

# Project Manager

## Job Description

**Salary range:** £22,664 to £30,906 per annum

**Job type:** Full-time

**Contract period:** Maternity cover, up to 9 months' duration

**Reporting to:** Head of Service Delivery

**Department:** Operations Division

**Location:** Oxford

## About Picker

Picker is an international charity working across health and social care. Established in 2000, the organisation continues to have a significant impact in the field of person and family centred care.

We use people's experiences of health and social care to identify priorities in delivering the highest care quality. We measure experiences to uncover incidences of excellent and poor care delivery and work across health and social care systems to support organisations to improve the quality of care.

We are committed to sharing our knowledge and expertise, alongside developing new services and tools that enable people's experiences to be an integral part of delivering the highest quality care for all, always.

## The Operations Division

The Operations Division leads on developing and providing the charity's services to healthcare organisations. This includes delivery of surveys within the NHS staff and patient survey programmes as well as a broader portfolio of work on measuring and using people's experiences of health and care services.

The Division produces impactful work that advances Picker's charitable objectives as well as producing a surplus to support the organisation's development. This includes seeking out new and extension business development opportunities to help the organisation to achieve its charitable activities. To support its activities, the Division identifies, develops and grows strategic partnerships and collaborations that increase the breadth and depth of the charity's impact portfolio.

The Division leads the delivery of the charity's licensing functions, ensuring a systematic and robust approach to protecting the charity's intellectual property, using that intellectual property to generate impact and income through international uptake of the charity's evaluation tools and

offerings. This includes the development of formal partnerships with geography-specific partners as part of the charity's international development agenda.

Additionally, the Division works with policy makers to provide evidence that supports the development of national and local strategic and operations policies. This includes consultancy work to rapidly generate or synthesise evidence on new and emerging policy priorities.

## Purpose of the role

Project Managers are responsible for key customer relationships and project fulfilment across the Operations Division.

## Duties and responsibilities

### Key customer management:

- Build and maintain effective relationships with a portfolio of key customers ensuring;
  - Maintenance of customer satisfaction and quality assurance of the service delivery via feedback mechanisms;
  - Management and review of financial performance of each project to facilitate the organisation's charitable objectives;
  - Customer's current and future needs are collected and understood as part of the development of future products and services;
  - Management of customer expectations; impacts of change and service requests.

### Project management and service delivery:

- Ensure successful delivery of projects for customers, including:
  - Questionnaire design, testing and setup
  - Administration of surveys
  - Managing, collating and checking data from customers, including that containing personal identifiable information
  - Facilitation of query resolution with customer's key contacts
  - Working within the Division to produce reporting outputs for projects ensuring adherence to divisional processes (*e.g. reporting requests are provided to Production and Analytics as per process schedule*)
  - Providing final quality assurance, alignment to customer requirements and sign off of reporting outputs prior to customer delivery
  - Managing the day to day interactions with key sub-contractors and monitoring adherence to agreed project KPIs
  - Provision of support for service delivery across the Division where required (*e.g. covering absences*)

- Work collaboratively within the organisation and external partners to successfully complete service delivery to the highest standards.
- Ensure all surveys and other documentation are published in accordance with company working practices, internal working practices and external regulatory requirements.
- Ensure that data is collated accurately, stored, communicated and analysed in compliance with all organisational policies, internal working practices and external regulatory requirements.
- Presentation of data/findings to customers within portfolio and providing support to the Insight Associates in the delivery of knowledge transfer activities for these customers (*e.g. workshops*)
- Responsibility for the successful retention of their portfolio of customers across the service delivery lines.
- Provide support to the Client Development Managers in the identification of new business development opportunities across their portfolio of customers, supporting business growth and increase the organisation's visibility and reputation.
- Assist the Client Development Managers and Head of Marketing in the preparing of proposals, tenders and quotations, coordinating input from the organisation as required, ensuring that all documents are accurate and produced to agreed standards and timescales.
- Attend conferences and exhibitions to promote Picker so that the organisation's reputation and visibility are enhanced.

### **Process management & implementation:**

The Division uses a Daily Process Management (DPM) for service delivery via the 'standardise, maintain, improve' cycle. Within this cycle Project Managers have responsibility for:

- Service delivery across their customer portfolio using the standardised process.
- Providing support to the Senior Project Managers in the continual improvement for these processes, which includes:
  - Proactively identify and resolve problems before they impact customers or service delivery
  - Review opportunities for continuous improvement within service delivery, including identification of waste, duplication and inconsistencies

## **General Duties**

- Contributing to the work of Picker as a whole by:
  - Fully engaging and participating in the achievement of Picker's aims and objectives
  - Developing new approaches, processes and methods to enhance Picker's performance
  - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the use of survey findings.

- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Quality Assurance Framework, Data Protection Act, ISO 27001, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties as requested by line manager.

*This job description is not contractual and is liable to change over time.*

## Person Specification

Experience, knowledge and understanding	
Desire to have a career in social or healthcare research or market research.	E
Experience of managing and developing client relationships.	E
Project management experience.	E
Experience of undertaking quantitative or qualitative research: questionnaire design; experience of online, postal, telephone methodologies; data handling, analysis, and reporting.	D
Good understanding of ethical and data protection standards.	D
Relevant experience in employee surveys, patient surveys, social research or market research.	D
Experience of project management and CRM systems	D
Experience of process standardisation methods (e.g. Lean, Six Sigma, TPS)	D
Skills / Abilities	
Ability to work efficiently to tight deadlines on multiple projects, often under pressure.	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role.	E
Have excellent attention to detail.	E
A collegiate working style – able to work effectively with staff at all levels across the organisation and, where necessary, with external suppliers and contacts.	E
Strong communication and writing skills.	E
Competency in Microsoft Word, Excel, PowerPoint, Project and Outlook.	E

Willing and able to travel within the UK.	E
Qualifications	
Educated to degree level	E

**E = essential D = desirable**