

*Our mission is to humanise healthcare. We achieve this by working to improve patients' experience of care and increase support for the staff who work with them.*

## Programmes Manager Role Description

<b>Purpose</b>	<p>To lead and take responsibility for the business relationships and processes with clients and Point of Care Foundation ("PoCF") delivery teams. To lead the organisation's programme administration and running of events that are central to the delivery of our programmes, ensuring that all that we do is of the highest quality.</p> <p>PoCF's programmes currently comprise:</p> <ul style="list-style-type: none"> <li>• Schwartz Rounds</li> <li>• Sweeney Programme</li> <li>• Head of Patient Experience ("HOPE") network</li> <li>• Foundations in patient experience qualification</li> </ul> <p>(The key elements of our programmes involve training, coaching, and mentoring staff in organisations that are seeking to humanise the care they provide.)</p>
<b>Reporting to</b>	Head of Improvement and Head of Staff Experience
<b>Line managing</b>	Programme Coordinators
<b>Responsibilities:</b>	
<b>1. Support for business development</b>	<ul style="list-style-type: none"> <li>• Lead the process of enquiry handling – dealing with technical enquiries and supporting the Programmes Coordinators to manage incoming enquiries</li> <li>• Responsibility for the Client Relationship Management ("CRM") system and processes</li> <li>• Manage business development initiatives involving PoCF ambassadors</li> </ul>
<b>2. Client processes and relationships</b>	<ul style="list-style-type: none"> <li>• Ensure agreements and invoices are issued for all client work undertaken by PoCF</li> <li>• Ensure the CRM system is updated for all activity</li> <li>• Monitor the delivery of each agreement</li> <li>• Be responsible for coordinating communications with clients from start to finish of each programme.</li> </ul>

<b>3. Delivery support</b>	<p>Manage the team to deliver the various support activities for delivery including:</p> <ul style="list-style-type: none"> <li>• Agreeing timelines with client and delivery team</li> <li>• Agreeing allocation of client work to associate and mentors with heads of improvement and staff experience</li> <li>• Project management of events and conferences</li> <li>• Organising venues for training</li> <li>• Coordinating the preparation of delivery materials</li> <li>• Oversee the booking of travel and accommodation for associates and mentors</li> </ul>
<b>4. Management of Associates and Mentors</b>	<ul style="list-style-type: none"> <li>• Ensure all associates and mentors have current contracts with PoCF</li> <li>• Monitor actual delivery agreed with associates and mentors</li> <li>• Approve time invoices and expense claims from associates and mentors</li> </ul>
<b>5. Quality Assurance</b>	<ul style="list-style-type: none"> <li>• With the heads of improvement and staff experience develop effective methods of quality monitoring and evaluation</li> <li>• Ensure that data for quality monitoring is collected for all programmes</li> <li>• Oversee the compilation of summary information on quality indicators</li> </ul>
<b>6. Community development</b>	<ul style="list-style-type: none"> <li>• Oversee the network relationships in various PoCF communities</li> <li>• Input to the regular newsletters sent to networks</li> </ul>
<b>7. Management reporting</b>	<ul style="list-style-type: none"> <li>• Prepare regular reports (at agreed intervals) on the following: <ul style="list-style-type: none"> <li>- Business development from enquiries to invoices</li> <li>- Event attendance</li> <li>- Participant feedback</li> <li>- Other agreed quality measures</li> <li>- Network activity measures</li> </ul> </li> </ul>
<b>8. Management &amp; leadership</b>	<ul style="list-style-type: none"> <li>• Input to the development of PoCF strategic plan</li> <li>• Develop and deliver operational plan</li> <li>• Manage the Programmes Coordinators.</li> <li>• Manage the budget and allocate resources in line with it.</li> </ul>
<b>9. Organisational and personal development</b>	<p><b>Work to continuously develop the organisation and internal processes</b></p> <ul style="list-style-type: none"> <li>• <b>Team working</b> – contribute to team &amp; organisational development participating in staff days and in processes for feedback and review</li> <li>• <b>Personal development</b> - actively contribute to own professional development and that of colleagues (eg via the appraisal process)</li> <li>• <b>Values</b> – be aware of, embody and communicate the Foundation’s values</li> <li>• <b>Risks</b> – assess and mitigate risk in own areas of responsibility</li> </ul>
<b>10. Other</b>	To perform any other duties which are reasonably assigned

## PERSON SPECIFICATION *(Essential - E, Desirable - D)*

### Qualifications

- Degree or HND (E)

### Skills and experience

- Experience of managing teams to deliver projects (E)
- Experience of working with multiple agencies/delivery partners (D)
- Experience of effective management of expenditure budgets (E)
- Experience of setting up and monitoring agreements with delivery partners (D)
- Experience of monitoring projects (D)
- Ability to demonstrate creative problem-solving and innovation (E)
- Experience of developing & delivering high quality training programmes (E)
- Excellent organisational skills and ability to prioritise workload (E)
- Strong IT skills (E)
- Excellent interpersonal skills with the ability to deal with a wide range of people (E)
- Experience of working under pressure to deadlines, and to adapt to changing priorities and conflicting demands (E)
- Numerate, with the ability to interpret the meaning of data (E)
- Good writing skills, including excellent attention to detail, grammar and spelling (E)
- Understanding of, and commitment to, equal opportunities and cultural diversity (E)

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The Foundation's values:

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|--------------------------------------|---------------------------------------|-----------------------------------|
| • <i>Independent and transparent</i> | • <i>Innovative and inspirational</i> | • <i>Practical and supportive</i> |
| • <i>Based on best evidence</i>      | • <i>Committed to what we do</i>      |                                   |
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