

Project Manager

Job Description

Salary range: Band 5 (£24,893 – £33,944 per annum, plus benefits)

Job type: Full-time

Contract period: Permanent

Reporting to: Head of Service Delivery

Department: Service Delivery

Location: Oxford / hybrid working

Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

Service Delivery Team

Service Delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

Purpose of the role

Project Managers are responsible for key customer relationships, retention, growth and project fulfilment, across the Service Delivery team.

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; including the use of active feedback mechanisms to validate the approach;
 - 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;
 - Meet client retention and income growth targets. Identify and convert opportunities with customers / potential customers, which are aligned to the Picker service offer;
 - 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 Team to produce reporting outputs for projects ensuring adherence to divisional processes (*e.g. reporting requests are provided to Data 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 Team 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 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 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 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 Team 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 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, current data protection regulations, 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
Excellent project management skills with a track record in undertaking and managing projects from commissioning through to completion, on time, on budget and to total client satisfaction	E
Experience of undertaking quantitative research: questionnaire design; experience of online, postal methodologies; data handling, analysis, and reporting	E
Relevant experience in employee surveys, patient surveys, social research or market research	E
Track record of successfully growing client income and/or meeting/exceeding sales targets	D
Good understanding of ethical and data protection standards	D
Experience or knowledge of the health/social care/charity sector	D
Experience of project management and CRM systems	D
Experience of implementing process standardisation methods (e.g., Lean, Six Sigma)	D
Skills / Abilities	
Ability to work to deadlines and tight timescales, managing time and adjusting priorities accordingly	E
Ability to manage workload with frequent interruptions, multiple demands on time and requests from stakeholders	E
Ability to work independently under managerial direction, seeking advice as required, and gain required approval at predetermined stages of projects	E
Excellent customer service skills in a business environment	E
High degree of self-motivation and resourcefulness combined with a willingness to adopt a 'hands-on' role	E
A methodical approach to work and excellent attention to detail	E
Ability to work collaboratively with staff across different levels both with customers and within Picker and, where necessary, with external suppliers	E

Strong oral and written communication skills, including excellent grasp of the English language in a business context	E
High level of IT proficiency in Windows and Microsoft Office (including Microsoft Word, Excel, PowerPoint, Teams and Outlook)	E
Ability to ensure own compliance with company policies, internal working practices and external regulatory requirements, seeking advice where necessary	E
Empathy with Picker and its aims	E
Experience of using any of the following specialist software packages: Qualtrics, ClickUp	D
Willing and able to travel within the UK	E
Qualifications	
Educated to degree level or equivalent professional experience	E

E = essential D = desirable

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; nicola.porter@pickereurope.ac.uk

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