

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

Job Title	Project Officer (System Change)
Service/Section	Integrated Commissioning
Grade	PO3 / Band 6
Directorate	Health and Adult Services (RBG), Children's Services (RBG) and NHS South East London (ICB)

Introduction

The Royal Borough of Greenwich Council and the South East London Integrated Care Board have come together to create an integrated approach to commissioning services within Greenwich, this postholder has a key role in implementing this new approach.

Equality and Diversity

RBG/ICB are committed to providing services and employment to a community with an increasing variety of backgrounds. To do this effectively it is essential that we promote equality, equity and pro-actively tackle discrimination and treat everyone with dignity and respect.

Disability Confident Employer

We are a Disability Confident Employer and support the guaranteed interview scheme and use of the Government's Access to Work Scheme.

We welcome applications from all sections of our community including from people with lived experience and/or knowledge of disability or social exclusion.

1. JOB PURPOSE

The post holder will be responsible to the Systems Lead (Partnerships and Resilience).



The postholder will be responsible for:

- i. Engaging collaboratively in line with our commissioning approach, working closely with the market, residents, and system-wide colleagues to drive transformational change through outcome-based commissioning and market management. This includes advancing the integration of health, social care, and other supportive mechanisms.
- ii. Serving as the lead for the planning and co-ordination of specific projects and commissioning activities, ensuring alignment with health and care plan priorities this role will manage discreet elements of projects/smaller projects but will also provide support for general projects when required.
- iii. Supporting the implementation of our new integrated approach to commissioning by reviewing the case for change through analysing population change and forecasting demand.
- iv. Championing a culture of change by collaboratively working with internal and external teams, promoting a whole systems approach to instilling this new culture.

2. Main Duties

1. To manage discreet elements of commissioning projects / smaller projects but also provide support for general projects when required and will support with commissioning projects activities and implementing the new integrated commissioning approach.

Policy, Service Development, Transformation and Re-design

2. To work collaboratively with partners to benchmark transformational change against local, national, and international best practice, ensuring that work is executed promptly and meets the highest quality standards.
3. Through timely negotiation and fostering relationships with stakeholders, providers, and partners, engage in the co-production and re-design of services/pathways, always aiming for excellence in outcomes.

4. To provide support in a timely and high-quality manner when working collaboratively on projects and the tendering process, liaising with operational teams, other officers in the integrated commissioning teams, residents, and other key stakeholders.

Financial and Physical Resources

5. Be responsible for the oversight, deployment and effective management of budgets used to deliver this programme of work.

Collaboration, Communities and Relationships

6. To co-produce innovative options and options appraisals, assessing resourcing and equity (EQIA) and consider with stakeholders the impact of any potential change on health and care equality.
7. To communicate effectively and accurately at all levels so that stakeholders', council members and partners are kept informed.
8. Working collaboratively with local people and providers maximise value for money across the social, environmental, and economic bottom line.

Insight and Planning

9. To review with internal colleagues, partners and providers, the current service and demand, flow and pathways and undertaking gap analysis.
10. Collaborating with partners to analyse population needs, mapping out available resources and supports that extend beyond traditional 'services'.

Innovation, Quality and Performance Improvement

11. Lead and co-ordinate efforts to facilitate co-production of outcomes with the people we support, their families, and neighbourhoods. This includes setting tasks, timelines, and ensuring timely completion of co-production activities.
12. Actively manage and oversee the co-production process of services and outcome-based service specifications. This entails building strong relationships with stakeholders and providers, setting milestones, and ensuring timely action on feedback.
13. Co-ordinate and oversee the co-production of community-based solutions, including setting specific tasks, monitoring progress, and ensuring alignment with project goals.
14. Take a proactive role in convening resources and individuals around outcomes, in line with our new way of commissioning. This includes planning sessions, setting tasks, and ensuring timely follow-up on action points.
15. Ensure that any proposal for change undergoes thorough evaluation, especially concerning potential health and care equality impacts. This includes co-ordinating assessments, setting review meetings, and driving timely decision-making.
16. Collaboratively work with stakeholders, planning and executing strategies for continuous improvement across the whole system. This involves setting targets, monitoring progress, and ensuring timely interventions when needed.

Setting Staff up for Success

17. The post holder will be expected to participate in ongoing professional development using the competency foundations tool kit, to optimise their impact on delivery, and present value for money.
18. As this post will work with residents to develop projects, this role requires This post requires a Standard DBS and will be supported by Safer Recruitment tools.
19. To undertake any other work appropriate to the level and general nature of the post's duties.

Person Specification

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Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
<ul style="list-style-type: none"> Educated to post-graduate diploma level in relevant subject or equivalent level qualification or significant experience of working at a similar level 	E
<ul style="list-style-type: none"> Comprehensive understanding of project management principles, methodologies, and best practices, with a focus on care and health system projects. 	D
<ul style="list-style-type: none"> Familiarity with both local and national government priorities and how they intersect with health and care initiatives. 	E
<ul style="list-style-type: none"> Relevant project management qualifications or certifications, such as PMP (Project Management Professional), PRINCE2, or Certified ScrumMaster (CSM), with a preference for those with experience in healthcare or social care settings. 	E

<ul style="list-style-type: none"> Knowledge of the Health and Care Act 2022, the Care Act 2014, the Children's and Families Act 2017, and the Mental Health Act 1983, Deprivation of Liberties, statutory regulations and government guidance, and standards relevant to planning, commissioning, procuring, safeguarding and quality assurance. This includes familiarity with regulations governing services for adults and/or children and young people. 	D
Skills and Abilities	
<ul style="list-style-type: none"> Proficiency in project planning and execution, with the ability to assess needs, identify gaps, and forecast demand in line with project objectives. Strong stakeholder management skills, with experience in engaging, communicating, and collaborating with diverse stakeholder groups, including service users and carers. Demonstrated expertise in navigating political sensitivities and facilitating organisational and cultural change within project environments. Exceptional communication skills, with the ability to articulate project goals, progress, and outcomes through reports, business cases, and presentations to various audiences. Proven experience in co-ordinating transformational projects, with the ability to work closely with partners, service users, and patients, whether through procurement routes or organic design processes. Critical thinking and problem-solving skills, with a focus on continuous service improvement and adaptation in response to feedback and evaluations. Capacity to understand, analyse, and stimulate market dynamics, ensuring project deliverables align with market demands and trends. Commitment to maximising value for money while balancing social, environmental, and economic considerations in project decisions. 	<p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>

<ul style="list-style-type: none"> • Excellent negotiation and influencing skills, enabling successful interactions and collaborations with internal and external project stakeholders. • Ability to adopt values and behaviours that align to the Greenwich commissioning vision and systems leadership approach. • Ability to marshal resources effectively, ensuring alignment with project outcomes and promoting the integrated approach to commissioning. 	<p>D</p> <p>E</p> <p>D</p>
Experience	
<ul style="list-style-type: none"> • Experience in co-ordinating and executing projects within the health and care sector, ensuring timely delivery and alignment with stakeholder expectations. • Demonstrated expertise in coordinating co-production initiatives, employing innovative project management methodologies across various commissioning functions. • Proven track record in cross-functional project collaboration, managing inter-agency relationships, and ensuring seamless communication across organisational boundaries and professional groups. • Experience in human resource project aspects, including recruitment, retention, and career development strategies, ensuring optimal team performance and alignment with project goals for both RBG and ICB, as well as external provider workforces. 	<p>E</p> <p>E</p> <p>D</p> <p>D</p>
Equal Opportunities	
<ul style="list-style-type: none"> • Understanding of and commitment to the Council's/ICBs equal opportunities policies and ability to put them into practice in the context of this post. • Understanding of and commitment to achieving the Council's staff values and ability to put them into practice in the context of this post. • Understanding of and commitment to tackling structural racism. 	<p>E</p> <p>E</p> <p>E</p>