



ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Digital and Customer Services

POSTHOLDER SECTION: Digital Health & Care

GRADE: SO1

POST DESIGNATION: DHACT Programme Coordinator

Purpose of Job:

The Royal Borough of Greenwich is transforming its health and care services using digital technology and data, to empower residents to live their lives with more choice and control. From 2025 the council, the NHS and partners launched the Digital Health and Care Technology (DHACT) service to offer new ways for residents accessing our health and social care services to meet their needs, helping people to stay in their homes, be more independent and better manage their health conditions.

As in other authorities, Greenwich is facing huge challenges in meeting the demands on our health and care services while maintaining financial sustainability. We and our partners need to radically change our mindset and ways of working to do this, and using digital technology and data at the heart of our services is one way we plan to do this. This is in line with the NHS 10-year plan, as well as the ambitions for strategic commissioning in ICBs.

The creation and scaling of these services requires significant planning, monitoring, scrutiny, and leadership. Activities and delivery require micro and macro level consideration across multiple stakeholders, pathways, and technology platforms and systems. This role will play a key part in supporting implementation of this programme, by offering programmatic support and planning to the Head of Digital Health and Care and other senior leaders.

The delivery and growth of this service will be fast-paced, iterative, and hugely exciting. We are looking for an individual with whom this challenge resonates, and who wants to work as part of a dynamic, multi-disciplinary and forward-thinking team. This will be a varied role, with what and how it delivers changing over time.

Main Duties:

Strategic

1. Define, manage and monitor the DHACT service delivery plan and roadmaps, in partnership with programme leaders, team members and providers.

Service delivery

2. Plan and deliver project phases in line with business need and operational considerations as well as user need
3. Manage agreed actions against identified risks and monitor the status of risks on an ongoing basis. Identify risks as they arise, escalating them as necessary.
4. Identify and manage changes in programme scope, timescale, and budget, taking action where these deviate from agreed tolerances.
5. Support with benefits realisation planning and monitoring, working closely with identified programme leads.
6. Work with external delivery partners.

People

7. Clearly communicate with stakeholders about the progress of the programme where necessary, escalating risks and actions as required to support management and governance of the programme.
8. Engage directly stakeholders as required.
9. Advocate the benefits of strong programme delivery.

Financial

10. Help to forecast and deliver workstreams and service growth within defined costs and timescales against an agreed statement of works.
11. Monitor programme budgets, identifying where costs may exceed planned budget and flagging this with senior team members.

Corporate

12. Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
13. Perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

Person Specification



Job Title	DHACT Programme Coordinator
Grade	SO1
Service/Section	Digital and Customer Services/Delivery
Directorate	Finance and Legal

<ul style="list-style-type: none"> • Ability to negotiate to achieve the best outcomes for those we support • Confidence in presenting and leading meetings and sessions to wider audiences • Ability to communicate complex information and new ideas effectively so that it's easy to understand. • High levels of achievement as an individual and a team player 	
Experience	
<ul style="list-style-type: none"> • Experience in managing change programmes or projects. • Experience managing supplier relationships. • Experience working with senior stakeholders. • Experience building delivery roadmaps and plans. • Experience managing budgets. • Experience of managing projects or programmes centred around technology and data. • Experience in managing projects or programmes in the health and care sector. 	<p>E D D D D D D</p>
Equal Opportunities	
<p>Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.</p> <p>Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.</p>	<p>E</p> <p>E</p>