

Head of Planning Change and Improvement (Band 8c)

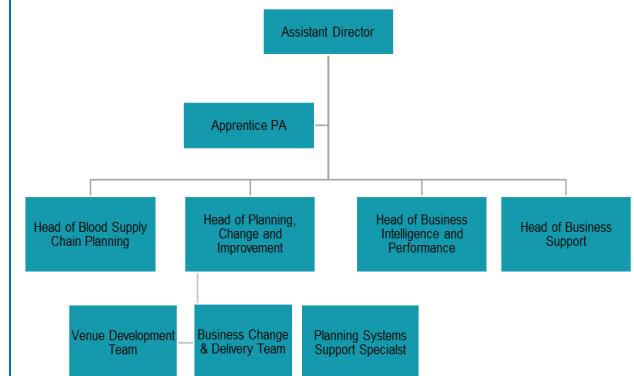
Recruitment Profile - This is a summary of the Job Description and Person Specification

About the Role

In this role you will provide leadership and management to direct reports responsible for managing a diverse portfolio of change and improvement across a range of supply chain planning activities. Your responsibilities will include:

- Implementing and managing planning software solutions, changes to blood collection footprint/venues and managing the implementation of improvements across the supply chain.
- Supporting the diagnosis, analysis and design work required for blood supply chain change ensuring it meets /aligns with Blood Supply and Corporate strategic objectives. Ensure data and analysis underpins all proposed change.
- Defining specific strategic business change initiatives in terms of quantifiable outcomes, benefits, impact on key operating aspects of the service (people, donors, systems, processes, technology) and interdependencies. These changes could include productivity efficiencies, organisational change, improving supply chain management, planning and delivery of project plans, and driving the implementation of the expected outcomes of projects
- Driving supply chain continuous performance improvement by working with departmental managers across all business functions, to identify improvements, improve patient outcomes or create efficiencies and deliver them.
- Producing and presenting business cases and strategic documents for approval at Blood Supply Senior Management Team and Change Programme Board meetings as well as gaining Executive/Board approval.
- Leading and delivering change and transition across Blood Supply, developing milestone plans, resource plans, communication plans, high level POAPs, Highlight Reports – all artefacts of the Planning/Change Delivery process.
- Ensuring there is clarity of the costs vs benefits and forensic financial scrutiny of any planned changes, together with financial analysis/impact of options. Report variances through monthly highlight reports
- Proactively collaborating with international blood services to identify best practice and strategic opportunities for change

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experience of delivering a quality service in a fast-paced environment
- Experience of managing and delivering change/service improvement programmes/strategies
- Experience of providing a service which responds to customer needs
- Experience of project management, including managing a project budget
- Experience of handling conflict management
- Extensive experience of change and risk management
- Experience of preparing robust multi-stranded Business Cases for Executive approval
- Significant experience of working within a complex organisation responsible for delivering a crucial part of the business
- Experience of implementing ongoing management/enhancement of planning software systems
- Experience of working with Information Technology using Microsoft Office packages (Word, Excel and PowerPoint)

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Lead the team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

Qualifications and Training

- Educated to Masters level OR equivalent demonstrable knowledge and experience to Masters level
- Demonstrates commitment to own continued professional development (CPD)