

## Project Manager - Digital and Systems

**Direct Reports:** None

**Accountable to:** Senior Quality and Business Support Manager and digital working group led by CEO

### The Role

We are looking for an experienced and enthusiastic project manager to help take our charity forward at an exciting time as we embrace digital transformation and technology. We have recognised that a new digital care records solution will further improve quality and reduce the burden of excessive administration and paperwork in our care and support and business support services.

Freeing up time and resources so colleagues can give maximise face to face contact with people who need our care services, being more efficient and effective in our work and better evidencing the quality and impact of our services are the key drivers for this strategy.

In addition to the need for fit for purpose, digital care records the charity, alongside our parent company Newlon Housing Trust, will be moving to Microsoft 365 in 2022 and the post holder will be pivotal in project managing this transition for Outward.

We need an experienced end-to-end digital project manager to manage the scoping and mapping phase, oversee the procurement of suitable digital platform(s) and then work with the selected supplier to steer the project through implementation phases to successful completion that is on time, on budget and to internal stakeholders' satisfaction.

This will involve working with the senior leadership team, external agencies, front-line services, inter-group departments and stakeholders to ensure aligned timeframes, documentation and to deliver key project milestones.

The right person for the role will have the skills and ability to work closely with care and support operational colleagues, understanding their service and regulatory needs and fostering a positive 'can-do' approach, competency and confidence in digital solutions.

### Key Responsibilities and Tasks

- Assuming overall accountability for end-to-end delivery of key digital and technology projects.
- Working with the senior management team and Board of Trustees in defining and shaping our digital vision
- Developing and managing detailed project plans for digital and technology projects in areas such as digital care records, on boarding on Microsoft 365, SharePoint and other identified systems.
- Identifying opportunities to improve systems and processes via digital projects
- Identifying possible digital solutions and engaging internal stakeholders to review and evaluate the suitability of these solutions
- Managing the overall procurement of approved software
- Ensuring roadmaps, KPIs and quality/timeline/budget targets are achieved
- Working with key stakeholders to develop success criteria for key projects/programmes

- Managing project budgets including monitoring, reporting and overall responsibility for ensuring value for money

NB: Day to day IT support and systems are delivered via our Group IT function and therefore not part of this role although close working relationships will be required and joint project planning processes established to deliver on the key projects of Microsoft 365 and digital care records.

<b>Person Specification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Education and qualifications</b>		
Educated to degree level in a relevant field or equivalent work experience.	Project management qualification	A/I
<b>Experience, Knowledge and understanding</b>		
Experience in managing and completing complex/multiple projects/work streams simultaneously		A/I
Excellent written standard of written communication with the ability to write clear, concise and engaging statements/reports		T
Excellent knowledge and understanding of data protection and compliance		I
Ability to project manage effectively, using detailed project plans, keeping to timescales and dealing with issues as they arise		I
Ability to write reports, compile statistics, keep information up-to date		I/T
Proven experience of risk management, control and change management and supplier/relationship management		A/I
Planning and organising meetings, workshops and training as part of project		A/I
Able to consult, collaborate with and influence colleagues throughout the organisation		I
<b>Technical and Practical Skills</b>		
Minimum 2 years demonstrable experience of successfully managing and delivering digital and operational projects	Delivered digital project in charitable/housing or social care sector	A/T
Excellent knowledge of, and experience in embedding Microsoft 365 in the workplace		A/I
Ability to prioritise work in an environment which may have conflicting pressures and demands		I/T
Ability to organise your own time effectively, meeting deadlines while showing good attention to detail and maintaining quality.		A/I

Ability to develop effective working relationships with internal and external contacts		A/I
Able to work without close supervision, solving problems quickly and effectively.		A/I
<b>Customer Service and Quality Focus</b>		
Be sensitive to needs of vulnerable and disabled people		I
<b>Personal Attributes</b>		
Excellent attention to detail		I
Excellent time and work management skills		A/I
Good communicator with good level of negotiation, influencing and presentation skills		A/I
Strong project management skills		A/I
Ability to meet deadlines under pressure		I
To show creative thinking, using initiative and finding practical solutions to problems		A
To be able to work consistently and collaboratively to agreed goals and to be able to take instruction.		I
Flexible regarding working hours and timing of annual leave to ensure that tender deadlines are met.		I
To be able to maintain excellent standard of confidentiality and data protection		I

\*Assessment: A - Application, I – Interview, T - Test

<b>Our values</b>	
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect

<b>Safeguarding statement</b>
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.

<b>Equality, Diversity and Inclusion</b>
Outward applies its Equal Opportunities Policy at all stages of recruitment and selection. Shortlisting, interviewing and selection is carried out without regard to gender, sexual orientation, marital status, colour, race, nationality, ethnic or national origins, religion or belief, age or trade union membership.