

**JOB TITLE SENIOR PROGRAMME DELIVERY MANAGER**

<b>Banding</b>	£ 49,645 - £56,796 depending on experience
<b>Hours</b>	37.5hrs/week (Full time)
<b>Base</b>	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
<b>Team</b>	Health Informatics
<b>Accountable to</b>	Head of Health Informatics Programme Delivery
<b>Terms</b>	12-month fixed term

This role is offered on a hybrid basis. All team members are expected to attend 2-3 in-office days per month, with flexibility for occasional meetings across the East of England and national conferences or events.

**About Health Innovation East:**

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

Our team of clinicians, clinical scientists, commercial and NHS experts works with pioneering start-ups, universities, global corporates and the NHS to ensure that the best innovations in health and care reach the people and places where they deliver the most benefit. We also have a growing team of specialist programme managers, experts in real world evidence and data scientists who support the specialist work increasingly needed to deliver today’s world of technology-enabled patient care.

**Role purpose:**

The post holder will be part of the Health Informatics team at Health Innovation East, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

This role is part of the Programme Delivery function within the Health Informatics Team. The post holder will take responsibility for project managing multiple parallel projects within our portfolio, devising robust project plans with input from subject



matter experts and ensuring their successful delivery throughout the project life cycle. The postholder will drive working groups and meetings to facilitate identification of risks, interdependencies, and critical paths, and develop relevant mitigation plans alongside the PMO Lead, escalating where necessary to the Head of Health Informatics Programme Delivery.

The successful candidate will work to build strong and meaningful relationships with key external stakeholders and have the ability to recognise and work to address the articulated and unarticulated needs of stakeholders, taking a holistic perspective when approaching challenges and decision-making. You will collaborate with internal teams including IT, DevOps, data governance, and programme delivery leads to maintain project momentum and to ensure our deliverables are successfully met on time.

Given the range of our work, the post will involve working on a number of projects simultaneously and the postholder will be required to competently manage them. As a consequence, the role requires strong interpersonal, organisation, communication and stakeholder relationship skills, aligning internal and external partners to meet evolving timelines and project dependencies.

The successful candidate will be a collaborative team player, capable of navigating a dynamic working environment where multiple internal workstreams and external stakeholders converge. They will balance competing priorities and deadlines with clarity, adaptability and a focus on team success.

The post holder will need to demonstrate the following skills:

- Show adaptability to different types of work.
- Take a flexible approach, recognising that projects, activities and tasks will be highly varied.
- Demonstrate an aptitude for learning about new areas quickly.
- Write reports to a high standard, adapted to communicate effectively for difference audiences.
- Engage with project stakeholders and demonstrate an ability to build excellent working relationships.

## **Key responsibilities:**

As a Senior Programme Delivery Manager the post holder will:

- Project and Programme Delivery
- Take responsibility for project managing multiple parallel projects within our portfolio, working directly with subject matter leads to ensure successful delivery of project milestones.
- Work closely with subject matter experts to establish robust delivery plans.
- Take accountability for tracking progress throughout the project lifecycle.
- Produce project initiation documents and project close reports, including identification of opportunities for learning and improvement.
- Lead working groups and meetings to track progress, facilitate identification of interdependencies and risks, developing relevant mitigation plans
- Contribute to internal reporting mechanisms and production of monthly reports
- Resolve problems for more junior team member as they arise, escalating when necessary.
- Stakeholder Engagement and Relationship Management
- Work to build and maintain strong and meaningful relationships with key external stakeholders and partner organisations to support the successful delivery of projects and commissions
- Recognise and work to address the articulated and unarticulated needs of stakeholders.
- Produce regular project updates for internal, regional, and national/funder reports.
- Effective communication of project progress during meetings and across the organisation.
- Team Growth and Skills Development
- Train new team members during the onboarding process.
- Support more junior team members to develop within their roles, providing training, guidance and coaching as appropriate.
- Continuous Improvement and Operational Excellence
- Actively engage in discussions and offer suggestions for opportunities to implement continuous improvement, which could include devising or adopting new tools or operational processes to enhance efficiency.
- Work with PMO colleagues to develop and maintain standard operating procedures (SOPs) for delivery processes
- Conduct regular process audits to ensure compliance with internal standards and external requirements (e.g. funder expectations)
- Maintain processes for early identification and escalation of operational risks
- Lead post-project learning reviews and embed insights into future practice

## Corporate duties:

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East's employees, supported by policies and procedures as appropriate

- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities.
- Observe Health Innovation East’s Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

### Person Specification:

	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> <li>• Educated to degree-level (any discipline), or with equivalent professional experience relating to programme management in a healthcare or research setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Formal project management qualification (e.g Agile, PRINCE2, Managing Successful Programmes).</li> </ul>
Knowledge and understanding	<ul style="list-style-type: none"> <li>• Understanding of the NHS and/or health research landscape, ideally within the East of England</li> <li>• Experience of delivering highly complex projects within a healthcare innovation and/or research setting.</li> <li>• Experience of developing excellent relationships with multiple stakeholders at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Some Knowledge of information governance requirements for use of sensitive data, ideally within a research setting.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to work with multiple stakeholders to drive forward the delivery of complex projects at pace.</li> <li>• Confident in providing structure and plans within sometimes ambiguous environments.</li> </ul>	<ul style="list-style-type: none"> <li>• Existing use of a Project management software such as Jira.</li> <li>• Experience of supporting and training others through a variety of methods.</li> </ul>

	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, able to adapt tone for different stakeholders.</li> <li>• Ability to take data and present it in a way that appeals to various audiences, through presentations and reports.</li> <li>• Strong organisational skills, able to multitask and prioritise work with competing pressures.</li> <li>• Keen accuracy and attention to detail.</li> <li>• Microsoft Office 365 (Outlook, Word, Excel, PowerPoint) with ability to learn additional project management software (such as Jira).</li> </ul>	
Disposition/ Aptitude	<ul style="list-style-type: none"> <li>• Enjoys working in a small team, picking up tasks from colleagues as required to support each other's workload, re-prioritising as needed to collectively deliver responsibilities</li> <li>• Flexible, adaptable and willing to learn to carry out potentially unfamiliar tasks</li> </ul>	

Right to work in the UK: Applicants must be able to provide evidence of their right to work in the UK at the point of interview.

The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.

Occasional travel both within the region and nationally is required.

### **Personal development responsibilities**

- Understanding and awareness of own personal development needs.
- Maintenance of a compliant professional portfolio where required.

### **Key relationships**

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Funding/investment organisations.
- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Colleagues across the Health Innovation Network and in the Central Team
- Commissioning Bodies, such as the Accelerated Access Collaborative (AAC), Office for Life Sciences (OLS) and Patient Safety Collaborative (PSC).
- Local Government.
- Integrated Care System and Integrated Care Boards.
- Third Sector Organisations.
- Patient Advisory Groups/Services.

## Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

## How to apply

To apply please submit your CV and a covering letter **by 23:59 on Sunday 31<sup>st</sup> May** to [recruitment@healthinnovationeast.co.uk](mailto:recruitment@healthinnovationeast.co.uk) specifying your motivation for applying and how you meet our person specification.

For an informal discussion, please contact [informaticsoperations@healthinnovationeast.co.uk](mailto:informaticsoperations@healthinnovationeast.co.uk)

## Interview Process:

The interview will be conducted in two stages. The first stage will be a short screening call via Microsoft Teams with the recruiting manager, scheduled to take place on **Thursday 18<sup>th</sup> June** Candidates who are successful at this stage will be invited to attend a second-stage, **in-person interview** at our office in Cambridge on **Friday 26<sup>th</sup> June**.

*This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.*