

## Job Profile

# Technology Enabled Care Programme Manager

Grade: RB1

### About the Job

The post-holder will be responsible for leading the development and implementation of an ambitious, complex, and multi-faceted programme to transform the experience for customers and the mobilisation of our Technology enabled Care to ensure technology is embedded into care planning and prevention including elements of strategy development, system and process redesign, remodelling of services, behaviour change and delivery of savings.

This fixed term post will be focussed on improving and streamlining our customer interactions and pathways, to embedding to ensure that they meet the needs of our residents. Alongside ensuring that all information and guidance provided is clear, concise, and consistent across all channels whilst being easy to navigate and accessible to all. The role will require a robust approach to effective change management ensuring the key programme deliverables are achieved.

### This is what we need you to do...

Manage the Technology Enabled Care transformation programmes through its lifecycle from initiation to delivery of benefits.

- Oversee all projects within the programme, providing leadership for the programme under the direction of the sponsor.
- Lead on the development and communication of robust programme and project plans and business cases, engaging stakeholders in the process, and managing the gateway approvals process for the programme.
- Be responsible for programme governance, including stakeholder management, change control, risk and issue

management and escalation, monitoring and evaluation, quality assurance, resource management ensuring that corporate requirements are met.

- Take overall responsibility for programme deliverables, working closely with Business Change Managers to ensure that the changes are understood, owned, and embedded within the business itself.
- Provide matrix management for all staff and resources assigned to the programme, including programme team members and support services.
- Develop the programme's benefits realisation plan, working with Business Change Managers to identify, define, plan, monitor, and measure benefits.
- Report delivery of the programme to the sponsor and the programme board, keeping them informed of progress, and escalating issues as appropriate.
- Prepare routine and bespoke reports as required for the Programme Board, Corporate Management Team, and Cabinet
- Provide line management for Project Managers and Project Support Officers as required.
- Contribute to the oversight and governance of the wider portfolio, working with colleagues in the Performance & Need Team to ensure that the entire portfolio of programmes and projects is well designed, well governed, and well managed Support the development and exchange of best practice with regards to the Council's programme management framework.

**Monitoring and ongoing development of outcomes:** As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review, and the council reserves its right to amend or add to the accountabilities listed above.

#### The Key Deliverables of the programme

- Development and Implementation the Technology strategy to enable the prevention model.
- Support the review and development of the existing the Technology Enabled Care catalogue – collaborating with the commissioned provider and the Technology Assessment and Prescribing Team to develop the service offer.
- Development of the Technology Enabled Care Assessment and Referral Tool and process – collaborating with the commissioned provider and the GCC Technology Assessment and Prescribing Team to develop the referral and assessment process and tools.
- Development of the Technology service promotion and education programme
- With ASC staff, people/families/carers using the service and formation of the Technology Champions network and leadership.
- Future planning for market development, policy development, and national initiatives such as the digital switch over.

## The ideal candidate will have...

### Experience

- Experience within delivery of adult social care
- Effective management of staff and teams
- Experience of managing programmes
- Collaborating with senior managers and politicians
- Preparing and presenting clear, concise reports
- Risk management
- A demonstrable record of delivering high quality outcomes against challenging objectives and resources. Benefits mapping skills, including using benefits realisation plans to deliver robust evidence of impact
- Significant experience of leading customer-facing change and executing effective plans to time, on budget and to a high standard to improve Customer Experience
- Managing multiple demands and responsibilities to meet challenging deadlines
- Experience of working within the public sector
- Line management

### Knowledge, Skills and Understanding

- Knowledge and understanding of technology enabled care
- Able to exercise influence across a range of stakeholders, including managers senior to the post-holder
- Able to present a well-argued, robust business case.
- Problem solving and analytical skills
- Benefits management
- Understanding of the role of local government and its partners
- Understanding of relevant areas of Council business
- Ability to work with/across a range of stakeholder

### Behavioural attributes

- Must display the Gloucestershire County Council Leadership Behaviours (see separate doc)
- Collaborative approach
- Initiative-taking and determined.
- Excellent written and verbal communication skills
- Good negotiation skills
- Committed to high standards
- Able to work as part of a team
- Able to motivate and influence others
- Self-aware and open to learning
- Able to take and communicate decisions in a timely manner.
- Able to enthuse, achieve buy in and drive change.
- Exhibits attributes of a leader
- Well organised and able to meet tight deadlines.

### Education & Qualifications

#### Essential

- Educated to degree level or equivalent experience

