

Job description

Job title:	Project Manager
Accountable to:	Operations Manager
Salary:	£51,394 per annum plus excellent benefits
Contract type:	Permanent
Hours per week:	37.5 hours per week (core office hours are 9:00am – 5:30pm Monday to Friday)

Please note that we have moved to a hybrid way of working.

The Health Foundation:

We are an independent charity committed to bringing about better health and health care for people in the UK.

Background:

Much of the Health Foundation's work is delivered through structured projects and programmes. Within the central Corporate Services Directorate, comprising of IT, Facilities, Operations, Finance and HR, a number of projects require professional project management to deliver the projects themselves in a planned, structured manner and, where applicable, deliver the content of the work. The post holder will lead the management and delivery of a variety of improvement system and process implementations as identified in the organisation's strategy and business plan. The majority of projects are IT or Operational focused, hence the requirement for experience in IT, operational/business process and system implementation and change.

The Health Foundation is currently engaged in a large change portfolio of programmes and projects, called the Better Health Foundation, which will enable the business to be more effective and efficient. The scope of this work will include implementing new technology, changes to our organisational design and business processes, or organisational or leadership development. This work is led or project managed by the Corporate Services Team, and may involve managing or working with matrix teams with staff from the wider organisation. All involve an element of culture and behaviour change.

This role oversees the portfolio of projects, reporting to senior management and project sponsors on progress, risks and issues, and manages specific projects in more detail as requested.

The Project Manager must be hands-on, with strong stakeholder management, collaboration and communication skills, with the ability to work effectively cross-functionally, with stakeholders at all levels. This position takes responsibility for the planning, execution and management of projects, handling risks and issues and communicating project status at regular intervals to senior management.

Key tasks and responsibilities:

The role is based within the Operations Team, which supports the governance and operational processes around the Health Foundation's work. The role will work closely with all teams in the wider Corporate Services department, especially the IT team.

This role will use and be a champion of the Health Foundation's project management framework to manage the delivery of assigned projects through the complete project management cycle.

Project and change management

- Develop and maintain project management plans with the appropriate level of detail to ensure the tasks and milestones within the project can be accurately tracked.
- Identifying risks, issues and timeline clashes that may impact on the successful delivery of assigned projects; resolving these in a timely fashion to ensure that delivery remains on track, where appropriate, and escalating any risks, issues and change requests to the project sponsor and/or senior management.
- Develop stakeholder management and communications plans; engage with internal communications to obtain advice and guidance on project related communication within the organisation.
- Manage all project governance and documentation, ensure meetings, actions and decisions are managed and documented appropriately.
- Deliver all project update reports on time, ensuring accuracy and completeness.
- Take responsibility for reviewing and quality assuring all business requirements documents, process maps, configuration work, testing and training of users to ensure that a rigorous and appropriate process has taken place, escalating any proposed workflow changes.

Relationship management, influencing and interpersonal skills

- Lead, motivate and manage the relevant project team, ensuring roles and responsibilities are clear, identifying and then drawing on the skills, strengths and knowledge of the team members to ensure they achieve any delegated deliverables.
- Develop excellent working relationships with members of assigned project teams who are made up of staff from across the organisation working in a matrix style.

- Ensure project team members are clear as to what is expected of them and the deadlines associated with assigned activities, resolving and escalating any issues.
- Constructively challenge project teams/members to ensure understanding and to ensure the quality of end deliverables.
- Lead, motivate, manage and pass on best practice in project management to the Operations Team and any other relevant colleagues.
- Work closely with the Project Sponsor/s and any relevant key stakeholders to ensure they are kept fully apprised of project progress and any related issues or concerns.
- Build effective and collaborative relationships with teams across the Health Foundation to understand their processes, requirements and timescales.
- Work with any external providers as required, developing professional and productive relationships with said providers to ensure that they deliver the quality of service at the pace required, working closely with them to manage the timelines and deliverables expected and to assure the quality of their work.

Budget and contract management

- Work within and report on actual project spend against budget, identify any potential overspends and report to the Project Sponsor/s.
- Run tendering processes in accordance with the organisation's policies when appointing new suppliers.
- Familiarise themselves with any existing contracts with third parties and hold said third parties to account.

Wider contribution:

As with other staff at the Foundation, the postholder will be expected to contribute to corporate activities and initiatives, such as staff meetings, cross-Foundation leadership and development programmes, and other corporate projects as necessary. The postholder will also be expected to play a role in supporting and helping to develop the Corporate Services directorate to enable it to be effective.

The postholder will also be expected to show active initiative in developing their own professional expertise, and to demonstrate commitment to the Health Foundation's key behaviours: Commitment to Diversity and Inclusion; Working Together; Achieving Impact and Discovering and Learning.

Person specification

Criteria	Assessment (CV/SS-Shortlist, T-Test, I-Interview)	Essential (E) / Desirable (D)
Commitment to Diversity and Inclusion - Commitment to equality and diversity in all aspects of the Foundation's activities and service delivery.	CV/SS, I	E
Achieving Impact - A proven ability and track record of delivering projects on time / on budget to tight timescales using project management processes and tools including risk management, benefits management, financial management and quality assurance.	CV/SS, I	E
Working Together - Ability to establish and maintain strong relationships and influence others, managing multiple stakeholders to move toward a common vision or goal. Flexible and adaptable, consistently listens to and takes account of the views of others.	CV/SS, I	E
Discovering and Learning - The ability to relate to people, processes and systems equally well; to quickly grasp complex / technical issues and explain said issues in a clear and concise way to others.	CV/SS, I	E
In-depth knowledge of programme and project practices and standards	CV/SS, I	E
Resilient and tenacious with a propensity to persevere and a passionate desire to achieve success through the effective delivery of assigned projects.	CV/SS, I	E
Ability to apply excellent analytical and creative problem-solving skills, and to work collaboratively and creatively to deliver effective solutions to project related issues, overcoming obstacles to cooperation and progress.	CV/SS, I	E
Highly developed organisational awareness and ability to understand any sensitivities within a	CV/SS, I	D

complex multi-stakeholder structure. Ability to work in an agile and iterative way in a changing environment.		
Sound judgement, a self-starter who can work effectively and proactively with minimal supervision and appropriately prioritising and escalating risks and issues.	CV/SS, I	E
Strength of character with ability to maintain clarity of thought when under pressure and retain focus on the end goal.	CV/SS, I	D
Exceptional communication skills, both written and verbal; excellent active listening skills.	T	E
Proficient in the use of Microsoft Office tools	T	E
Experience with large-scale organisational change efforts, and/or using and leading change management activities.	CV/SS, I	D
Skills and experience in IT, operational/business process and system implementation and change.	CV/SS, I	D
Knowledge of best practice in award/grant making and contracting.	CV/SS, I	D
Recognised project management qualification	CV/SS	D

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