

Member Services Programme Manager

Person Specification

		Means of Assessment
	Essential / Desirable	Application Form / Interview / Test
<p>Qualifications / Training</p> <p>Educated to degree level or equivalent significant experience.</p> <p>Project management experience or qualification appropriate to the role.</p> <p>Evidence of continued professional development in digital, transformation or programme delivery</p> <p>Management qualification appropriate to the post.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application form/certificate</p>
<p>Knowledge and Experience</p> <p>Experience in or exposure to general practice.</p> <p>Understanding of how general practice operates, including funding and organisation trends.</p> <p>Experience of facilitating and managing change across groups of GP practices.</p> <p>Experience in managing and leading teams, especially through times of change.</p> <p>Significant experience of managing complex programmes or portfolios within a healthcare, public sector or similarly complex environment</p> <p>Experience of delivering digital and/or transformation programmes to time, cost and quality requirements</p> <p>Previous experience of using SystemOne collaboratively across groups of practices.</p>	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application form/certificate</p>

Knowledge of NHS structures, primary care, PCNs and system working	E	
Experience of governance, risk management and assurance processes within programmes	E	
Experience of preparing business cases, options appraisals and presenting to senior stakeholders	E	
Experience of line management, supervision or leading staff (directly or through matrix working)	E	
Experience of working with digital systems, data or transformation in a service delivery context	E	
Experience of contributing to system forums or regional programmes	D	
Skills and abilities		Application form/certificate
Able to draft concise written documents which include: briefings, updates, presentation and communication materials.	E	
Strong programme and project management skills, with the ability to manage multiple workstreams simultaneously	E	
Ability to translate strategic priorities into practical, deliverable plans	E	
Able to gather data, and analyse as necessary.	E	
Excel, PowerPoint, and Word processing skills to an intermediate or advanced level.	E	
Ability to work autonomously and make informed decisions within agreed frameworks	E	

Able to work in an environment that is ever changing and which has conflicting demands.	E	
Able to create and maintain effective working relationships.	E	
Excellent stakeholder engagement and influencing skills, including the ability to work with senior leaders and external partners	E	
Able to work in line with strict guidelines in respect of confidentiality.	E	
Clear written and verbal communication skills.	E	
Strong organisational skills and attention to detail.	E	
Able to self-motivate, and manage own time effectively.	E	