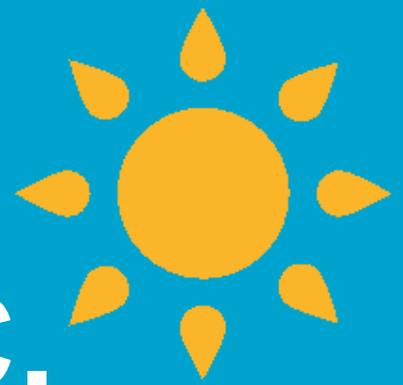


Care City Innovation C.I.C.



Project Lead Job Description

February 2022



CARE CITY

Job Details

JOB TITLE:	Project Lead
GRADE:	£38,000 - £45,500 - dependent upon experience (equivalent to NHS AfC Band 7)
RESPONSIBLE TO:	CEO, Care City Innovation C.I.C.
REPORTS TO:	Deputy CEO, Care City Innovation C.I.C

Key Relationships

Internal	External
<ul style="list-style-type: none">• Line Manager• Project Leads• Project Support Officers• Business Manager• Workforce & Development SRO• Communications Director• Community Board	<ul style="list-style-type: none">• Industry partners• Local Authority NHS providers• North East London Integrated Care System (NELHCP), BHR Academy & NEL Anchor Programme• NHS commissioners• STP and STP Partners• Other Clients and Funders• Third sector partners• Local community groups and the general public

Controls Assurance Statement

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the Role

Care City is a non-profit innovation centre for healthy ageing, based in Barking, East London. Care City aims to deliver both measurable improvements in healthy ageing for the local population and to act as a catalyst for regeneration across north east London. It was co-founded in 2013 by the London Borough of Barking and Dagenham (LBBD) and North East London NHS Foundation Trust (NELFT). Both founders of Care City intended for it to become a sustainable and independent organisation within 5 years.

As a result, Care City successfully became an independent Community Interest Company (CIC), a special form of limited company which exists primarily to benefit a community and which reinvests any profits in its social purpose. It represents a forward-looking response to the evolving health and social care environment and is testament to the investment of both founders, LBBD and NELFT in creating a viable and impactful organisation to support health and care in north east London.

As a CIC we have the opportunity to work flexibly and responsively, resulting in operational efficiencies, community benefit and diversification of revenue streams, whilst continuing to work for the benefit of the population of north east London.

The aim of this role is to assist Care City in its mission to work with our community and local system to build the best environment for local people to have a healthier, happier older age, through research, innovation and development. The post holder will be responsible for leading workforce development, innovation and research projects and managing project teams, alongside developing and nurturing relationships with partners and stakeholders. The postholder will ensure projects are adequately planned, resourced and that all project contributors are supported in delivering to high standards, on time and within a set budget.

Project Lead Job Summary

The post-holder will lead the delivery of all designated projects, working closely with project teams, consisting of Care City staff, contractors and partner organisations to ensure they are completed in a timely fashion, to a high standard and within budget. The post-holder will plan and designate project resources, prepare budgets, monitor progress, and keep stakeholders informed.

The post holder will be an active contributor to Care City's wider strategy and project pipeline development by sharing insights and learnings from their work, research and the stakeholders they collaborate with.

The post holder will have the following key responsibilities:

Lead/manage Care City projects

1. Lead, plan and manage the delivery of Care City projects (those with an annual budget of less than £50k/year).
2. Manage the delivery – supported by leadership and planning by a senior colleague – of larger Care City projects (where larger projects have an annual budget of greater than £50k/year)
3. Assure quality, and inform senior colleagues if there are issues to be resolved
4. Facilitate and negotiate with health and care stakeholders, both within workshops and in meetings
5. Research and evaluate innovations related to healthy ageing
6. Test and prototype innovations related to healthy ageing, helping to create insights and improvements
7. Write and talk publicly about the work of Care City
8. Synthesise the findings of Care City's working, drawing out actionable insights for our partners and for the development of Care City's own work

Manage project teams and client and partner relationships

1. Manage a project team, specifying clearly roles, tasks and timelines, while making clear their relationship to the purpose and goals of the project (with the support of a senior colleague for larger projects).
2. Lead team meetings, and provide regular updates on project progress, focusing the team on priorities and resolving key issues and questions
3. Manage time and resources on smaller Care City projects, taking responsibility for budgets of up to £50k per year, with close support from senior colleagues

4. Ensure that project planning is responsive to the development goals of project members, providing informal feedback where helpful and raising any issues of individual performance with senior colleagues
5. Communicate with clients professionally and responsively, demonstrating the importance Care City attaches to their views, needs and objectives.
6. Provide information and regular reporting to clients as required
7. Build relationships with clients and other partner and stakeholders of Care City, seeking to contribute to and learn from their work wherever possible
8. Seek to protect the Care City's reputation and the rigour and fairness of its work
9. Support senior colleagues to identify and secure new pieces of work for Care City

Communication and wider contribution

1. To be the main point of contact between Care City and its clients for smaller projects
2. To support reporting and communication between Care City and its clients for larger projects
3. To be the main point of contact between Care City and selected innovators and partners
4. To support the work of evaluation partners, responding to requests for help and information in a timely way.
5. Convene and manage project meetings.
6. Attend external stakeholder meetings as required by project work
7. Attend external meetings about health and care regionally and nationally, representing Care City and speaking about its work.
8. Contribute ideas and suggestions as a member of the Care City team, supporting the development of colleagues, systems and ways of working. At times, lead and test out incremental organisational developments, supported by the Chief Executive
9. Building on project work, contribute to the development of Care City's overall strategy and policies, by contributing ideas in writing and in team meetings, including by identifying new partners for Care City to connect with and suggesting new areas of work for the organisation.
10. Support the Chief Executive by contributing research and content to pitches for new pieces of project work. At times attend and contribute to pitches for new work, without taking responsibility for pitch meetings or new project development more generally.

Person Specification: Project Lead

	Essential Job Requirements	Desirable Job Requirements	How Identified
Qualifications and Training <ul style="list-style-type: none"> Level of education Professional qualifications 	<ul style="list-style-type: none"> Honours Degree / or equivalent level of specialist knowledge 	<ul style="list-style-type: none"> Postgraduate Diploma in related subject Formal project management qualification 	A
Experience and Knowledge	<ul style="list-style-type: none"> Subject matter expertise in project management with a track record of successfully managing projects Evidence of applying appropriate techniques and methodologies to complex project management Experience of managing budgets and track record of delivering projects on time and within budget Experience of working in the NHS and social care environment Knowledge and understanding of health and determinants of health Experience in a staff management role Proven ability to work with senior leaders and as part of mixed programme teams Aptitude to understand and analyse complex issues Understanding of the key challenges facing the health and care sector 	<ul style="list-style-type: none"> Understanding of the third sector and structure and operation of community interest companies/small businesses Experience of income generation and bid writing In-depth understanding of the public sector and how current policy changes will influence provision in the future Experience of technology implementation and utilisation within the public sector 	A/I
Skills	<ul style="list-style-type: none"> Demonstrated excellence in project management Able to manage uncertainty and thrive 		A/I

	<p>in a high-paced environment</p> <ul style="list-style-type: none"> ● Works in a collaborative and solution-focused fashion with team members and partners ● Communicates effectively with a range of different groups and stakeholders ● Excellent presentation skills, able to present complex information in a clear and articulate manner appropriate to the audience and context ● Proven ability to manage a variety of staff in programme delivery context including upward management where appropriate ● Excellent organisational skills ● Strong negotiation, motivation and influencing skills. ● Ability to use MS Office applications, at advanced level ● Ability to work flexibly and manage fluctuating demand ● Ability to understand analyse and process complex data 		
<p>Personal Qualities</p>	<ul style="list-style-type: none"> ● Committed to working with kindness and compassion for team members, our community and partners ● Ability to manage and resolve difficult situations and conflicts ● Resourceful ● An ability to work flexibly and independently and as a member of a small team ● Collaborative team worker 		

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| | <ul style="list-style-type: none">• Self-directed and motivated• Shares values of Care City and is passionate about our mission• Creative thinker able to bring new ideas to complex problems | | |
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Specific Requirements	<ul style="list-style-type: none"> • Able to travel around sites as required • The ability to work flexibly in accordance with service needs 		
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How identified:

AF	-	Application Form
C	-	Check
I	-	Interview
P	-	Presentation
T	-	Test

For Office Use Only

Date of template: 22nd February 2022

Date for review: 22nd February 2023

Signed..... Dated..... (Employer)

Signed..... Dated..... (Employee)

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that Care City Innovation C.I.C. Health and Safety policies and procedures are complied with to maintain a safe working environment for visitors, contractors and employees.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within Care City Innovation C.I.C. policies.

Safeguarding Children and vulnerable adults

Care City Innovation C.I.C. is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. It recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with its policies on Safeguarding.

Conflict of Interest

The Care City Innovation C.I.C. Conflict of Interest policy requires all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other public or voluntary organisation] or in any activity which may compete for any contracts to supply goods or services to Care City Innovation C.I.C. All such interests must be declared in the Care City register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to Care City's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality work in a low carbon environment, where energy is used wisely and not wasted.

It is the responsibility of all staff to minimise Care City C.I.C.'s environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is Care City's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal to smoke within Maritime House and surrounding property.

Codes of Conduct

Care City Innovation Community Interest Company requires the highest standards of personal and professional conduct from all of its employees. Where relevant, employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As Care City employee, you are required to observe the following principles:

- Respect the public, patients, relatives, carers and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in Care City and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Care City Computer systems (Zoho) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter.

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of Care City and its employees.

You are required not to disclose any confidential information either during or after your employment with Care City Innovation C.I.C., other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of Care City Innovation C.I.C. could result in action being taken under its Disciplinary Policy and Procedure.

Equality and Diversity

Care City Innovation C.I.C. is committed to implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all.

Care City is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services.

It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. Care City will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPIs)

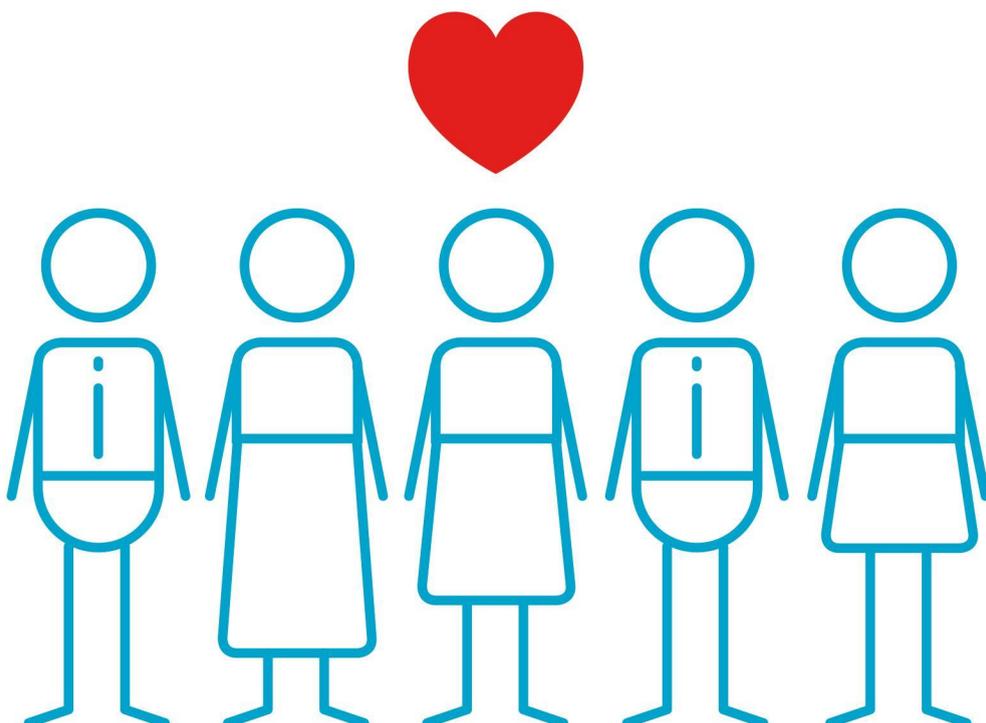
Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support Care City. These may be based at other Care City partner locations.





Care City Innovation C.I.C.

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