

## Job description

**Job title:** Member Services Programme Manager

**Reports to:** Director of Member Services

**Worker Category:** Agile Worker

**Primary Location:** Walton Clinic, Felixstowe

### Job Purpose

The Member Services Programme Manager is a senior specialist and programme leadership role, responsible for leading the development, coordination and delivery of digital and transformation programmes across Member Services, working closely with Unity Healthcare, PCNs/Practices and Suffolk LMC.

The postholder will provide expert advice, programme leadership and delivery oversight, translating organisational and system priorities into practical, deliverable programmes that improve service efficiency and member support. The role contributes to strategic objectives, with the corporate-wide accountability for digital strategy sitting with the Head of Digital and Data.

The postholder will operate with a high degree of autonomy within agreed strategic frameworks, acting as a trusted senior adviser to the Senior Leadership Team and Directors.

### Key Responsibilities

#### Programme Leadership and Delivery

- Lead the design, coordination and delivery of complex, multi-strand programmes supporting Member Services, Unity Healthcare and PCNs/Practices.
- Manage a portfolio of transformation and digital projects, ensuring delivery to agreed timescales, quality standards and budgets.
- Translate organisational, system and national priorities into practical programme plans that are deliverable at scale.
- Provide regular progress reports, risk updates and assurance to the Director of Member Services and relevant governance forums.

### Stakeholder Engagement and Influence

- Establish and maintain effective working relationships with:

- Federation service managers and directors
- Unity Healthcare Senior Leadership Team
- PCN and Practice managers
- Suffolk LMC representatives
- Act as a trusted senior adviser on digital and transformation matters within Member Services, escalating to the Head of Digital and Data where necessary.
- Represent the organisation at relevant regional and system forums, contributing specialist expertise rather than setting system-wide policy.

### **Leadership and People Management**

- Provide day-to-day line management, supervision and development of the Digital Projects Implementation Manager.
- Offer professional leadership, coaching and feedback to support effective delivery and staff development.
- Contribute to a culture of collaboration, accountability and continuous improvement.

### **Governance, Risk and Compliance**

- Ensure programmes operate within agreed governance frameworks, policies and financial controls.
- Identify, manage and escalate risks and issues appropriately.
- Support compliance with Information Governance, Data Protection, Cyber Security and NHS digital standards.
- Prepare business cases and options appraisals for digital tools and third-party solutions, making recommendations for approval.

### **Communication and Reporting**

- Prepare clear written and verbal reports for senior leaders and governance groups.
- Produce regular programme updates, including contributions to Federation communications and newsletters.
- Act as a visible and accessible senior lead during programme mobilisation, resolving issues as they arise.

### **Scope and Autonomy**

- Works independently and autonomously within agreed strategic and policy frameworks.
- Makes decisions on programme delivery, prioritisation and resource deployment within approved plans.
- Escalates strategic, financial or high-risk decisions to the Director of Member Services.
- The role does not hold corporate accountability for organisational digital strategy or budgets beyond agreed programme allocations.

This is a developing role and we will work with the postholder to amend the Job Description as the role evolves and the needs of our Organisation and Member Practices become more apparent.

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**Amending the job description:** It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality:** The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

**Data Protection:** The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures:** The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General:** The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

**Health & Safety:** Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Anti-Harassment:** The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do

## Organisation Structure Chart

