development and delivery of other board-level programmes
- To line manage project officers or administrators if required.

To oversee stakeholder engagement and communications strategies to maximise impact

- To work effectively with funders through agreed governance arrangements, ensuring we harness their expertise, provide timely reports on progress and learning and meet our contractual obligations.
- To lead stakeholder engagement strategies to ensure projects complement support offers on the same topic, sharing insight and learning and signposting members to these wider resources as appropriate.
- To work with the communications team to deliver a communications strategy to maximise audience reach.

To oversee learning and evaluation strategies

- To work with the analysis team and funders as appropriate to ensure projects have a clear evaluation strategy from the outset, with mechanisms to ensure member feedback continually informs project delivery.
- To lead activities to disseminate project learning and impact both internally and externally, to ensure this informs future NHS Provider activity as well as other external offers on the same topic.

To integrate board development projects into the rest of NHS Providers' work

- To work within the established programme management arrangements to ensure projects are aligned and learning is shared.
- To contribute to the development of NHS Provider's wider portfolio of support for NHS boards.
- To oversee the mainstreaming of project content into the rest of NHS Provider offer where relevant and appropriate, including our director level networks, executive and non-executive induction programmes and development programme for foundation trust governors.
- To agree plans to transition projects into business as usual if appropriate to ensure their sustainability beyond the lifetime of project funding.

Person specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience	<ul style="list-style-type: none"> • Track record of leading projects from inception to implementation • Experience of working within health and care or a similarly complex environment • Experience of managing stakeholder relationships at a senior level • Experience of developing content and materials for public audiences • Experience of being a respected external advocate for an organisation 	<ul style="list-style-type: none"> • Experience of membership-based representative organisations • Experience of scoping and delivering board development programmes • Experience of liaising with senior health leaders including NHS boards • Experience of developing and curating peer learning content
Knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent • Knowledge of project management tools and techniques • A basic understanding of the current health policy agenda and some of the challenges facing NHS boards 	<ul style="list-style-type: none"> • Knowledge of the quality improvement agenda in the NHS
Skills	<ul style="list-style-type: none"> • Project management skills: planning, reporting, budgeting, risk and issue management, leading teams • Ability to work under pressure and prioritise to meet deadlines • Ability to manage contracts/grants and report progress against them • Excellent verbal, written, and presentation skills • Excellent relationship building and influencing skills, working with senior stakeholders • Strong interpersonal skills, including the ability to liaise closely with board members • The ability to develop collaborative networks internally and externally • Ability to think creatively and strategically 	

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