

Rota Change Manager

Department: Health and Community Services

Division: Medical Services Care Group

Reports: General Manager

JE Ref: HCS1203

Grade: CS11

JE Date: 25/04/2023

Job purpose

To develop and manage the medical services rotas for the care group and to support the continuous improvement of the rotas to support one or more areas of the health and care system, which will contribute to the delivery of the department's commitment of Quality and Safety within Medical Services.

Job specific outcomes

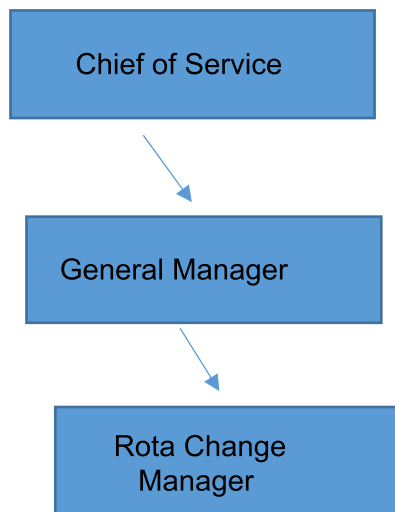
1. Manages, plans and controls medical services rotas following agreed project management methodologies, project governance and reporting to ensure delivery within scope, budget and schedule, making adjustments where necessary. Assures consistent, robust standards of all medical services rotas concerned with assigned objectives to support decision making and sound governance.
2. Communicates a robust case for change in medical services rotas, advises on potential impacts and develops business cases so that projects that have sound foundation and clear business objectives.
3. Holds discussions with stakeholders and is transparent about competing priorities and challenges to persuade, negotiate and manage expectations.
4. Plans and monitors the benefits realisation for the improvement of medical service rotas to assure sponsors that project outputs contribute to the care groups strategic objectives.
5. Uses evidence, experience, and sound professional judgement to compare a range of project options that will enable the post holder to provide sound advice on risks and opportunities.
6. Discusses Medical Rota development progress with stakeholders at a variety of levels and builds relationships with frontline staff to secure their support for proposed changes or improvement opportunities.
7. Provides challenge and comments about any aspect of the development/improvement of the medical services rotas to ensure that the whole programme is aligned and can deliver the expected benefits.
8. Identifies and obtains data needed to support development of the medical services rotas and uses it as an evidence base to support robust decisions and governance.
9. Identifies and advocates for opportunities for digital systems to support change, liaising with the Digital Delivery Team to convert ideas into delivery.

10. Provides informal coaching and support to other members of the Medical Services Care Group as well as other stakeholders outside care group to develop colleagues' capabilities in designing and delivering change.

Statutory Responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience</p> <p>Holds or is working towards a recognised project management qualification (e.g. PRINCE2, AGILE, Lean, etc.)</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Has experience of project management methodologies, governance, stakeholder management and data analysis</p>	<p>Knowledge of States of Jersey financial processes and experience of managing budgets.</p>

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Numerical skills and the ability to produce accurate management information</p> <p>The ability to scope, plan, implement and realise the benefits of a project through interpretation of quantitative and qualitative information</p> <p>Analytical skills to understand problems or situations, select the appropriate approach to resolve the problem, and reflect on the result.</p> <p>Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering</p>	
	<p>Interdependencies, resource and cost implications.</p> <p>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent oral communication to liaise with stakeholders at all levels</p> <p>Must have an eye for detail, the ability to problem solve, to process work with accuracy and prioritise tasks</p> <p>Ability to produce high quality, easy-to understand written reports and presentations, which may include succinct summaries of complex situations.</p>	

<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience in the planning, management and delivery of change and continuous improvement projects</p> <p>Demonstrable track record of successful delivery of projects across the full lifecycle, from planning through to implementation and benefits realisation</p>	
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Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.