

JOB DESCRIPTION

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| Job title | Implementation Manager |
| Department | Commercial Ventures |
| Reports to | Director of Transformation |
| Grade | 4 or 5 |

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| Job purpose | To act as the central manager in the implementation of a new Commercial Ventures service. To be the day-to-day lead for staff, service users, stakeholders and influencers in relation to the implementation of the new service. To work with the Director of Transformation to provide quality assurance, ensure high service performance (KPIs and financial) and contribute to the strategic direction and profile of the service/organisation |
| Key accountabilities | Work within a matrix management approach, in which subject matter experts (SMEs) from within Turning Point and External to Turning Point are frequently consulted and engaged. |
| | To adopt a 'can do' approach within the context and timing of the project. |
| | Help Commercial Ventures to achieve its long-term goals by being aware of the Commercial Ventures Strategy, working with the Commercial Ventures Leadership Team and Project team to align with this and deliver to it. |
| | Act as the central point of contact for external agencies and vendors; <ul style="list-style-type: none"> ✚ Establish forums with relevant stakeholders, working within a Project approach, to understand and help resolve issues and problems. ✚ Be proactive in soliciting this feedback and acting upon it To lead on the development of the agreed customer journey and amend/improve following customer experience/feedback |
| | Work within the agreed Project Management methodology and be open to learning/adopting the methodology if this is unfamiliar or new. |
| | Contribute to the effective planning, reviewing of the plans and execution of the implementation plan <ul style="list-style-type: none"> ✚ Amending and updating the implementation plan as required ✚ Relaying significant issues and key risks to the Project Team and through line management as appropriate ✚ Working closely with central support services within Turning Point, such as Learning and Development, HR, IT, Finance, Procurement and facilities etc in the delivery of the implementation plan. To be fully briefed, confident and informed about the model of service delivery to be provided |
| | Understand the Key Performance Indicators (KPIs) and objectives. <ul style="list-style-type: none"> ✚ Ensure they are digestible and communicated to key stakeholders. ✚ Ensure the Project meets or exceeds these KPIs within the specified timescales or escalate appropriately and in good time to try to resolve or explain why we cannot achieve the KPI. |
| | Help Commercial Ventures to achieve its long-term goals by being aware of the Commercial Ventures Strategy, working with the Commercial Ventures Leadership Team and Project team to align with this and deliver to it. |
| | Project the desired image of Turning Point by;- <ul style="list-style-type: none"> ✚ Understanding and promoting TP's values |

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| | <ul style="list-style-type: none"> ✦ Being a role model of the values through own example |
| | Undertake any other duties within your capabilities that are relevant to the job and reasonably requested of you by your manager. |

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| Dimensions | Direct reports | 1-6 |
| | Total staff overseen | Up to 100 |
| | Internal contacts | <p>Internal (TP) specialists – collaborative working, support & guidance, including;</p> <ul style="list-style-type: none"> ✦ PMO – Project Manager to support in relation to all processes, including pathway design/deployment, UX, Monitoring continual improvement etc. ✦ IMT – Internal SMEs relating to Technology, including Applications, User Experience and system configuration ✦ HR – to assist with People and Culture issues, including recruitment & on-boarding ✦ Other – using expertise from Commercial Ventures to assist with commercial acumen, innovation and building on experience of CV products, TP staff, including Social Prescribing expertise, Finance, Performance/Insight, Risk & Assurance <p>Staff at all levels.</p> |
| | External contacts | <p>Partner Agencies or the purchasing organisation – regular Project or Contract reviews</p> <p>Vendors – through specialist internal SMEs, i.e. Tech or Procurement</p> <p>Customers/Users – ensure that UX is embedded within the service approach and the voice of the customer is central.</p> |
| | Planning horizon | Project focus using the Project’s timings and milestones |
| | Problems solved | Project objectives and KPIs |
| Financial authority | <p>Contributes to managing and achieving service budget.</p> <p>Authorisation of extra hours for staff and expenses.</p> | |