



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job Title:	Technical lead for Dynamics replacement programme
Department:	IT & Digital Department
Reports to:	Associate Director of Group Technology Operations
Key relationships:	Digital department Information Technology department Legal department Regional business teams Finance team
Hours:	35 hours per week (required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days may be required to fulfil the duties of this post).
Grade:	D
London Weighting:	If applicable
Location:	Negotiable

JOB PURPOSE

The role of the Programme Manager is to run the Programme of Work to dissociate our existing third-party Dynamics platform, enabling us to manage our Dynamics platform without being restricted to a legacy solution across the Royal College of Nursing (RCN) Group.

As a key member of Information Technology department, the post holder will be responsible for providing comprehensive, proactive, and structured responses to manage this programme of work, providing professional programme management expertise, managing change and embedding a culture of continuous improvement.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Lead, manage and motivate a multi-skilled, professional workforce to deliver a large-scale programme of work on time, within scope, agreed budget and using the defined resources.
- 1.2 Provide professional and effective leadership to the programme, line management of a Project Manager, matrix manage programme team members, and lead on recruitment for the required programme team roles.
- 1.3 Develop, set up and organise the Programme of Work to deliver the required changes.
- 1.4 Estimate, manage and monitor delegated budgets, programme performance and resources to ensure value for money and timely delivery.
- 1.5 Champion the right change, in the right way by adhering to governance, processes and procedures.

2. Programmes

- 2.1 Produce, monitor and update programme and implementation plans.
- 2.2 Create accurate and timely status reports throughout the programme lifecycle, including logs, highlight and exception reporting.
- 2.3 Facilitate workshops, programme delivery meetings and stakeholder engagement sessions.
- 2.4 Manage programme goals and ensure they are met by implementing and managing changes and interventions, by ensuring programme outputs reflect programme goals and align with RCN strategies, priorities, and plans.
- 2.5 Analyse risks to delivery and ensure transparency of risks, issues, and decisions.
- 2.6 Develop effective relationships and work collaboratively with stakeholders across the RCN Group, IT and Digital departments, Finance department, Legal departments, and external stakeholders, ensuring you meet with stakeholders to maintain smooth written and verbal communication.
- 2.7 Evaluate impact, identification and delivery of programme benefits.

3. **Financial responsibilities**

- 3.1 Develop and manage programme budgets, cost projections, forecasts, and estimate resource requirements, making recommendations to the programme sponsors regarding programme spend.
- 3.2 Create benefit frameworks and work with Sponsors and Transformation Portfolio Leads to establish and maintain programme governance.
- 3.3 Ensure delivery of the programme is in line with relevant RCN policy and financial regulations, particularly in relation to procurement, contract and supplier management.

4. **Specific role responsibilities**

- 4.1 Lead the development and delivery of the dissociation of our existing Dynamics CRM system replacement programme through to successful implementation and evaluation.
- 4.2 Lead the necessary development processes, including pre-work, negotiations, documentation, business case creation, review and approval, and any subsequent contract signatures.
- 4.3 Manage the design and development of the new Dynamics systems and supporting business processes and ways of working within the context of the RCN's technology landscape, ensuring timely, appropriate, and accurate data sharing, across all interested parties to support successful implementation of new, fully integrated systems.
- 4.4 Manage relationships with any potential supplier(s).
- 4.5 Manage the commercial relationship between all supplier(s) and the RCN (e.g. contractual milestones, SLAs [service level agreements], etc.).
- 4.6 Manage the transition and transformation of the existing Dynamics solution across the RCN Group, supporting the RCN through systems and process business changes, ensuring a smooth and successful transition from old to new ways of working.
- 4.7 Accountable for utilising the right resources to ensure the successful design and delivery, including any associated tools and technology, while engaging senior stakeholders, and related projects and programmes throughout the transformation.
- 4.8 Accountable for day-to-day management of the programme, ensuring goals are met, stakeholder satisfaction, safety, quality and team member performance.

4.9 Manage programme performance and develop evaluation methods to assess programme strengths and identify areas for improvement.

4.10 Alongside the programme team, complete a lessons learned evaluation on completion of the programme of work and feedback to the relevant stakeholders. (and/or something about closure of the project).

5. **Additional responsibilities**

5.1 Treat colleagues, members, customers, and others with respect in line with RCN values and Our Respect Charter.

5.2 Champion equality, diversity, inclusion, and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity, and inclusion statement.

5.3 Comply with the RCN Data Protection Policy, Retention Schedule, and department procedures to ensure personal data is always protected.

5.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.

5.5 Undertake any other duties as requested in line with the job role.

Job description created by:

Huw Bevan, Associate Director of Technology Operations

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