

## Project Manager

<b>Post information</b>	
<b>Role title</b>	Project Manager
<b>Location(s)</b>	The post holder will have an office based at Osprey Court in South Bristol but will be required to work across the Bristol, North Somerset and South Gloucestershire (BNSSG) area.
<b>Contract</b>	Permanent 37.5 hours full time (part time/ flexible working options considered)
<b>Background</b>	<p>One Care is the GP federation that represents and supports practices in Bristol, North Somerset and South Gloucestershire (BNSSG). Established in 2014, we have 77 member practices across the area who provide healthcare for around 1 million patients. Our vision is to enable general practice to survive and thrive. We are a Community Interest Company, focused on delivering benefit for our practices.</p> <p>We offer direct support to practices with many different aspects of running their day-to-day businesses through our Practice Support Team. We also support practices to work at scale at PCN, locality and BNSSG-level, holding contracts on their behalf as required and offering relevant expertise in areas such as digital, analytics and communications. We work closely with our practices to amplify their voices in discussions and decisions about the delivery of healthcare in our area.</p> <p>In September 2020, we established a GP Collaborative Board (GPCB) to accelerate and amplify the representation of general practice in the wider health and social care system. The GP Collaborative Board will enable general practice to engage effectively with the developing Integrated Care System and to support development of strong place-based Integrated Care Partnerships. The Collaborative Board brings together all general practice leaders so we can function as an equal beside other providers and the commissioner.</p>
<b>Job profile</b>	<p>This role is responsible for</p> <ul style="list-style-type: none"> <li>• Providing project management to workstreams as needed, typically these could include Improved Access contract, Community Mental Health and Urgent Care</li> <li>• Ensuring project delivery is aligned to the objectives and timescales of the project and in line with the needs of the health system</li> </ul>

	<ul style="list-style-type: none"> <li>Working seamlessly alongside the One Care (OC) team and wider system health partners to deliver projects by managing the end to end project process including identifying and managing risk and project outcomes</li> <li>Providing support to OC teams and practices to ensure attention is given to the correct priorities</li> </ul> <p><b>Key duties you will be responsible for:</b></p> <ul style="list-style-type: none"> <li>Project management and coordination of relevant resources</li> <li>Relationship management and benefits realisation working with the wider health system and practices</li> <li>Developing, with support, the services and/or information required for key practice and commercial requirements</li> <li>Reporting and ensuring the executive team is kept up to date on progress and risk management</li> </ul>
<b>Responsible to</b>	Senior Manager
<b>Accountable to</b>	Chief Operating Officer
<b>Key Objectives</b>	<ul style="list-style-type: none"> <li>To scope, plan and lead work streams related to a specific project/contract</li> <li>To work with general practice to achieve the aims of the project/contract and/or to collect information or deliver a service</li> <li>To work with the OC teams to develop effective evaluation methods for this work</li> <li>To work with the Communications and Engagement Team to develop effective communication and training materials if required around any/all projects/contracts</li> <li>To ensure early identification and management of any risks, providing regular and clear reports to Senior Management</li> <li>To contribute information to OC's reporting methods human, technical and financial</li> <li>To report project progress and exceptions on a regular basis</li> <li>To manage the engagement of practices, the One Care team and other key stakeholders</li> <li>To attend meetings on behalf of OC, as requested, and to be an advocate for the project and its benefits</li> <li>To undertake any other duties commensurate with the post</li> </ul>
<b>General duties:</b>	Actively promotes and lives the OC values on a day to day basis including the One Care has adopted the <a href="#">Nolan principles</a> of public life and all staff should demonstrate personally and develop a culture that is characterised by selflessness, integrity, objectivity, accountability, openness and honesty.

	<ul style="list-style-type: none"> <li>• Communicate and provides highly complex information to a wide range of internal and external stakeholders. (Verbal, written and numerical)</li> <li>• Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated.</li> <li>• To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures</li> <li>• To be available for staff meetings, team meetings and meetings with managers</li> <li>• To have a good understanding of and follow company policies and procedures</li> <li>• Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public.</li> <li>• To summarise information to support staff performance and development reviews with line managers</li> <li>• To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews</li> <li>• Be an excellent ambassador for the organisation in all external dealings</li> <li>• The post holder may be required to work additional hours to cover holidays and sickness</li> <li>• To carry out other appropriate delegated duties as required</li> </ul>
<b>Key working relationships:</b>	<ul style="list-style-type: none"> <li>• Practices throughout BNSSG</li> <li>• System wide health partners across BNSSG</li> <li>• One care executive team</li> <li>• One care employees</li> </ul>
<b>Salary:</b>	Pay band F-G £31,632-£46,838 depending on experience

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager

### **Confidentiality**

- Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other

persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with organisational procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

### **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

### **Environment**

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

### **Smoking**

Smoking will not be tolerated inside any One Care building or vehicle.

### **Rehabilitation of Offenders Act**

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

## PERSON SPECIFICATION

Excellent communication skills. Ability to take ownership and manage multiple priorities. Competence in Microsoft Office products. Stakeholder management experience. PRINCE2 GCSE: English, Maths and Science. Degree (or equivalent) desirable.

<b>QUALIFICATIONS AND EXPERIENCE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
Degree level education	Desirable	Application and Interview
Knowledge of health service, including primary care	Essential	Application and Interview
Recognised project management qualification or equivalent level of experience	Essential	Application and Interview
Proven analytical, numeracy and project management skills	Essential	Application and Interview
Experience in the design, development and implementation of NHS projects	Essential	Application and Interview
Knowledge of EMIS	Desirable	Application
Experience of working in primary care	Desirable	Application
Knowledge of and recent experience of current developments in NHS	Essential	Application and Interview
<b>SKILLS AND ATTRIBUTES</b>		
Excellent oral and written communication skills, interpersonal skills, relationship building skills	Essential	Application and Interview
Able to work effectively within diverse groups and teams, demonstrating sound leadership capabilities in managing change.	Essential	Application and Interview
Capacity to communicate effectively with others, employing skills to motivate, negotiate and influence	Essential	Application and Interview
Able to use skills to encourage innovation and collaborative working.	Essential	Application and Interview

Able to monitor and evaluate project work in order to facilitate the achievement of project objectives while ensuring projects are kept to agreed timetables and budgets	Essential	Application and Interview
PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES		
Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high-quality patient care	Essential	Interview
Motivated by a drive for improvement at all times	Essential	Interview
Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation.	Essential	Interview
A strong sense of self awareness and how personal style affects the way colleagues react	Essential	Interview
Facilitative and supportive management style, ensuring commitment and influence across the wider health community	Essential	Application and Interview
Flexible approach to work	Essential	Application and Interview