

## JOB DESCRIPTION

<b>Title:</b>	<b>Senior Transformation Manager</b>
<b>Salary:</b>	<b>From £65,500 (dependant on skills and experience)</b>
<b>Responsible to:</b>	<b>CEO / Director of Workforce &amp; Integration</b>
<b>Accountable to:</b>	<b>National Board</b>
<b>1. Job Role/Purpose:</b>	
<p>Reporting directly to the Modality CEO / Director of Workforce &amp; Integration, the Senior Transformation Manager will provide be a key member of the National Central Business Support Team. The postholder will provide a lead role within Modality on a designated range of key work-streams (i.e. digital, strategy &amp; business development, operations and education).</p> <p>This will include direct support to the CEO and working with teams and stakeholders (internal and external; nationally and internationally) at all levels to deliver cross-cutting programmes of work. The post holder will contribute to the broader work of Modality's business planning, supporting the delivery of corporate objectives and longer term strategic plans.</p> <p>The postholder will also have direct operational responsibility for a small team of National Multi-Functional Managers, ensuring smooth and effective service delivery across the Group.</p>	
<b>2. Key Duties &amp; Responsibilities:</b>	
<p><b>Strategy &amp; Transformation</b></p> <ul style="list-style-type: none"> <li>• Work with managers, clinicians and other stakeholders to enable an effective approach to sharing, influencing and implementing new processes</li> <li>• Develop and formulate strategic business cases, tenders, applications to a high standard</li> <li>• Help build demand and capacity, financial, workforce and related modelling and or/projection to support business cases</li> <li>• Ability to present complex ideas and make clear recommendations in complex scenarios, backed by credible recommendations</li> </ul> <p><b>Project Management &amp; Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and project management expertise and facilitation across a wide range of national and international programmes (i.e. digital, education, strategy, operations, analytics)</li> <li>• Lead on the project management and implementation of new services, new initiatives across the Group inc. chairing project meetings with senior colleagues, developing and maintaining action logs, lessons learned and timely reporting</li> <li>• Lead and facilitate key national meetings i.e. Digital Transformation Work Group, Clinical Operations Meeting, National All Managers meeting, individual programme / project meetings</li> <li>• Work with subject matter experts, in particular operational and clinical leads to shape, design and implement key initiatives nationally and internationally</li> </ul>	

- Plan, schedule, monitor, and report on activities related to the programme and overall progress; develops and implements programme controls, tracks progress and transition milestones and initiates corrective action, as appropriate to ensure that programme deliverables are produced on time and within budget.
- Provide professional leadership and a clear direction via effective decision making and making critical judgements on programme performance
- Work on tight timescales and lead a portfolio of projects concurrently and contribute a sense of pace, urgency and challenge to meet objectives

### **Communication and Stakeholder Management**

- Develops, leads, and maintains highly collaborative relationships with a wide range of key stakeholders Develop, lead and maintain highly collaborative and positive working relationships with National Board members, Divisional Board members, senior managers and other key stakeholders to support the development of cohesive strategic planning and service development programmes
- Provides advanced, credible communication and diplomacy to senior and executive management teams by determining the appropriate language and using a broad range of effective communication tools
- Proficient report writing and communication, analysing highly complex verbal and written data to all relevant stakeholders (proficient MS Powerpoint and Excel skills)

### **Operational Management**

- Undertake a line manager role for designated staff within the National Central Business Support Team (inc. recruitment, career development, performance management, absence management, work allocation etc)
- Undertake monthly one-to-one meetings and annual appraisals and objective setting for direct reports.
- Develops synergies within multi-functional teams across organisational/external boundaries

### **Other Duties**

- To undertake any duties not listed above yet commensurate with the scope of the role as requested and appropriate.

NB: This job description outlines the key duties that are expected of you within the role although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change.

### **3. Other Responsibilities:**

#### **Health and Safety**

- To comply with the Health and Safety at Work etc. Act 1974.
- To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

#### **Equality and Diversity**

- To carry out at all times his/her responsibilities in line with the Equal Opportunities Policy and Procedure.

#### **Risk Management and Clinical Governance**

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives.

#### **Confidentiality**

- To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Data Protection Act 1998 and Caldicott Guardian. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### **General**

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
- To work across Modality sites as required.
- To work flexibly to accommodate evening meetings as required.

### **4. EXPERIENCE, SKILLS, KNOWLEDGE AND PERSONAL QUALITIES**

(M) Mandatory Minimum; (E) Essential; (D) Desirable

#### **Knowledge:**

- Relevant masters/degree level qualification or equivalent clinical/professional/management experience
- Formal project/programme management qualification or equivalent experience in programme delivery
- Deep understanding of NHS strategy and direction and the implications and opportunities for General Practice.

#### **Experience:**

- Minimum 5 years' experience of project management and/or implementation
- Minimum 5 years' experience of working in Health setting.
- Experience of developing and leading a continuous improvement culture that delivers ongoing improvements in terms of efficiency, effectiveness and income generation.
- Extensive programme management experience and proven track record of successful delivery
- Experience of business development and demonstrable skills of commercial acumen, stakeholder management and planning

#### **Skills:**

- Highly skilled in MS applications including Outlook, Excel and Word and other related software packages.
- Strong bid writing and business case skills with experience of developing successful propositions
- Ability to analyse complex data and situations and developing a range of options/solutions to any problems identified.
- Ability to influence and negotiate at a senior level while maintaining positive relationships with key stakeholders.
- Ability to manage multiple projects simultaneously and prioritise effectively while meeting deadlines.
- Able to work well under pressure and deliver to tight timescales.
- Well organised and able to manage multiple competing demands.
- Excellent verbal and written communication skills to individuals at all levels within and outside of the organisation.
- Ability to effectively deal with difficult situations.

**Personal Qualities:**

- Able to work well under pressure and deliver to tight timescales
- Well organised
- Flexibility of working hours/able to work at desired times
- Excellent verbal and written communication skills to individuals at all levels within and outside of the organisation
- Strong influencing, negotiating, networking and decision-making skills
- Ability to effectively deal with difficult situations.
- Able to influence staff positively at all levels
- Strong work ethic as part of a team and working on own initiative

**STATEMENT:**

**This job description will be agreed between the jobholder and the Executive Board to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.**

**Post holder:** .....

**Manager:** .....

**Date:** .....

