

## JOB DESCRIPTION

Job title:	Programme lead, Digital Boards
Reporting to:	Programme Development Manager
Initial term:	Full time, one-year fixed term contract with the option to extend
Salary:	£43,500 per annum + generous benefits
Direct reports:	2
Location:	Victoria, London. Hybrid working with one to three days in the office each week. The role may also require some travel around England.

## 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 England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people. We are a busy, high performing team of around 100 staff, based in central London, although we are flexible and work in a hybrid format, with both office and homeworking.

Our values are at the centre of who we are, what we do, and how we behave:



## Purpose of this role

We are looking to recruit a Programme Lead to project manage the day to day delivery of our Digital Boards programme. The Digital Boards programme is a well-regarded board development programme supporting senior NHS leaders to build confidence and capability around the digital transformation agenda. The programme delivers peer learning events, bespoke board sessions, leadership resources and other outputs for NHS boards and senior leaders.

## Our Development and Engagement Directorate

Our Development and Engagement directorate leads on our strategic priority to support trusts and their local system partners to drive improvement and innovation in an environment of unprecedented pressure. We provide peer learning, training and development opportunities designed to help NHS leaders step back, learn from good practice both within the health and care sector and beyond, and take away practical insights to apply. Within this directorate, our programmes team delivers programmes covering a wide range of topics to support NHS leaders. Much of our work is delivered in partnership with external stakeholders.

## The Digital Boards programmes:

Digital transformation is a fundamental enabler to the delivery of health and social care. Trusts are using digital tools and ways of working to improve efficiency, safety, and drive collaboration to deliver services. Our Digital Boards programme has been supporting NHS Boards over the past three years to build knowledge, confidence and capability to lead the digital transformation agenda through leadership resources, webinars, peer learning and free board development sessions. Alongside our Digital Boards programme, we run a similar offer, the Digital ICS programme, supporting integrated care boards and system leaders to drive the digital agenda. Both of these programmes are funded by NHS England.

## Nature and scope

The postholder will be responsible for the day-to-day delivery of the Digital Boards programme, working with the support of the Programme Development Manager who will have strategic oversight of both the Digital Boards and ICS Digital Boards programmes. The postholder will project manage a portfolio of contracted outputs, including board sessions, peer learning events and resources, working closely with external and internal facilitators to deliver these outputs.

This role would suit a dynamic, experienced and hands-on individual who is motivated to work across high performing projects. At every point of programme delivery, this role will require a high level of organisation and involve working collaboratively across internal and external teams on events and projects, as well as working with colleagues across communications, policy and analysis teams to deliver on programme outputs.

This role will line manage team members within the Digital Boards team and work closely with the Programme Lead for the Digital ICS programme to ensure our development offers on digital align and compliment to maximise our ability to share content and learning across the two programmes. Reporting into the Programme Development Manager, this post will sit within the development and engagement directorate and the ability to work collaboratively across teams to ensure the digital programme is embedded into the wider work of the organisation will be important. A flexible approach will be equally important as we respond to a rapidly changing and highly uncertain external environment.

## Accountabilities

### Project management of the Digital Boards programme:

Work with the Programme Development Manager to iterate, evaluate and prepare programme plans and outputs based on member needs.,

- Manage the programme deliverables to a high standard, liaising with team members, stakeholders, and partners as appropriate to deliver a fast-paced schedule of delivery..
- Effectively capture, monitor, report and evaluate projects. Working with the Programme Development Manager to provide timely and accurate progress reports for internal senior management and external partners.
- Work with the Programme Development Manager and other colleagues at NHS Providers to develop the new in-house facilitator model for board session delivery.
- Support the Programme Development Manager in managing the relationship with our delivery partners to ensure they meet their contractual obligations, with agreed ways of working, a clear division of labour on all jointly developed deliverables, and regular communications and reporting.
- Line manage the Programme Administrators.
- Work closely with the Digital ICS programme lead to ensure effective and integrated team working across both the ICS Digital Boards and Digital Boards offers to maximise impact and learning.

## Delivery of Digital Boards outputs:

- With the support of the Programme Development Manager, to lead on the liaison with members to bespoke board session content, working closely with our external delivery partners and in house facilitators.
- Oversee the project plans for board development sessions, working with the Programme Co-ordinator and Programme Administrator to ensure effective and time efficient board session scheduling including all pre and post calls.
- Oversee project plans for peer learning events, working with the Programme Co-ordinator and Programme Administrator to ensure the delivery of a range of peer learning events, with content developed in response to member feedback.
- Ensure a regular programme of outputs is in place to share the insights from Digital Boards, working closely with Programme Development manager to publish resources and oversee the development and delivery of the online knowledge hub.
- To work with the communications team to develop and deliver communications strategies for the Digital Boards programme to maximise audience reach and member engagement, and to communicate programme impact internally and externally.

## To support the feedback and evaluation strategy for Digital Boards:

- Work with the Programme Development Manager, external delivery partners and stakeholders to develop an evaluation strategy for the Digital Boards programme.

- Support activities to disseminate programme learning and impact both internally and externally, to ensure this informs future NHS Providers activity as well as other external offers on the same topic.

## Collaborate successfully across the organisation:

- Work with members across the Digital Boards and Digital ICS programmes to ensure effective systems are in place to capture the insights and knowledge gained through the programme to share with internal and external stakeholders and members.
- Work with staff within the funded programme team and development and engagement team, as well as across the organisation to successfully align Digital Boards with other board-level programmes and activity.
- Contribute to the development of NHS Provider's wider portfolio of support for NHS boards.
- Oversee the mainstreaming of programme content into the rest of NHS Providers' offer including our director level networks, executive and non-executive induction programmes and development programme for foundation trust governors.
- Agree plans to transition both programmes into business as usual to ensure future sustainability.
- Actively support cross-organisation activity that supports our internal strategic priorities including (but not limited to) our work to become an anti-racist organisation.

## Person specification

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Experience	<ul style="list-style-type: none"> <li>✓ Experience of project design, management and coordination, delivering projects from inception to evaluation.</li> <li>✓ Experience of working within health and care or a similarly complex environment.</li> <li>✓ Experience of reporting for internal and external stakeholders.</li> <li>✓ Experience of managing stakeholder relationships and working with senior leaders.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Experience of membership-based representative organisations.</li> <li>✓ Experience of working with senior health leaders including NHS boards.</li> <li>✓ Experience of developing and curating peer learning content.</li> <li>✓ Experience in implementing monitoring and evaluation processes.</li> </ul>

	<p>Experience of developing content and materials for public audiences.</p>	<ul style="list-style-type: none"> <li>✓ Experience in delivering and managing successful virtual events.</li> <li>✓ Experience of pro-actively embedding anti-racist principles into projects of work.</li> <li>✓ Experience of matrix management.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>✓ Project management skills: planning, reporting, delegating to junior team members and proactively keeping team members informed of progress.</li> <li>✓ Excellent organisational and prioritisation skills and ability to effectively manage competing demands and tight deadlines.</li> <li>✓ Ability to work under pressure and prioritise to meet deadlines.</li> <li>✓ Proven ability to communicate confidently and effectively across a variety of audiences, including senior leaders and experts, both verbally and in written, published form.</li> <li>✓ The ability to develop collaborative networks internally and externally.</li> <li>✓ Ability to contribute to the work and priorities of the wider organisation.</li> <li>✓ Ability to work with a high degree of autonomy within the bounds of the portfolio.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ability to think creatively and strategically.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>✓ An understanding of the challenges facing the health and care sector.</li> </ul>	

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*Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.*

*NHS Providers is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.*

## Equality and diversity

We're working hard to ensure that we are diverse and inclusive in all we do. This runs from how we gather, author, and share the thought leadership that the organisation puts out to how we engage with our members and the wider public. It includes how we recruit staff and procure partners and services, through to how we give people opportunities to develop, grow and advance their careers. We are committed to the development of positive policies to promote equal opportunities in employment, regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity. This commitment will apply to recruitment and selection practices, learning, and development and internal promotions.

## Place of work and hours

NHS Providers' office is located in Victoria, London. We are working in a hybrid format, where staff work 5 days a week, with 1-3 days in the office.

## Staff benefits and groups

We offer a wide range of benefits:

- 25 days holiday plus two additional days off at Christmas.
- Personal development training and memberships to professional bodies.
- Study leave, help another leave day, service-related leave and the potential to purchase up to five days extra off per year.
- Enhanced maternity and paternity leave pay.
- Season ticket loan for travel.

- Access to life insurance and dental plan.
- Enhanced pension scheme.
- Flu jabs.
- Eye test.
- Cycle to work scheme.
- health and wellbeing initiatives.
- access to the employee assistance programme, a confidential counselling service.

We have a number of staff groups to provide support and a safe space to discuss issues that matter to staff.

- The race equality and cultural inclusion group.
- Mental health group.
- LGBTQ+ group.

## How to apply

Please send a CV and covering letter setting out why you are interested in the role and how you meet the person specification to [recruitment@nhsproviders.org](mailto:recruitment@nhsproviders.org).

Please note, those invited to interview will be required to respond to a set task, to be presented as part of the interview process.

For an informal conversation about the role, please contact [Louise Horgan](#).