

Job Description



Project Manager

Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to appoint a Project Manager to join our Project Delivery team.

The Role

The Project Manager will be the face of Datix to our customers. As Project Manager, you will be responsible for ensuring that each implementation of the Datix application meets the customer's business needs and is able to deliver the necessary patient safety learning outcomes. You will be responsible for engaging both managers and clinicians in a continually evolving implementation of the software.

You will lead a team of configuration and training professionals in a matrix delivery environment. During the implementation process, the Project Manager will draw upon their own experience and skills to support the client in developing the culture and skills required for the Datix application to deliver the client's patient safety agenda.

In addition to the above, the Project Manager will liaise closely with the product management, commercial and business analysis teams to become part of Datix's drive towards improving patient outcomes through learning from adverse events and near misses.

The role will report to the Project Delivery Lead.

Responsibilities & Duties

- Provide patient safety related best practice information and advice to clients
- Mentoring junior members of the professional services team in conjunction with the professional services manager
- Deliver requirements to members of the Project team to allow accurate configuration based on customer business needs
- To quality check the final build of all Datix systems in the Project Manager's portfolio
- To provide regular status reports to the Project Delivery Lead regarding deadlines, issues and risks
- To keep a lessons learned log and feed improvements into the Deployment database
- Project management of implementation projects
- Ensure that all projects are delivered in a timely and professional manner, meeting key milestones
- Keep all project documentation up to date
- Keep up to date with patient safety best practice
- Identify and report any product enhancement suggestions

Skills, Qualities & Experience

- Experience of working in the UK healthcare market
- Clinical experience would be an advantage
- Ability to troubleshoot issues under pressure
- Ability to engage with all levels of management
- Ability to deliver a professional image
- Excellent oral and written communication skills, including business and phone etiquette
- Experience of patient safety and risk management
- Experience in using the Datix application

Package & Benefits

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, private medical insurance, company pension, death in service cover, subsidised gym membership and discounts on various goods and services through the Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to careers@datix.co.uk.