# Implementation Manager - Role Profile

*Leading the effective implementation of new services and projects*

## WHAT I AM ACCOUNTABLE FOR:

**Service Implementation**
- Developing and managing implementation plans and risk logs for new services;
- Leading the implementation of new services;
- Co-ordinating operational and central services colleagues (e.g. HR, IT, Premises, marketing and communications, Learning & Development) to deliver implementation plans;
- Communicating effectively with all stakeholders internally and externally impacted upon by implementation, including updating on progress and risks;
- Ensuring service implementation is delivered in line with service model as outlined in tenders;
- Managing and supporting the transition from implementation to 'business as usual' through key activities/teams including Learning & Development, marketing and communications;
- Working collaboratively with operational and clinical colleagues to ensuring implementation is delivered in line with service budgets;
- Line management of relevant colleagues supporting implementation and oversight/support of wider implementation team.

**Projects and Organisational Development**
- Leading specific internal projects to support developments including operational, clinical and IT systems activities;
- Developing and managing implementation plans and risk logs for internal projects;
- Ensuring projects and developments utilise best practice from across the organisation;
- Ensuring developments are effectively communicated across the organisation at the appropriate times;
- Ensuring projects are compliant to internal and external standards and governance policies, identifying gaps/changes required where needed.

## HOW I OPERATE:

### Values Led Leadership
- I work together with others to get the best possible outcomes;
- I put the people we support at the heart of everything I do;
- I treat others with respect, actively listen and embrace others' points of view;
- I take ownership and accountability for my actions and decisions.
- I provide constructive and balanced feedback, confidently challenging where appropriate;
- I listen to our colleagues and service users to deliver better outcomes;
- I am an advocate for and respond to internal/external environments accordingly, I remain engaged with change even when it is uncomfortable;
- I create effective, person centred plans to manage change;
- I appropriately manage resources in the budgets available and seek to maximise efficiency.

## WHAT I NEED:

### Skills\Knowledge

**Essential**
- Excellent organisational, prioritisation and planning skills;
- Ability to be flexible, agile and innovative in approach to implementation;
- Excellent written and verbal communication skills enabling engagement across different business functions;
- Ability to understand operational and non operational priorities, risks and challenges;
- Ability to navigate large, complex projects;
- Able to gather, interpret and utilize data effectively to support implementation projects;

**Desirable**
- Experience of implementing large scale projects across different services;
- Project management experience, training and qualifications
- Experience of IT systems implementations

GREEN

# Implementation Manager – Job Expectations

## PEOPLE:

- Effective communication with senior operational colleagues and project sponsor(s) to ensure they are kept up to date with developments, challenges and risks;
- Effective communication with individuals within the organisation including ability to communicate operational issues effectively to non-operational colleagues;
- Effective communication with external partners and commissioners to offer updates and reassurance relating to implementation activities;
- Organising and chairing implementation meetings, project meetings and other relevant meetings within the organisation;
- Supporting and coaching individuals through change during implementations and projects;
- Co-ordinating best practice forums and facilitating workshops to gain input and feedback from colleagues and service users to support service improvements and developments;
- Identifying and recognising experts in organisation and optimising their input into projects;
- Undertaking supervision with direct reports every 4-6 weeks to provide support, development and accountability.
- Engaging line reports in Ongoing Personal Review (OPR) process, setting personal objectives to be reviewed throughout the OPR cycle;
- Conducting HR processes/investigations as required and chairing formal/informal meetings relevant to grade within and outside team (e.g. grievance, disciplinary, performance improvement);
- Approval of staff expenses and variable pay claims in line with organisational policy;
- Ensuring an environment free from discrimination;
- Prioritising safeguarding of children and vulnerable adults and escalating any concerns.

## PROCESS:

- Developing detailed implementation plans for new service implementations, retenders and organisational projects with clear accountabilities and timescales on required tasks;
- Developing risk and issue logs along with mitigation plans to reduce risks. Escalating risks internally and externally as required;
- Keeping implementation plans and risk logs up to date using relevant risk management and project management software;
- Using data available from performance reports to analyse impact of implementation and project activity and plan next steps;
- Developing written reports alongside relevant data to provide updates on implementation and project activities both internally and externally;
- Developing detailed plans with colleagues within central departments relating to specific areas of implementation (e.g. developing details premises plans for new buildings);
- Ordering equipment as required in line with procurement requirements and available budgets;
- Reviewing and monitoring implementation and project budgets and ensuring any variances are managed and/or escalated;
- Developing operational processes and documentation as required for implementations and projects (e.g. standard operating procedures, Information Sharing Agreements);
- Working with both operational colleagues and IT colleagues to ensure that operational requirements are prioritised in any IT and system developments;
- Maintaining accurate and detailed records of all implementation and project activity within project plans and documentation. Undertaking all administrative activities relating to implementation/project.