NHS

South East Coast Ambulance Service
NHS Foundation Trust

Head of Programme Management Office

Candidate information pack

August 2025

Hunter Healthcare

About us

We are **South East Coast Ambulance Service**, providing 999 Services across **Kent**, **Surrey**, **Sussex** and **North East Hampshire**, as well as 111 services across Kent and Sussex.

We answer over **2 million calls** each year through our 999 and 111 services – that's more than 4 calls every minute.

We employ more than **4,300 people** – 80% provide direct care to our patients and are supported by strong corporate teams.

We are truly lucky to be supported by more than **400 volunteers** including CFRs, chaplains, welfare volunteers and governors. They give thousands of hours every year to support our patients and our colleagues.

Our people work from more than **100 sites across the region**, including 12 Make Ready Centres. We were one of the first ambulance services to introduce the Make Ready system which sees specialist teams clean, check and re-stock our vehicles.

The communities we serve are diverse, including areas of affluence as well as some of the most deprived areas in the country.

Our values

At SECAmb, our values are more than just words – they are the principles that guide our actions and influence how we behave, both internally among our teams and externally in how we deliver our services.

They shape how we want people to experience our organisation, ensuring that every interaction reflects the high standards we uphold. Our commitment to these values fosters a positive, fair, and equitable culture, essential for delivering outstanding patient care and creating a supportive workplace.

We advocate with **courage**, serve with **kindness**, and uphold **integrity** for **exceptional healthcare**.

Kindness

Being compassionate, caring, and respectful towards others

At the heart of SECAmb, kindness defines our approach to care. We are committed to being compassionate and respectful in every interaction, ensuring that every patient, colleague, and community member feels valued and supported.

Courage

Standing up for what is right and treating everyone fairly to ensure exceptional patient care

At SECAmb, courage is fundamental to delivering exceptional care. It means standing up for what is right, advocating for fair treatment, and striving for excellence in patient care.

Integrity

Being accountable, honest, and doing the right thing

Integrity underpins every aspect of SECAmb, ensuring we act with honesty and transparency. We are committed to making fair and ethical decisions, maintaining consistency in our practices. By embedding integrity in all we do, we uphold the highest standards of care and build trust with everyone we serve.

Vision and Strategy

Our vision is to transform patient care by delivering prompt, standardised emergency responses while enhancing care navigation with seamless, accessible virtual services for non-emergency patients.

Purpose

Saving Lives, Serving Our Communities

Our Strategic Aims

Delivering High Quality Care

We are committed to delivering high quality care, ensuring every patient receives the best possible treatment and onward health management.

Our People Enjoy Working at SECAmb

We strive to make SECAmb a great place to work by promoting a supportive and rewarding work environment where all team members feel valued and motivated.

We are a Sustainable Partner

We are committed to being a sustainable partner within an integrated NHS, focusing on practices that enhance system integration and promote long-term resilience & efficiency.

Download our full strategy document **here**

Job description

Job Title:	Head of Programme Management Office (PMO)
Pay Band:	Band 8c [Indicative]
Reports to:	Deputy Chief Strategy Officer
Accountable to:	Chief Strategy Officer
Responsible for:	Programme Management Office, including: PMO Assurance Lead, Programme and Project Managers
Location/ Site/ Base:	SECAmb HQ, Crawley

Job Purpose

The Head of PMO is responsible for leading the development and delivery of SECAmb's strategic portfolios, which include *Delivering High-Quality Care*, *Ensuring Our People Enjoy Working at SECAmb*, and *Being a Sustainable Partner*.

As a senior leader within the Strategy and Transformation Directorate, this role will deliver an effective and flexible portfolio function that supports managers and our people across the Trust in achieving its strategic objectives.

The post holder will manage the PMO, ensuring that all programmes align with the Trust's long-term objectives and values, driving transformational change and effective governance. This will involve leading a central PMO team responsible for:

→ Managing and tracking strategic portfolios to ensure effective delivery.

→ Deploying expert resources based on evidence of demand and organisational priorities.

→ Developing and managing processes for efficient and effective resource allocation.

→ Identifying and managing interdependencies between programmes.

→ Providing oversight of key stakeholder and partner relationship management.

→ Coordinating a range of programme support options to address varying programme and project complexities.

→ Offering expert advice on programme and project initiation, business case development, and benefits realisation.

→ Providing programme governance assurance through regular engagement with the Senior Management Group (SMG), Executive Management Board (EMB), and Senior Responsible Officers (SROs).

→ Facilitating coordination of training, development, and recruitment activities across the PMO team.

The post holder will also oversee policy implementation and development within the Strategy and Transformation Directorate, ensuring PMO policies and procedures comply with corporate guidelines. As a key strategic leader, they will play a pivotal role in optimising resources, engaging stakeholders, and aligning initiatives with organisational priorities to deliver innovative, efficient, and high-quality outcomes.

Trust Context

SECAmb is committed to delivering outstanding patient care while fostering a positive working environment for its people. Operating within the Strategy and Transformation Directorate, this role supports the Trust's long-term ambitions and works collaboratively with partners across four Integrated Care Systems (ICSs).

The Head of PMO will drive the implementation of robust programme governance, advancing strategic initiatives across operational, clinical, and support services. Their efforts will contribute to achieving local, regional, and national healthcare objectives while ensuring alignment with the Trust's vision and priorities.

Key Responsibilities

Strategic Portfolio Oversight

→ Provide strategic leadership across portfolios, utilising in-depth professional knowledge gained over an extended period across multiple disciplines, including strategic portfolio management, financial management, performance management, information systems, and staff management.

→ Apply advanced expertise in organisational change, programme governance, and healthcare improvement to deliver the Trust's strategic priorities and ensure compliance with NHS standards.

→ Maintain specialist knowledge through advanced certifications (e.g., MSP, PRINCE2) and leadership in complex public sector environments, demonstrating adaptability to evolving healthcare priorities.

→ Lead multi-disciplinary programmes requiring expert analysis of highly complex data, interdependencies, and risks, using evidence-based approaches to identify and compare a range of options.

→ Devise, implement, and monitor the PMO strategy to ensure the effective delivery of Trust objectives.

→ Drive key initiatives, including workforce planning, patient care improvement, and sustainability goals, achieving measurable benefits and compliance.

→ Develop plans that identify interdependencies, mitigate risks, and deliver strategic objectives, incorporating contingency planning where appropriate.

Team Management and Development

→ Manage, motivate, and develop the PMO team, providing line management to portfolio managers, programme managers, and project managers.

→ Foster a positive and inclusive team culture, supporting professional development and ensuring staff appraisals and performance development reviews are conducted.

→ Recruit and onboard PMO team members as necessary, ensuring the team has the appropriate skills and expertise to deliver its objectives.

→ Ensure team members maintain up-to-date, relevant qualifications to support effective programme and project delivery.

PMO Leadership

→ Lead the PMO to ensure effective governance, standardised processes, and performance monitoring across all programmes and projects.

→ Evaluate, interpret, and locally implement best practices, capturing and disseminating lessons learned to foster continuous improvement.

→ Oversee the tracking of progress against plans, milestones, and benefits realisation targets, ensuring robust processes are in place to identify and escalate issues, risks, and concerns to relevant stakeholders.

→ Use programme and project management software to develop and maintain reporting templates and configure reports that support decision-making and performance oversight.

→ Develop and update policies, procedures, and methodologies to ensure the PMO operates in line with best practices.

Stakeholder Management and Communication

→ Build strong relationships with internal teams, including executives, senior leadership, clinicians, and operational staff, ensuring alignment with strategic objectives and fostering a culture of collaboration.

→ Collaborate effectively with external partners, such as NHS England (NHSE), Integrated Care Boards (ICBs), and partner providers, to deliver shared objectives and ensure compliance with performance targets.

→ Present highly complex, sensitive, or contentious information to diverse audiences, including staff groups, board-level stakeholders, and the public, adapting communication style to overcome barriers to understanding.

→ Personally lead negotiations in challenging or contentious environments, providing expert input to secure the most advantageous arrangements for the Trust and its stakeholders.

→ Manage communication in challenging settings, ensuring professionalism and diplomacy to support collaborative outcomes.

→ Build positive working relationships across the Trust to support an effective matrix management approach and collaboration on shared goals.

Resource and Financial Management

→ Oversee and manage budgets for high-value, multi-programme initiatives, holding responsibility for overall budget-setting, monitoring, and reallocation across a major area of activity.

→ Ensure financial compliance with Standing Financial Instructions (SFIs) and other Trust finance policies, maintaining robust governance over financial resources.

→ Monitor expenditure across multiple programmes, ensuring resources are deployed efficiently and achieving value for money while aligning with the Trust's strategic objectives.

→ Lead on strategic decisions related to budget allocation and risk mitigation, balancing competing priorities and ensuring the Trust operates within recurrent financial balance year on year.

Information and Performance Management

→ Develop and maintain systems for information sharing, ensuring accuracy and consistency across programme and project documentation.

→ Plan, develop, and evaluate methods for gathering, analysing, and interpreting data to support governance and decision-making.

→ Analyse complex data and develop strategic plans requiring frequent periods of concentration.

→ Manage occasional urgent issues within structured escalation frameworks, ensuring minimal disruption to planned activities.

→ Maintain high standards of change management and configuration control to ensure accountability and consistency in programme delivery.

→ Contribute to the review and development of information management systems, ensuring they meet organisational needs and support strategic objectives.

Strategic Planning and Compliance

→ Align programmes and projects with the Trust's five-year strategy and operating plan, ensuring they support organisational priorities.

→ Contribute to the Trust's strategic planning processes, managing consequential adjustments to activities where required.

→ Ensure adoption of best practice methodologies, standards, and thresholds across all programmes and projects.

→ Maintain awareness of emerging policies and organisational changes, proactively incorporating these into PMO practices.
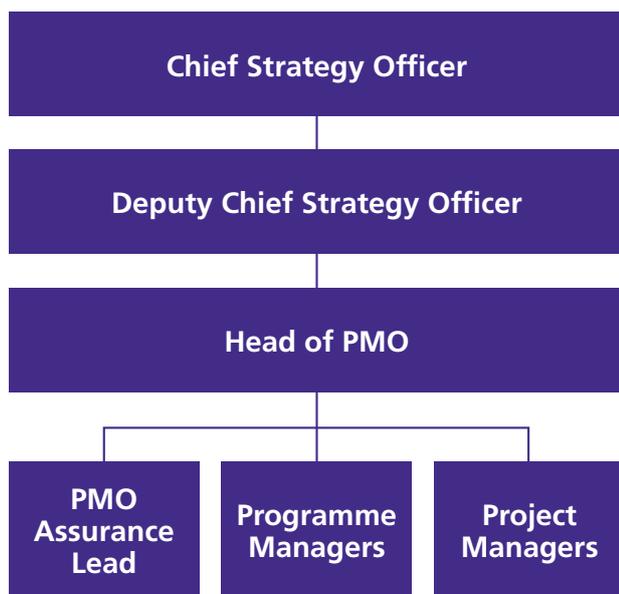
Working Conditions

→ This role is predominantly office-based, with rare exposure to unpleasant conditions. Occasional planned site visits may be required but are conducted in line with the Trust's health and safety standards, ensuring minimal disruption.

→ Desk-based work forms the majority of tasks, with only occasional need for minimal physical effort during site visits.

→ Interruptions may occasionally occur but are typically managed within structured processes, ensuring minimal impact on planned activities.

Organisational Chart

The Strategy and Transformation Directorate leads the development and monitoring of the Trust's long-term strategy in collaboration with its patients, people, and partners, and provides dedicated support for the design and delivery of transformation and improvement programmes and projects that align with the Trust's strategic objectives.

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│      Chief Strategy Officer          │
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┌─────────────────────────────────────┐
│   Deputy Chief Strategy Officer      │
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┌─────────────────────────────────────┐
│           Head of PMO                │
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      │           │            │
┌──────────┐ ┌──────────┐ ┌──────────┐
│   PMO    │ │Programme │ │ Project  │
│Assurance │ │ Managers │ │ Managers │
│  Lead    │ │          │ │          │
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Governance and Assurance

→ Develop, manage, and update programme information monthly, ensuring it serves as the primary tool for governance, assurance, and performance management.

→ Conduct audits, closure assessments, and post-project reviews to ensure benefits realisation aligns with original business case commitments.

→ Ensure sensitive information is managed appropriately, maintaining confidentiality and compliance with data protection standards.

Research and Development

→ Conduct research to identify innovative approaches and best practices in programme and project management.

→ Evaluate and adopt emerging tools, techniques, and methodologies to enhance PMO effectiveness.

→ Support continuous improvement through professional development opportunities.

Key Working Relationships

This role requires extensive collaboration with both internal and external stakeholders to deliver effectively strategic objectives, manage programmes, and ensure comprehensive organisational alignment.

Internal Relationships

→ Executive Management Team
→ Senior Leadership Team
→ Non-Executive Directors
→ Strategy and Transformation Directorate
→ PMO Team, including Programme Managers and PMO Assurance Lead
→ Local Operational Leadership Teams
→ Communications and Engagement Team
→ Digital, including BI and Data Analytics
→ Quality Improvement Team
→ Finance Directorate
→ Risk Management Team

External Relationships

→ Integrated Care Boards
→ NHS England
→ Partner NHS Providers
→ Regulatory Bodies (e.g., CQC)

Values

The post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs – NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**.

Post holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work. Post holders will embody SECAmb's chosen values of **Kindness, Courage and Integrity**.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the Trust's safeguarding policy and understand their individual safeguarding responsibilities.

Equality & Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate governance

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

→ Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions.

→ Always act within the scope of your authority and/or practice. Limits of financial authority are set out in our Standing Financial Instructions.

→ Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s).

→ Maintain accurate and timely records wherever required.

→ Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility.

All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

Financial Management

→ Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

→ Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

→ Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

→ Meet health and safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

→ Promote, monitor and maintain best practice in health, safety and security.

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches, conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Confidentiality/Data Protection/ Freedom of Information

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAmb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

Person Specification

EDUCATION / QUALIFICATIONS	

Essential Criteria

- Programme/Project Management qualification or equivalent experience (e.g., MSP, PRINCE2).
- Master's degree or equivalent experience in a relevant field.
- Advanced professional certifications in portfolio management.
- Evidence of continuous professional development.

Desirable Criteria

- Formal management qualification in leadership or business management.

EXPERIENCE	

Essential Criteria

- Significant experience implementing programme and project management methodologies, delivering complex programmes, and leading multi-disciplinary teams.
- Proven track record of managing large-scale, multi-programme initiatives, including full lifecycle management of high-profile projects.
- Senior management experience within a complex programme/project environment, including line management of professional staff.
- Demonstrated ability to manage highly complex and politically sensitive information in diverse organisational contexts.
- Experience in strategic planning, governance, and embedding change management processes.

Desirable Criteria

- Experience managing programmes in NHS or similar complex public sector environments.

KNOWLEDGE AND SKILLS	

Essential Criteria

- Advanced leadership and team management skills, with a focus on achieving measurable outcomes.
- Strategic thinking and decision-making to address highly complex and contentious issues.
- Advanced analytical skills to assess complex data, interdependencies, and risks, and develop evidence-based recommendations.
- Proven ability to plan and adapt complex activities in rapidly changing circumstances.
- Exceptional communication and negotiation skills to influence senior stakeholders and present complex or sensitive information effectively.
- Expertise in programme governance, resource allocation, and business case development.
- Skilled in managing relationships with diverse stakeholders, including NHS England, ICBs, partner providers, and clinical/academic staff.
- Proficiency in IT tools, including MS Office and project management software.
- Demonstrates knowledge of equality, diversity, and inclusion, embedding these principles into programme delivery.

Desirable Criteria

- Detailed understanding of the NHS regulatory landscape.
- Advanced problem-solving skills in complex healthcare settings.

PERSONAL ATTRIBUTES	

- Resilient, self-motivated, and adaptable to changing demands.
- Collaborative and approachable, with strong stakeholder management skills.
- Compassionate and inclusive leader who fosters collaboration, trust, and team development, acting as a role model for Trust and NHS values.
- Able to work under pressure and meet challenging deadlines.

How to Apply

The closing date for applications is **24 August 2025**.

Applications should be made by submitting a full and up-to-date CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application please include:

→ Contact details for up to four referees (who will not be contacted without your permission)

→ A contact email address and telephone number

→ A completed **Diversity Monitoring Form**.

All applications should be sent to: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Finn McNulty at our recruitment partners, Hunter Healthcare by email: **fmcnulty@ hunter-healthcare.com** or phone: 07966 006091

Key dates:

EVENT	DATE
Application deadline	24 August 2025
Shortlist	26 August 2025
Interviews	2 Sept 2025

NHS

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NHS Foundation Trust

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