

Job Profile

Job Title: Digital Transformation Programme Manager (Adult Social Care)
Job Grade: Level 5 Zone 2
Salary Range: £58,184 - £67,886

About North London Councils Partnership:

This post will sit within the North London Councils Partnership, which is hosted by Camden Council, and also report into NCL Integrated Care Board (ICB) on various aspects of the digital care provider programme. The NCL Digital Care Provider Programme is a strategic programme of work developed by the ICB, NCL Training Hub and the Councils in partnership.

The North London Councils Programme Team was set up by the 5 North London Councils (Barnet, Camden, Enfield, Haringey & Islington):

- to deliver programmes of work that address shared priorities in social care in partnership and
- to promote a strong local authority presence within North London's Integrated Care System (ICS).

The Partnership is a high profile, high performing team that in 2021 won the national LGC award for Adult Social Care demonstrating the impact of our work.

About the role:

This role will take the lead on developing the strategic priorities of the digital care provider programme in partnership with the 5 local authorities, the ICB, the Training Hub and care providers. This will include programme managing and supporting implementation of key projects, commissioning digital partners, establishing reporting and evaluation of programme activities, making funding bids and recommending funding decisions on use of resources.

Our existing digital programme includes:

- Digital social care record roll out
- Remote monitoring of residents in care settings
- Falls prevention and acoustic monitoring
- Care provider access to shared care records
- Information governance

Whilst the role focuses on implementing digital technology with care providers, our learning is that digital projects are workforce projects and therefore need close work with care providers to embed sustainable change and we expect the role to lead on strategic engagement with care providers. The role will lead on key projects that will invest in care providers around digital social care records and scaling innovative new technology. The role is a new post that we have established as we have now confirmed programme priorities and 2 years of funding and are reshaping the programme structure on a longer term footing. We anticipate that through developing an even more impactful joint digital programme we will be in a position to sustain the post beyond 2 years.

Programme management responsibilities:

- Strategic lead for the digital care homes programme reporting into the steering group on progress, priorities and making recommendations around programme priorities and use of resources

- Manage the partnership with the NCL Training Hub as the lead delivery organisation for some of our digital projects, such as remote monitoring and acoustic monitoring
- Support engagement and co-design with key system stakeholders, such as care providers and NHS providers, looking for opportunities to further the impact of the digital care provider programme
- Ensure projects embed workforce transformation with the adult social care sector
- Strengthen engagement with adult social care within the 5 local authorities to raise awareness of the programme and strengthen alignment with borough's digital priorities
- Lead the strategic relationship and programme reporting to NHSE as our key funder, helping to demonstrate the impact of our work and cementing our reputation as a trusted funding partner
- Lead the development of funding bids on behalf of the system and shaping new projects and priorities as they arise
- Budget oversight, working with ICB commissioning and finance, of the overall programme budget
- Leading programme reporting into appropriate NCL forums

Project management responsibilities:

- Strategic lead for the digital social care records and shared care records projects, which is identifying care providers that do not have digital care records and support them to identify a solution that meets their needs
- Likely to be the project lead for further project areas subject to current and future funding bids
- Developing overall engagement and co-design with care providers
- Support the project officers within the Training Hub that will lead 1-1 engagement with care providers on digital care records
- Develop benchmarking of innovative digital technology that is supporting better outcomes for residents
- Develop funding options for investment in innovative digital technology
- Implement reporting on the impact of investment in innovative technology and digital social care records

About you:

We are looking for an emerging leader who is looking to further develop their skills, experience and impact in delivering change. You may have a background in transformation, service delivery, commissioning, project or programme management or something else, but whatever your background you will have a clear commitment to implementing change that improves services. You will be a doer, working with the wider team to implement change, and you will bring curiosity around the range of digital technology available and what can make a meaningful difference.

To be successful in this post, you will be excellent at building credible relationships across a wide range of stakeholders across the 5 Councils and NHS partners and in particular you will be pro-active in working with care providers to shape and deliver digital projects. You will be experienced at working collaboratively across organisations, developing excellent partnerships across the local authority and health landscape and inspiring confidence in stakeholders and staff at a time of significant change. You will be able to deal with conflicting views at a senior level including offering pragmatic and palatable solutions.

You will benefit from direct exposure to senior local government and NHS officers across north central London and from coming into an existing well-respected and innovative programme.

Knowledge:

- You will be educated to degree level or have equivalent relative experience in this area.
- Knowledge of relevant methodologies for project or programme management, service improvement and / or transformation

- Proficiency in the use and understanding of IT and Information Management and data protection legislation.
- Ability to put in place service or project evaluation and to interpret complex data effectively to develop new insights which inform evidence-based recommendations

Experience:

ESSENTIAL:

- Experience of developing public services to deliver improved outcomes
- Experience of working across services or organisations to deliver outcomes in partnership
- Experience of delivering change and / or innovative projects
- Experience of evaluating the impact of services or projects to inform their development
- Ability to deliver management information/reports to ensure trends and risks are escalated with remedies and/or options for mitigation.
- Experience of advising and supporting senior officers to take informed decisions.
- Experience of training, mentoring and upskilling areas for learning development
- Experience of building support for projects / programmes across multiple stakeholders
- Comfortable operating in a fluid and evolving environment, being able to cope with ambiguity, work collaboratively in cross-functional teams and manage multiple interfaces.
- Highly skilled in prioritising and balancing competing demands, managing stress, meeting deadlines and targets, and being appropriately accountable.

DESIRABLE:

- Experience of embedding digital or workforce projects successfully
- Experience of working on projects within an adult social care or health setting

Work Environment:

- This post is hosted by Camden Council at 5 Pancras Square. The team currently works largely remotely, with in office working on average 1 day per fortnight, or more where this is the individual's preference. This is subject to change in the future, though we will remain committed to flexible working that enables individuals to thrive.
- The post will also work closely with and report on programme progress to the NCL Care Homes Programme Manager within the ICB
- Laptop and equipment is provided for safe at home and office working
- The post-holder will work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

People Management Responsibilities:

The role will not directly line manage any staff. The team works flexibly, and it is possible that the post may line manage other roles in the future. The role will work particularly closely with staff from the Training Hub that are engaging with care providers on a day to day basis and it is likely that the role will project manage elements of their work plan.

Through the Programme Management approach, the role will lead the delivery of work across the 5 Councils, which will require strong matrix management skills where the role will regularly manage programme inputs across Councils.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Diversity & Inclusion

We value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Asking for Adjustments

We are committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

Structure Chart

