



JOB PROFILE

1 Job Details	
Job Title:	Transformation Programme Manager
Job Profile No:	
Directorate:	Aberdeen City Health and Social Care Partnership
Service:	Strategic Commissioning
Grade:	
Version Date:	30/6/16

2 Job Purpose
<p>To provide a leadership role in the delivery of priority transformation programmes to contribute to the delivery of the Aberdeen City Health and Social Care Strategic Plan.</p> <p>This post will work within a team of Programme Managers across virtual teams to lead and ensure effective programme management delivery of one or more significant, and complex transformational programmes.</p>

3 Reporting Relationships
<p style="text-align: center;">Director of Strategic Commissioning Lead Officer Transformation Transformation Programme Manager*</p>

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none">• Take the strategic lead on the programme management of one or more strategic transformational priorities.• Provide leadership for transformational change and provide visible support and programme management to a wide programme of change activity.• Work with and support other programme managers to ensure coherence and consistency of quality of approach across the wider range of transformational programmes.• Ensure appropriate governance systems are in place to support the

programme development and delivery process.

- Work in partnership with relevant colleagues, to ensure operational implementation of agreed strategies, and spread evidenced test practice.
- Undertake effective budget and financial management and ensure efficient use of transformational resources as appropriate to the transformation programme, feeding into the wider transformational budget management processes, and reporting on financial planning and activity within portfolio area.
- Ensure preparation of business cases and associated processes to support delivery of transformational change. Such business cases may be required to be taken through NHS Grampian, Aberdeen City Council and the Integration Joint Board as appropriate.
- Ensure effective communications with a range of relevant stakeholders including internal and external stakeholders including partners, citizens/ service users, trade unions, carers as appropriate.
- Develop and maintain the programme dashboard related to the portfolio area and prepare reports and papers to the Integration and Transformation Programme Board, Executive Group, Audit and Performance Systems Committee and Integration Joint board and other forums as appropriate
- Ensure progress against plans is monitored and appropriate actions put in place to ensure desired pace of change is achieved and maintained.
- Direct audit and research as a result of information collated which indicates gaps or inequalities.
- Ensure alignment of portfolio transformation programme to localities as appropriate.
- Support the spread of learning and activity around transformation and integration across the localities and associated teams throughout the city.
- Ensure that staff and stakeholders are informed about, and contributing to the strategic direction and local implementation.
- Ensure a robust evaluation of the work programme and its outcomes.
- Lead effective commissioning of external expertise, where required, in support of delivery of programme workstreams.
- Ensure information management systems are in place to provide quality data for reporting requirements.
- Deputise for the Lead Officer Transformation as required.

Portfolio specifics: the Transformation Programme Manager will be aligned to may

include:

- Acute Care at Home
- Modernising Primary and Community Care
- ICT, infrastructure and datasharing
- OD and Cultural Change
- Self-Management of long term conditions and building community capacity.
- Strategic Commissioning of Social Care Services
- Technology Enabled Care
- Bed Based Review and Delayed Discharges
- Any other priorities as determined by the partnership

5 Knowledge

The post holder needs to be able to demonstrate an understanding or experience of:

- Leading and empowering staff within a multi-disciplinary and multi-agency team
- Managing financial and other resources
- Quality assurance, clinical governance and development of services
- Breadth of understanding /experience in managing complex service provision and re-design
- Leading, demonstrating and facilitating transformational change
- Working under pressure and to deadlines
- Complex partnership working (including third sector, independent sector, political and community)
- Excellent communication and collaborative working skills and experience of developing strong partnerships and effective partnership working systems.
- Influencing and negotiating across complex systems at a senior level.
- Explaining sensitive and highly complex information to a range of audiences and where there are significant barriers to acceptance or understanding.
- Synthesizing and evaluating information from a wide variety of internal and external sources to ensure that appropriate linkages are made to ensure consistency across the system.
- Programme and significant project management experience
- Developing and agreeing own personal development, with feedback from others
- Actively promoting the workplace as a learning environment, encouraging everyone to learn from each other and good practice
- Negotiating / mediating to achieve changes

6 Job specific skills and competencies

The post holder is expected to demonstrate:

- Programme / project management skills
- an ability to work autonomously
- negotiating skills and an ability to mediate to achieve change
- proven leadership skills and an ability to persuade, motivate and support senior managers and to take forward change
- Ability to lead and motivate staff and to manage resources effectively
- Budget management knowledge and competence, including financial resource planning and deployment and contingency planning
- Innovative use of all Locality assets / resources
- Competence in understanding and working within a democratic system of governance
- Ability to lead and motivate multi-sector and community partnerships.
- Experience in leading and delivering complex change processes
- Proven interpersonal and negotiating skills
- A commitment to anti-discriminatory practice
- Excellent communication skills
- IT Literacy

7 Organisational Behaviours

The post holder is expected to display the following behaviours:

Communication

- Makes sure there are appropriate, sufficient and effective communication channels in place for the team, service or organisation for example regular 1-2-1s and team meetings
- Ensures there are mechanisms in place to allow colleagues to keep up to date with the H&SC Partnership communications
- Communicates information clearly and concisely to staff and stakeholders
- Is open and honest in communication
- Provides constructive feedback/ advice/ instruction

Customer Focus

- Encourages team and others to be customer focused
- Embeds a person-centred approach across the operational delivery
- Invests effort in making a difference to how services are planned and delivered
- Works collaboratively across service/ team/ organisational boundaries to deliver excellent customer service
- Actively seeks out user/ patient/ customer feedback to identify service improvements

Professionalism

- Is a role model for professionalism
- Is flexible and willing to support change
- Demonstrates honesty and integrity in their decisions and actions

- Is accountable and holds others to account
- Takes full account of the appropriate governance, including clinical and professional, process which are in place
- Is task and solutions focused

Respect

- Recognises the time, effort and commitment of others
- Shows respect for people at all levels
- Supports corporate decisions once these are made
- Is fair and consistent in their approach

Creative Thinking

- Looks for more effective ways to improve the service and encourages others to come up with ideas and new ways of working
- Is prepared to take managed risks

Engagement

- Provides a shared vision and direction and aligns employee performance with team, service and organisational objectives
- Is accessible and approachable
- Ensures relevant mechanisms are in place to encourage engagement
- Encourages good working relationships
- Explains how decisions have been reached and involves people in decisions which affect them
- Delegates responsibility appropriately – strikes the right balance between giving guidance and giving responsibility

Future Focus

- Demonstrates knowledge of the organisation's vision, mission and aims and works to achieve these
- Manages budgets and/ or resources effectively and looks for opportunities to maximise budgets/ resources
- Seeks to deliver results for the organisation
- Negotiates and influences effectively
- Sees the bigger picture, both internally and externally, and takes this into account when making decisions

Team leadership

- Demonstrates a positive approach to work
- Manages change effectively
- Creates a work environment which promotes health, safety and wellbeing
- Is supportive and encouraging
- Represents team interests to higher management
- Creates a culture of learning e.g. coaches and mentors others
- Carries out effective performance review and development/ appraisal for their team throughout the year i.e. provides regular review and support, recognises good performance, deals with under performance and records an annual summary of performance
- Demonstrates and instils the values of the Partnership

The post holder needs to hold as a minimum:

- Degree in relevant field or equivalent experience.
- Project or Programme Management Training or equivalent experience
- Membership of Protection of Vulnerable Groups Scheme or willingness to join

9 Development

The post holder must have undertaken or be committed to undertaking the following within a specified period:

- Relevant mandatory and statutory training required by the partners

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