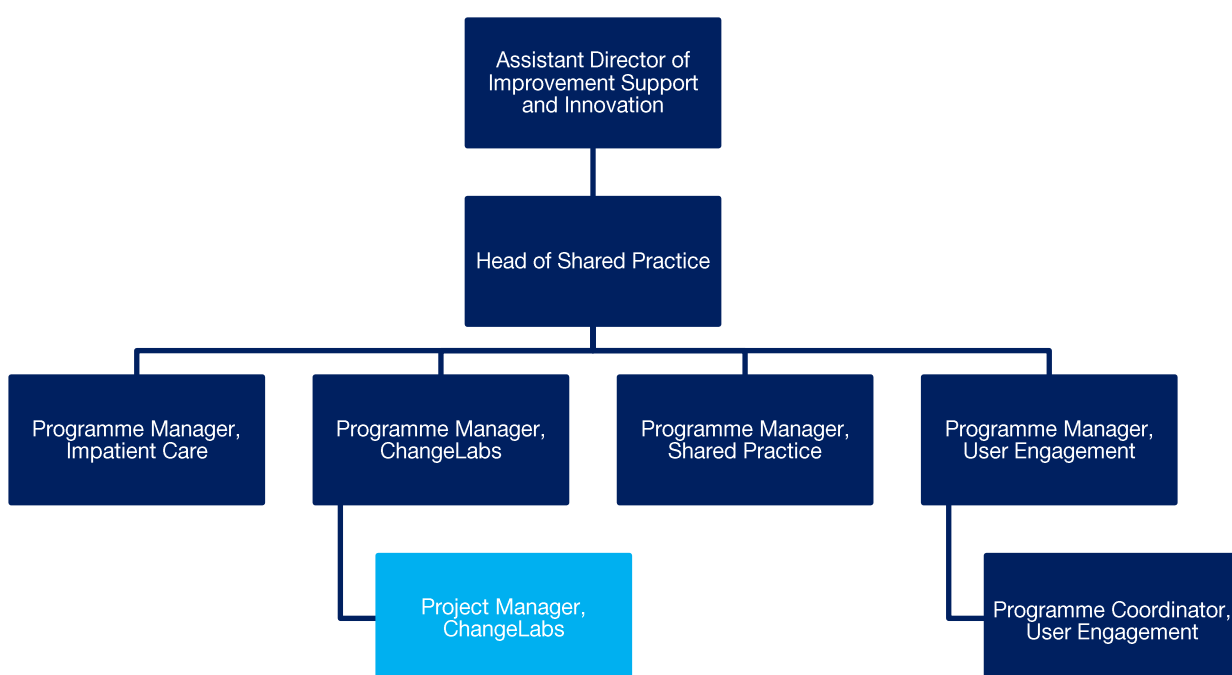


Project Manager, ChangeLabs

DIRECTORATE:	Policy, Campaigns and Improvement
SECTION:	Shared Practice
REPORTING TO:	Programme Manager, ChangeLabs
CONTRACT:	Fixed term



WORKING RELATIONSHIPS

Inside Diabetes UK
National, regional, improvement support and innovation, campaigns and mobilisation, policy and knowledge, fundraising, content and brand, digital and communications teams.
Outside Diabetes UK
People living with diabetes and their families and carers, professionals (clinicians and those working in non-clinical roles eg quality improvement leads and service managers), industry specialists, NHS England (including regional teams), Public Health England, clinical commissioning groups, clinical networks, NHS Trusts, NHS organisations in Scotland, Wales and Northern Ireland, professional bodies and interest groups, royal colleges and consultancies.

OVERALL PURPOSE OF THE JOB

More needs to be done to help young people manage their diabetes.

We know the quality of transition care varies significantly across the UK, leaving many young people without the essential care and support they need. But if transition is a planned, coordinated process that supports young people to gradually move from children's to adults' services, it can save lives and have lifelong benefits.

[ChangeLabs](#), delivered by our Shared Practice team, are platforms for addressing complex challenges in diabetes services and health systems. By combining inspiring workshops, powerful facilitation techniques and our deep knowledge of what works when driving improvement, ChangeLabs help teams across the NHS to unlock their potential for improvement.

In October 2018, we will be launching an exciting new transition project within our existing ChangeLabs programme. The project will bring together professionals and young people with diabetes to find and test solutions to the biggest challenges in transition care.

The project manager will:

- Work with other organisations to plan and convene a series of ChangeLabs where they are needed most.
- Facilitate the ChangeLab workshops using a range of proven methods to help participants understand more deeply the challenges they are facing and develop simple, high-impact solutions.
- Identify the best solutions developed in the ChangeLabs and support the spread and adoption of these solutions across the NHS.

MAIN DUTIES AND RESPONSIBILITIES

- Develop strong partnerships with other organisations to co-convene the ChangeLabs eg clinical networks, royal colleges.
- Use insights and data from our central, regional and national offices to identify areas of the country where the ChangeLabs will have the biggest impact.
- Create compelling communications materials to promote the ChangeLabs, making use of a range of channels to reach different audiences eg social media and other digital platforms.
- Develop and embed a robust application process to help identify the right people to participate in the labs, ensuring they are able to commit the time, energy and resource required.
- Develop a theory of change and monitoring and evaluation framework to help evidence what impact the ChangeLabs are having on transition care.
- Facilitate the ChangeLab workshops using proven facilitation techniques and learning methods.
- Create a growing collection of practical resource and tools to support the activities used in the workshops, including take away materials for participants.

- Manage and administer an innovation fund that will be used by participants to support the development of solutions.
- Identify and recruit external guests who are able to provide advice, feedback and coaching to participants (guest will be credible, experienced champions of change).
- Draw on proven, real world examples of good practice and stories from others leading improvement to help bring the workshops to life.
- Signpost participants to further opportunities at the end of the ChangeLabs eg wider Diabetes UK support, NHS programmes.
- Identify the best solutions developed in the ChangeLabs and work with other teams at Diabetes UK to spread and adopt these solutions across the NHS eg through case studies, videos, presentations.
- Create a culture of continuous learning, using any insights gathered to help shape and develop the project and wider ChangeLabs programme.
- Coordinate and lead internal and external meetings, providing accurate information and reporting when needed.
- Work with the ChangeLabs programme manager to develop future partnership and funding arrangements to scale up the programme.
- Undertake any other duties or tasks as reasonably directed.

PERSON SPECIFICATION

The best person for this job will be able to:

- Bring focus and energy to the work, inspiring and mobilising colleagues and partners to achieve the aims and objectives of the project.
- Confidently communicate, engage and influence a wide range of audiences internally and externally.
- Work with a high level of initiative and confidence to make decisions that will have significant impact.
- Challenge colleagues and partners as needed to drive the project forward to achieve success.
- Work across boundaries, finding pragmatic and practical steps to take in the face of complexity and ambiguity.
- Make recommendations on key work within the project and confidently present these recommendations to colleagues and partners.
- Work with and maintain complex information about healthcare improvement.
- Use social media and other digital platforms to engage different audiences.

The best person for this job will have experience in:

- Understanding the challenges and opportunities facing professionals when improving the quality of healthcare services.
- Engaging and influencing professionals in the NHS, with good working knowledge of the structure of the NHS.
- Understanding and applying the principles and practice of good workshop design (experience in a health setting is desirable).
- Designing, testing and delivering inspiring workshops using a range of proven facilitation techniques and learning methods.
- Recruiting a range of participants to encourage a diversity of experience, background and mind set in workshops.
- Involving people with lived experience of health conditions and end users of health and care services in improvement.
- Understanding the challenges and support needs of young people transitioning between children's and adults' services (desirable)
- Delivering projects using proven project management methods and tools.
- Working in the third sector and/or in the NHS.

The best person for this job will be:

- Passionate about improving health and care services.
- An excellent communicator and influencer.
- A proven project manager with a track record of delivering a range of competing projects and priorities.
- Creative and confident in putting forward new ideas and recommendations.
- Committed to personal and professional development.
- Educated to degree level or equivalent by experience (a degree in a health related field or discipline is desirable).
- Willing to work outside of normal office hours and on weekends (minimum of five occasions per year) and to travel throughout the UK.