

Job description and person specification

- **Job title: Business Transformation Project Manager**
- Reports to: Transformation Programme Manager
- Accountable to: Chief Transformation Officer
- Location: Ferham House, Rotherham

Main purpose and scope of the job

Working within the fast-paced Transformation Programme, the post holder will lead the planning and delivery of multiple projects that form part of Exemplar Health Care's exciting, industry-leading, transformation programme. This role will work closely with colleagues across the programme, central support, and Care Homes, ensuring appropriate business solutions, smooth transition and readiness to the receiving areas. Standard Project Management approaches, tools and methodologies will need to be demonstrated, working within the Exemplar Health Care change governance framework.

A critical role within the programme, the post holder will be responsible for planning and leading end to end change through initiation, identification of requirements, identifying appropriate solutions, impact assessments, establishing critical path, detailed and milestone plans to implementation, ensuring successful project delivery and hand over to the receiving area.

Reporting to the Programme Manager and working closely with the Project Sponsor and other key stakeholders, you will ensure that solutions are appropriate to meet both the business objectives and requirements and comply with relevant regulation and policy.

The post holder may be required to gain a reasonable knowledge of business process and have the skills to lead process re-engineering for simplification. In addition you will be responsible for ensuring excellent verbal and written communications to all areas of the business and all colleagues as well as any external suppliers engaged as part of the project.

Skilled in building effective networks with stakeholders, this role requires a strong team player, able to structure, motivate, influence, and hold to account a diverse matrix project team to successfully work together in the delivery of key projects.

This post holder will require extensive experience in the use of a variety of change approaches and an ability to apply those appropriately.

About Exemplar Health Care

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support *and* our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

Read more about our values [here](#).

Exemplar Health Care's Digital Strategy

Exemplar's transformation vision is fundamental to delivering our overall Business Strategy. Transformation projects within the programme focus on supporting and underpinning our significant organic growth plans, delivering the highest care quality, colleague satisfaction and retention, and occupancy levels.

Our Transformation Programme will support colleagues to provide the best possible care through the introduction of re-engineered processes and digital tools providing greater insight. Moving away from paper-based systems will enhance a culture of rigour and the support the right behaviours, meaning a right-first-time outcomes and reduction in wasted effort or errors.

Key responsibilities

1. The planning, development, management and delivery of a range of projects for Exemplar Health Care's Transformation Programme.
2. Development and management of RAID logs and appropriate escalation of risks and issues through established governance.
3. Status reporting as required by the change governance framework, in addition to scheduled and ad hoc reports as required by the business or the programme.
4. Fully inclusive (MoSCoW) requirements gathering, documentation and traceability using tools appropriate to the audience.
5. Provide support and information to the Change Manager for the development of a change heat map to identify areas of potential change fatigue and enable planning and scheduling of change into homes or central functions.
6. Provide support and information to the Change Manager for the development of an SME hotspot plan to ensure change initiatives have access to the required SME resource and impacts of that resources involvement in change are managed to avoid operational detriment.
7. Responsible for planning and monitoring the attainment of key milestones against roadmap to identify escalate and manage slippage where that impacts the overarching or local release schedule. Feeding slippages into the Change Manager to update the overarching change roadmap and heat map.
8. To identify and make recommendations on resources required to ensure the optimal implementation of future recommendations.
9. To seek opportunities to contribute original ideas to the benefit of the organization
10. The development and management of a project level communications strategy and plan aligned to the Change Manager communications strategy and as appropriate to the individual project roadmaps to ensure change receivers are engaged, informed and bought in to the new systems and processes.
11. Support the development of Business Readiness plans to ensure the smooth implementation of all change including User Acceptance Testing and approval of Test Completion reports
12. Ensure appropriate Governance is fulfilled and Go / No Go approvals in place ahead of implementation
13. As required support the development of minute-by-minute cut over plans for systems and processes to ensure smooth implementation, or back out plan enacted as required.
14. Provide overarching change delivery information back into the programme, drafting reports as required
15. Promote a problem-solving approach to new and challenging issues and maintain or contribute to RAID logs for change

Management responsibilities

- Using a supportive and collaborative management approach, ensure that colleagues and homes receiving change are informed, supported and committed to the change journey.
- Be responsible for ensuring that the projects or assignments are being documented, managed, communicated and delivered to time cost and quality. Contribute to the understanding and development, of internal resources seconded to change management or delivery roles. Supporting these colleagues in their learning journey and ensuring that local change is effectively planned, managed, communicated and controlled.
- To support the Programme Manager and Chief Transformation Officer as required.
- To be familiar with the regulatory expectations for a safe, effective, compassionate, high-quality care service, to ensure that change solutions are compliant.
- To manage relationships where there may be resistance or nervousness to change implementation to ensure change delivers and is successful consistently across the business.
- To participate, promote and embrace Exemplar Health Care change process and governance.
- Assume the responsibilities of the Change Manager as required in periods of his/her absence

Leadership Responsibilities:

- Change advocate, leading by example ensuring a positive approach to delivery and receipt of change
- Change framework leadership – demonstrating good practice for change, using EHC tooling and governance frameworks.
- Ensure appropriate and effective communication, relationships and leadership to all areas and roles within the change lifecycle.
- Working collectively and collaboratively alongside Home, central function and Programme colleagues to ensure an appreciation of all impacted areas is instilled within the change framework.
- Using Change leadership skills to ensure appropriate engagement and support of critical stakeholders and change receivers.
- Building consistently high morale amongst the change delivery and change receiving teams or individuals.

Attention to Detail:

- Ensure that outputs are accurate and presented in the most appropriate format or style for the receiving audience
- Ensure that all change releases are planned effectively and presented as required on the change schedule / roadmap.
- Ensure sufficient time and focus is planned to developing requirements, solution options and detailed plans to allow for sufficient procurement processes and release scheduling.

- Ensure thorough and accurate reporting and tracking to support operational and strategic decision making locally and to Board.
- Ability to gather and analyse information and problem solve to reach meaningful conclusions or mitigations.
- In a busy environment you will have the ability to plan and divide your time between activities to ensure that all requirements are met to the agreed timelines and quality.
- Detailed readiness plans and cut over plans assured and validated ahead of change release.

Governance and Control:

- Follow established change governance frameworks to ensure a full audit trail of decision making and change management
- Offers suggestions on governance and control improvements where change processes or frameworks are not supporting the smooth transition of change
- Full responsibility of project delivery and protocols including but not limited to: Detailed and milestone planning & reporting, Impact assessments, feeds into or facilitation of Go / No Go decisions, triggering all system and user acceptance testing and test Completion Reports.
- Appropriate documentation, management and escalation of risk or issue with associated mitigating action.

Continuous Improvement:

- Be able to recognise and identify where things can be done better, and work in a constructive way to help improve project and governance processes
- Challenge the norms in a constructive way and put forward novel ideas for the good of the organisation and service users

Health and safety

As an employee of Exemplar Health Care Health Care, the post holder has a duty under the Health and Safety at Work Act 1974, to: -

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.
- Respect confidentiality relating to information gained through employment with the organisation and to ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares' Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment.

Data protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description may be subject to review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description.

Name of post holder:

Signature:

Date:

Person specification – Project Manager

Qualifications and Training

	Essential	Desirable	How assessed
Relevant change management qualifications e.g. Prince 2, MSP, Agile		Yes	Application, interview, certificates

Skills, Experience and Ability

	Essential	Desirable	How assessed
Experience in the end-to-end change management	Yes		Application, Interview
Excellent command of MS applications such as Word, Excel and Outlook	Yes		Application, Interview Certificates (as appropriate)
Ability to use traditional planning tools e.g. Microsoft Project, Excel Gantt charts	Yes		Application, Interview
Experience in milestone and detail plan development and management	Yes		Application, Interview
Able to collect, research and analyse /interpret data	Yes		Application, Interview
Can work under own initiative	Yes		Application, Interview
Experience in managing more than one change concurrently	Yes		Application, Interview
Experience in Business Readiness planning and management		Yes	Application, Interview
Experience in developing and managing change heat maps and impact assessments		Yes	Application, Interview
Excellent oral and written communication skills	Yes		Application, Interview
Highly effective Time Management	Yes		Application, Interview

Experience of the UK care sector		Yes	Application, Interview
Knowledge of care home regulations and governance frameworks		Yes	Application, Interview
Can adapt leadership style to that of the individual team member or Stakeholder	Yes		Application, Interview
Can demonstrate a high level of emotional intelligence	Yes		Application, Interview
Builds relationships and networks effectively	Yes		Application, Interview
Can deal with conflict effectively	Yes		Application, Interview
Can work towards demanding targets /meet objectives	Yes		Application, Interview

Attitude and Behaviours

	Essential	Desirable	How assessed
Lives by, and demonstrates the Exemplar Health Care values	Yes		Application, Interview
Conscientious	Yes		Application, Interview
Flexible working style	Yes		Application, Interview
Ability to challenge in a professional manner	Yes		Application, Interview
Can-do attitude	Yes		Application, Interview
Tenacious and driven	Yes		Application, Interview
Can motivate self and others	Yes		Application, Interview