



## Job Description

Job Element	
<b>Job title:</b>	<b>Project Manager – Continuing Healthcare</b>
<b>Department:</b>	CHC
<b>Reports to:</b>	CHC Operations Manager
<b>Location:</b>	Home / Field Based
<b>Job summary:</b>	Responsible for the management of client facing CHC projects, ensuring they are planned, coordinated, executed and delivered on time and on budget, within scope and delivering the required goals.
<b>Qualifications:</b>	Degree or equivalent clinical background preferred
<b>Technical skills:</b>	<ul style="list-style-type: none"> <li>• Working knowledge of CHC national framework</li> <li>• Process mapping (Visio)</li> <li>• MS Project /Gantt chart management</li> <li>• Good Excel skills</li> <li>• Project Methodology (PRINCE2/Agile) (desirable)</li> <li>• Consultancy delivery experience</li> </ul>
<b>Profile:</b>	<ul style="list-style-type: none"> <li>• Experience of working in a CHC environment</li> <li>• Ability to lead the execution of multiple projects - including large scale, client facing projects</li> <li>• Ability to interpret client requirements and work with project stakeholders</li> <li>• Experience in process mapping</li> <li>• Experience of facilitating client workshops with multiple stakeholders</li> <li>• Critical thinking and high level problem solving skills</li> <li>• Excellent time management skills with ability to work to deadlines</li> <li>• Track record of delivering consistently accurate and high quality work</li> <li>• Track record of delivering measurable outcomes e.g. cost savings, quality improvements</li> <li>• Ability to communicate clearly, both verbally and in writing</li> <li>• Analytical and logical in approach with an attention to detail</li> <li>• Able to work on own initiative and be self-motivated</li> <li>• Competent in required project methodology</li> <li>• Anticipate and react to change</li> <li>• Demonstrates commercial awareness</li> <li>• Extensive travel required</li> </ul>
<b>Principal Tasks and Activities:</b>	<ul style="list-style-type: none"> <li>• Lead the planning and execution of multiple client facing CHC projects</li> <li>• Work with client to establish trusted relationships with key stakeholders</li> <li>• Establish clear project team roles (internal and external) with clear accountabilities and agreed escalation paths</li> <li>• Drive project team towards defined project scope, goals and deliverables, project tasks and resource requirements</li> <li>• Ensure resource requirements are available and allocated</li> <li>• Manage day-to-day operational aspects of the project(s) as required</li> <li>• Influence client stakeholders to keep project on track, escalating as required</li> <li>• Facilitate project meetings, calls and workshops with internal and client teams that drive decisions and actions</li> <li>• Undertake investigative workshops with client to create process maps</li> <li>• Work with Liaison’s CHC team to create gap analysis and recommendations</li> <li>• Support client with re-design and implementation of new operating model,</li> </ul>

	<p>systems and process flows</p> <ul style="list-style-type: none"> <li>• Work with 3rd party suppliers and contractors to deliver project goals</li> <li>• Develop detailed project plan(s) to monitor and track progress and communicate as agreed</li> <li>• Create and maintain comprehensive project documentation</li> <li>• Measure project performance and outcomes using appropriate tools and techniques e.g. productivity / cost / error reduction</li> <li>• Anticipate and proactively manage changes to the project scope, schedule, and costs, and asses any wider impact on the business, the client and other CHC projects</li> <li>• Proactively identify and manage risks, escalating as required</li> <li>• Ensure projects are delivered on time and on budget, and in line with client expectations</li> </ul>
<p><b>Miscellaneous:</b></p>	<p>In addition the postholder will be expected to :-</p> <ul style="list-style-type: none"> <li>• Undertake training deemed necessary for the pursuance of the post.</li> <li>• Ensure that Health &amp; Safety is observed in the course of employment.</li> <li>• Comply with the contract of employment and company policies and procedures.</li> <li>• Comply with any reasonable requests which may be communicated by the company from time to time</li> </ul> <p>This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company. The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.</p>