

Date: 5th March 2026
Ref: CORP 25/26 - 238

Dear xxx

Freedom of Information request: ICT / Digital Job Descriptions (CORP 25/26 – 238)

Thank you for your request for information which the Trust received on 21st February 2026. We apologise for the delay in response.

Your Request:

- *A copy of the Job Description for all in post roles within ICT/Digital department that are band 7 and above.*

The requested documents can be found in Appendix 1.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

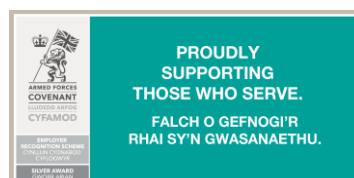
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

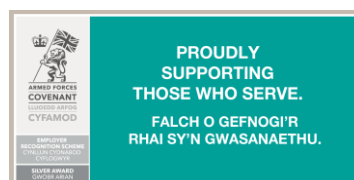
Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
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Pay Scale Description	Position Title
Review Body Band 7	BECS Subject Matter Expert
Review Body Band 7	Business Analyst
Review Body Band 7	Systems Analyst
Review Body Band 7	Business Change Manager
Review Body Band 7	Cyber Security Manager
Review Body Band 7	Digital Operations Manager
Review Body Band 7	Portfolio Project Manager - Digital Services
Review Body Band 7	Power Platform Manager
Review Body Band 7	Product Manager
Review Body Band 8 - Range A	Deputy Head of Digital Infrastructure
Review Body Band 8 - Range A	Digital Programme Manager
Review Body Band 8 - Range A	Head of Digital Applications
Review Body Band 8 - Range B	Digital Programme Manager
Review Body Band 8 - Range C	Assistant Director Digital Programmes
Review Body Band 8 - Range C	Assistant Director of Data and Insight
Review Body Band 8 - Range C	Assistant Director of Digital Delivery
Review Body Band 9	Chief Digital Officer
Review Body Band 7	Advanced Analyst
Review Body Band 8 - Range A	Principal Data Analyst
Review Body Band 8 - Range A	Senior Product Specialist
Review Body Band 7	Principal Data Engineer - NDR
Review Body Band 7	Principal Data Engineer - WPAS



CAJE REF:2023/0016

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Digital Operations Manager
Pay Band	7
Hours of Work and Nature of Contract	37.5 hours Permanent
Division/Directorate	Digital
Department	Digital Services
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Digital Infrastructure
Reports to: Name Line Manager	Deputy Head of Digital Infrastructure
Professionally Responsible to:	Head of Digital Delivery

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

The post holder will lead the Digital Service Desk and Digital Operations (2nd line support) Teams across the Trust.

As a senior member of the Digital Services team at Velindre University NHS Trust you will be responsible for the coordination of resources to deliver the 1st and 2nd line support to our end users, ensuring the delivery of a high-quality response to digital / IT service requests and incidents, which should meet or exceed the targets agreed within local and national Service Level Agreements (SLAs).

You will act as an escalation point for IT service management incidents and requests, providing specialist advice and knowledge across all digital ICT areas. You will liaise with clinical leads and business managers, departmental managers, and all users of Trust digital services throughout the organisation, including 3rd party suppliers. You will analyse, interpret, and resolve complex IT problems raised via the Digital Service Desk and operational staff, ensuring timely resolutions, where there may be no precedent set. You will have the ability to put forward ideas to other team members whilst listening and analysing other opinions, assessing all the facts and be able to make a valid judgement to resolve the issue.

You will provide technical input on relevant IT projects, to facilitate a seamless handover from projects to operational ('business as usual') and managed services. This will include specifying and planning the rollout of new and technical refresh equipment and ensuring that resources are appropriately allocated to install new equipment to agreed timescales.

You will own the Trust's IT Service Management (ITSM) framework and tooling decisions, driving a culture of continuous improvement, supporting the service improvement and modernisation agenda. Whilst developing and delivering meaningful reports on service performance and improvements.

DUTIES/RESPONSIBILITIES:**Communication and relationships**

- Communicate IT service issues to Digital and other Trust staff, as well as third parties. Agree course of action and provide direction to resolve issues.
- Develop and maintain effective working relationships with all members of the Digital Services department.
- Develop and deliver formal and informal technical IT presentations to groups of staff – both internally and externally.
- Provide advice and coach staff in the effective use of IT hardware, software, and related IT technology.
- Contribute to and participate in departmental forums to update staff on any End user compute and IT infrastructure issues.
- Ensure departmental administrative processes are adhered to.

- Assist the Deputy Head of Digital Infrastructure in managing the development and content of the Digital Service Desk and provisioning dedicated pages for Digital Services on the Trust Intranet, including publication of Key Performance Indicators (KPIs) and the IT Service Catalogue.

Performance and information management

- Provide Key Performance Indicators for IT Systems supported by the Digital Service Desk and present monthly reports to the Digital Services management team, highlighting potential technical, support, availability and capacity issues and suggest recommendations for improvement.
- Provide support and contribute to the digital infrastructure workplan / roadmap development.
- Ensure processes are in place to capture information from all sections of IT to develop and maintain an accurate Knowledge Base, ensuring that it is available to all Staff to support the provision of high-quality advice and support to users.
- Manage the operation of key information systems required to effectively operate the Digital Service Desk – e.g., call management, helpdesk and inventory and remote-control Systems and the service catalogue.
- Assist the Head of Digital Infrastructure in developing and maintaining service level agreements with other departments and organisations, ensuring that performance reports are collated in a timely manner and presented to departmental heads.
- Ensure reports are delivered within agreed timescales.
- Analyse service desk reports in line with agreed key performance indicators, identifying areas for service improvement and formulating improvement plans for the Digital Services management team.
- Liaise with the Deputy Head of Digital Infrastructure to identify areas which require replacement of computer / IT hardware. This will inform the Trust's technology refresh programme to optimise reliability in line with agreed budgets.
- Escalate reliability issues to the Deputy Head of Digital Infrastructure.
- Manage an asset database that holds an inventory of IT hardware and software maintained by the Digital Service Desk.
- Ensure appropriate maintenance contracts are in place for IT computer hardware and software. Ensure these contracts are routinely monitored and managed.
- Ensure equipment is maintained by third parties and repaired in accordance with agreed SLAs
- Feedback technical issues to the Deputy Head of Digital Infrastructure to inform the specification and purchase of IT hardware and software.
- Ensure all Digital Service Desk logs & daily checks are monitored and kept up to date. Escalate exceptions to the Deputy Head of Digital Infrastructure as appropriate.
- Act within legislation, policies and procedures relating to Information Governance.

Financial and resource management

- Deputise for the Deputy Head of Digital Infrastructure and aid in the day-to-day management of the Digital Service Desk and Operational Teams.

- Coordinate resources to deliver the digital service across the Trust – for example, rotas for 1st and 2nd line support staff.
- Produce policies, Standard Operating Procedures (SOPs), knowledge bases and best practices to ensure effective delivery of day to day support and the implementation of new digital solutions.
- Coordinate the day-to-day task management for the Digital Service Desk and Operational Teams.
- Plan the delivery of digital projects and ad-hoc work across the Trust ensuring work is completed with minimal disruption to the service(s) affected.
- Assist the Deputy Head of Digital Infrastructure in managing the installation and commissioning of new digital / computer systems and the enhancement of existing systems as appropriate.
- Organise essential maintenance work with departments and external organisations to minimise impact on users. Ensure that scheduled work has correctly allocated resources, is completed within timescale, to agreed quality standards.
- Liaise with suppliers, maintenance contractors and distributors to maintain computer equipment as appropriate.
- Ensure all IT maintenance contracts are up to date and renewed appropriately as well as ceasing contracts that are no longer required in a timely manner.
- Liaise with NHS organisations and third parties as necessary.
- Ensure the Trust's standing financial instructions (SFIs) are adhered to when procuring /purchasing equipment and services.
- Act within legislation, policies and procedures relating to Information Governance.

Research & Development, Audit and Learning

- Develop and maintain effective working relationships with all members of the Digital Services department.
- Actively promote the effective use of digital at all levels within the Trust, to support the Trust's service improvement and modernisation agenda.
- Develop and deliver formal and informal, technical IT presentations to groups of staff – both internally and externally.
- Undertake day to day trend analysis of incidents and problems.
- Research and propose options to promote continual service improvements.
- Implements methods to capture and report Key Performance Indicators (KPIs).

Personal and People Development and People Management

- Provide formal line management to the Digital Services Operations Team (i.e., all 1st and 2nd line support staff).
- Act as a mentor to junior staff and coordinate work where appropriate.
- Supervise work placements, contractors, and junior staff where appropriate.
- Conduct PADRs (Performance Appraisal and Development Reviews) and plan specialist training programmes for junior staff, to include the development and management of a Training Needs Analysis (TNA) and accompanying training plan for staff working in the Digital Services Operations Team.
- Develop Digital Services staff in ITIL and infrastructure skills and competencies.
- Working with the Team to contribute to the professional development of the above staff.

- Lead, develop and motivate the wider Digital team to ensure they perform to acceptable standards.
- Ensure 100% completeness in respect of statutory and mandatory training.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience are also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>ITIL Foundation.</p> <p>Educated to Post Graduate level (preferably IT related) or equivalent and a recognised qualification in Desktop or IT Service Management (e.g., ITIL, CompTIA) or equivalent level of work experience and knowledge.</p> <p>Evidence of Continual Professional Development.</p> <p>In depth specialist knowledge of ITSM, certifications, and terminology, or equivalent experience.</p>	<p>Professional qualification or membership in BCS.</p> <p>Federation of Information Professionals (FED-IP) membership.</p> <p>ITIL Practitioner accredited.</p> <p>Application of IT Service Management in a healthcare environment.</p> <p>In depth specialist knowledge of one or more specialist areas such as Incident, Change or Problem Management.</p>	<p>Application form and pre-employment checks</p>
Experience	<p>Relevant experience working in and IT environment.</p> <p>Evidence of dealing with highly complex IT Issues in a large organisation.</p> <p>Hands on experience in commissioning and configuring desktop and print services.</p>	<p>Experience of ICT service provision in a health care setting.</p> <p>Delivery of training to technical and</p>	<p>Application form and interview</p>

	<p>Experience in the use of applying ITIL methodology specifically in the Service Desk and end user compute environment.</p> <p>Relevant experience and knowledge of a procurement process, policies and understanding of SFI's and IT Procurement policies.</p> <p>Sufficient knowledge of computer architecture to support fault finding to component level.</p> <p>Development of training packages.</p>	<p>non-technical staff.</p> <p>Experience in delivering Key performance indicator reports.</p> <p>Procedure development.</p>	
Aptitude and Abilities	<p>Ability to provide guidance and support to less experienced team members.</p> <p>Ability to communicate clearly with non-technical staff and end users.</p> <p>Ability to challenge poor behaviour.</p> <p>Sound judgment, decision making, and organisational skills.</p> <p>Ability to work on own initiative, organise own workload, and deliver support and projects with minimal support.</p> <p>Work with 3rd parties and suppliers to deliver the digital services.</p> <p>Provide clear reports to senior management.</p> <p>Root Cause Analysis of incidents.</p> <p>Good keyboard skills and application use.</p>	<p>Ability to speak Welsh – Level 1</p> <p>A broad range of ICT skills and understanding.</p>	Interview

	Enthusiastic, self-motivated, looks for opportunities to improve services, staff, and self		
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis:</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values:</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		Application Form Interview References
Other	<p>Ability to travel between sites in a timely manner</p> <p>Flexible approach to needs of the service.</p>		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales.

Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

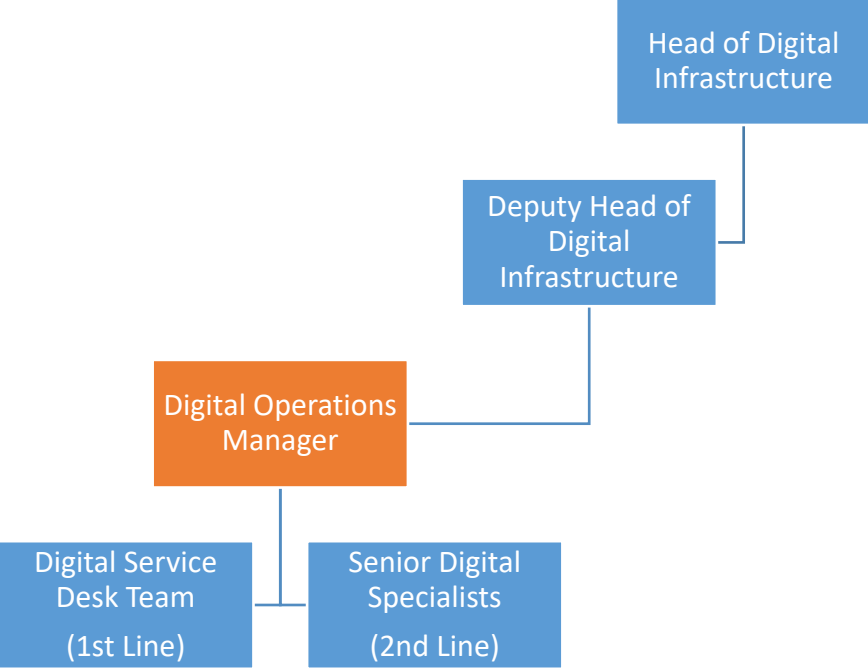
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder

should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All-Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title : Digital Operations Manager

Organisational Chart



Job Title: Digital Operations Manager

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Requires standard keyboard skills and manipulating complex data at speed.	5 days /week	Frequently	Role requires frequent use of keyboard
The role will require travel between different places of work.	2 days / week	40 mins	Depending on service requirements

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration required when analysing complex incidents and problems with likelihood of interruptions to answer queries from staff and other user groups.	Occasional		Volume depends on number of complex incidents raised. This could differ week on week.
Concentration required when analysing key performance indicators.	1 / month		Monthly KPI reports required

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to high pressure digital incidents and problems	Occasional	Weekly	Time spent dependant on nature of incident / problem

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Office conditions requiring continuous VDU usage on most days.	5	Full days with breaks	

VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION

JOB DETAILS:

Job Title	Portfolio Project Manager – Digital Services
Pay Band	7
Hours of Work and Nature of Contract	37.5 hours per week
Division/Directorate	Trust
Department	Digital Services
Base	Trust wide

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Deputy Chief Digital Officer
Reports to:	Head of Digital Programmes
Professionally Responsible to:	Head of Digital Programmes

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

Velindre University NHS Trust has embarked upon a service improvement programme in response to the increasing need to manage widespread organisational change in the most efficient way possible. Fundamental to the successful delivery of this ongoing service improvement programme is the support and development and implementation of core clinical and IT systems.

The main focus for the Portfolio Project Manager will be to provide project management expertise to support the delivery and implementation of key Clinical /Non Clinical systems, including but not limited to, the alignment of resources and coordination of activities and requirements required to ensure all work is completed in line with project timescales and requirements. This will be imperative to ensuring the delivery of project work in a timely manner; in accordance with project plans.

The Portfolio Project Manager will:

- Assist in the provision of project management by supporting a portfolio of service improvement projects undertaken across the Trust and act as a project manager for specific digital projects
- Provide an understanding of all projects within Trust and identify what resources / input is required from the Digital department
- Assist Digital colleagues in providing accurate timescales for work to be undertaken so this can be accurately reflected in project plans and inform go-live / project implementation dates
- Work with the Senior Managers and Supervisors across the Trust to allocate resources to project work, including prioritisation of work and managing conflicting resources
- Produce and update plans and documentation. Provide support, guidance and training for project teams and staff throughout the project lifecycle, using agreed project documentation
- Supervise project team staff and work with other project managers in the organisation in the production of plans, documentation and guidance
- Assist the Digital Programme Team in continually developing project management methodologies across the entire division and Velindre University NHS Trust
- Monitor project budgets during the life of the project and ensure alignment with approved expenditure and/or authorised business case as required

DUTIES/RESPONSIBILITIES:

Communication and Relationship Skills

The post holder is responsible for:

- Developing, embedding and maintaining regular project updates into relevant departments to enhance communication across teams and promote and embrace the 'Working Better Together' message. This approach will help build trust between team members and encourage personal planning
- Working with Directors, Senior Management Team and the Programme Team on projects and advising of progress via project assurance activities and highlight reporting mechanisms
- Identifying stakeholders and undertaking stakeholder analysis where appropriate
- Demonstrating a high level of communication and interpersonal skills in order to deal with highly complex and / or sensitive information which can occur with major change. The Portfolio Project Manager may have to describe detailed service changes that will impact on staff, patients, donors and other service users that may be controversial and emotive
- Ensuring compliance with the Welsh Language Act including ensuring that externally facing documentation has been translated into Welsh
- Communicating and liaising with a variety of stakeholders including:
 - Head of Digital Delivery
 - Executive Management Board
 - Senior Managers and Supervisors across the Trust
 - Programme Management Colleagues
 - Operational Staff, Senior Clinicians, Registered Healthcare Professionals
 - Staff side representatives
 - Workstream Leads and other identified project staff
- Communicating and liaising with a variety of external stakeholders including:

- o Service Users Groups
- o Procurement partners
- o Suppliers
- o Contractors
- o Statutory bodies e.g. MHRA ,Welsh Government, Digital Health & Care Wales
- o NHS Blood and Transplant and other Blood and Transplant Services

- o Utilising persuasive, negotiation and empathetic skills to develop relationships with and communicate project information to stakeholders in order to gain project acceptance and to overcome any barriers to change. Where the proposed changes being delivered are not readily accepted, some situations may be challenging
- o Ensuring that stakeholders are involved and represented in all stages of the project as appropriate
- o Acting as a first point of contact for project related matters under Digital Services
- o Liaising with external suppliers and advisors where appropriate
- o Chairing, attending and participating in a variety of project and work stream meetings and boards as appropriate
- o Producing and deliver high quality presentations and supporting documentation (for e.g. workshops, roadshows, reports, meeting papers) using various media. This will be occasionally be to large groups
- o Facilitating and lead workshops ensuring good outputs are delivered
- o Working co-operatively with other Project Managers and Workstream Project Leads to agree and define shared high level responsibilities for the project(s) and ensure a harmonious working relationship through the project lifespan.

Knowledge, Training and Experience

The post holder must be:

- Educated to masters level or equivalent professional / managerial qualification

- Aware of change management methodologies and experience of implementing system wide change within a complex organisation
- PRINCE2 Practitioner status or MSP Qualification
- Experienced in leading projects using a structure project management methodology (e.g. PRINCE2)
- Experienced in delivering change in a complex / and or heavily regulated organisation
- Technically competent in the use of Microsoft software programmes especially Microsoft Project
- Able to demonstrate evidence of Continued Professional Development

Analytical and Judgemental Skills

- Work with the Head of Digital Programmes / Programme Managers/Project Managers to study and assess the overall business, information and digital skills requirements of the organisation, in order to develop solutions to improve processes and deliver benefits. This will involve working closely with all staff groups to:
 - o Identify business needs
 - o Evaluate procedures/problems
 - o Decompose processes
 - o Facilitate process mapping sessions
 - o Prepare graphical representations of process (for e.g. Process maps/decision trees)
- Demonstrate a high level of analytical and judgemental skills in order to effectively manage the demands on Digital Services from an operational and project perspective; managing and organising the portfolio of work required to be for filled
- The Portfolio Project Manager may identify impacts on other work stream areas/ projects and as such must be able to map dependencies, enablers, benefits and risks across a complex programme plan
- Contribute to the development of high quality business cases and other project documentation which includes the analysis of financial information, capturing of risks,

benefits and options, presentation of relevant evidence and production of recommendations

- Manage project risks and issues (including assessment, monitoring and mitigation), using judgement to escalate as required as part of the risk and issue management process
- Co-ordinate and input where appropriate the review of technical information (for e.g. system configuration or design) and obtain stakeholder sign off to ensure quality expectations are met and to ensure adherence to the scope of the project

Planning and Organisational Skills

The post holder will be required to:

- Effectively manage Digital Services involvement in organisational projects from initiation through to implementation and closure, working closely and co-operatively with colleagues, sponsors, work stream leads, users and suppliers in accordance with governance procedures and in line with organisational goals and divisional plans
- Demonstrate excellent planning and organisational skills to help prioritise complex workloads consisting of conflicting demands and priorities, ensuring that deadlines are met, whilst managing the whole portfolio of organisational projects with Digital Services involvement
- Formulate, monitor and adjust project plans, including the assignment of resources and tasks, including the development and authorisation of Work Packages
- Produce high quality and often complex project documentation (including but not limited to, Project Initiation Document, Project Plans, Work Packages, Highlight Reports, Lessons Learned Reports, Change Management Requests, Exception Reports, End Project Reports, Issue Log, Decisions Log, Actions Log, Risk Register) in accordance with project management methodologies
- Identify, plan and oversee the management of dependencies, constraints and deliverables where appropriate in conjunction with the project teams / work stream leads

- Produce resource plans and capacity charts to show what work is allocated to Digital colleagues to assist in resourcing project work
- Create quality measurement mechanisms and processes specific to project products, paying particular attention to ensure that project activities work harmoniously with the established Quality Assurance methodology across the Trust
- Ensure key project descriptions, deliverables and products are quality assured, fit for purpose, approved, and signed off before work is progressed
- Ensure reporting and control measures are in place to inform and escalate progress, issues and risks in accordance with organisational project management governance arrangements
- Provide professional project management expertise in support of service improvement activities which may not necessarily be a formal project, ensuring a successful delivery with measurable benefits which are aligned to the Trust's strategic aims and objectives
- Manage any changes to projects in accordance with governance procedures including, the completion of a Change Control Notification where appropriate, this must include the identification and impact analysis; ensuring that the Project and Programme Board is advised of any predicted deviations from the original plan
- Promote the concept of managing projects through performance management and ensure widespread understanding and acceptance of this method by showing the benefits of this approach
- In conjunction with the Programme Managers/ Project Managers, formally hand over completed Digital aspects of projects to the operational departments complete with a full set of documentation and audit trail in accordance with project management methodology

Physical Skills

The post holder will be required to have:

- A high level of keyboard / ICT skills as there is a requirement for accuracy in the production of project documents

- Experience in the operation of normal office type equipment (e.g., computer, printer, photocopier, fax machine)
- A full driving licence as the post holder will be required to travel as and when required. This may also involve the need to stay away from your base overnight.

Responsibility for Patient/Client Care

The post holder will be required to:

- Deliver products and provide support which will contribute to modernising service delivery in order to improve patient care and outcomes
- Consider the needs of donors / service users in all project activities and must be able to demonstrate this (for e.g. project governance, engagement, communications, workshops etc.)
- Provide face to face information to staff / service users via the correct communication channels.

Responsibility for Policy / Service Development Implementation

The post holder will:

- Support the delivery of projects that are evidence-based, meet service requirements and provide high quality care
- Manage project specific processes, protocols and tools and co-ordinate / contribute the development of policies
- Be required to draft, oversee and co-ordinate work packages and work requests many of which will lead to changes in operational process
- Be involved in projects which will contribute to complex service development, analysis and redesign and implementation
- As part of project delivery, ensure that Workstream Leads and Managers review all service development proposals where appropriate
- Be required to support the Workstream Lead in revising and renewing operational processes and proposing changes to working practices. This work will require liaison

with departmental specialists and leads, and may involve complex service development analysis, risk assessment and redesign

- Be required to review service development proposals produced by others and provide expert analysis and feedback on the proposed project management methodologies
- Maintain an understanding of the Trust's relevant strategies, delivery frameworks and policies together with wider NHS and WG processes and policies
- Contribute to the development of departmental policies and protocols

Responsibility for Financial and Physical Resources

The post holder will be responsible for:

- Identifying any financial implications on Digital Services aspects of organisational projects and ensuring they are included in overall project budgeting
- Managing the production of the required project products, taking responsibility for overall progress and use of resources and initiating corrective action where necessary
- Identifying and manage to time, cost and quality within tolerance; escalating any exceptions and changes in line with project governance arrangements
- Ensure that any procurement activities associated with the portfolio of Digital Services projects follow due process, that they are legal and ethical. All procurements must have the relevant documentation and signed off specifications
- Liaising with financial / procurement / business case specialists as appropriate
- Monitor project expenditure in liaison with the project accountant / and or finance representatives
- Ensure that a procurement register is implemented and maintained where appropriate

Responsibility for Human Resources

The post holder is responsible for:

- The Project Support Officer, supervising work and conducting appraisals, sickness/absence and disciplinary procedures as necessary

- Providing training, support and guidance in project management methodologies and best practice to Digital Services colleagues, Project Support Officer and key programme/ project team members
- Embedding the establishment of project management best practice and enhancing the project management skills through coaching and mentoring for colleagues
- Directing Workstream Leads through the establishment of project plans, activities and milestone dates
- Work with Project Leads to ensure that training needs and anticipated benefits are understood, incorporated into implementation plans and operational policies in order to maximise user acceptance and conversion from an Digital Services perspective
- Utilising project resources and tasks, escalating performance management issues when necessary
- Ensuring that the behavioural expectations of project team members are established
- Designing and allocating tasks to IM&T colleagues and to project staff and work stream leads as required. It will be their responsibility to oversee completion of this work in line with Digital Services colleagues' line managers, intervening where appropriate and putting plans in place to address any identified issues. The Portfolio Project Manager will use judgement to escalate issues if they persist to the Head of Digital Programmes or Senior Project Manager as appropriate
- Motivating Digital Services colleagues, project team members and work stream leads
- Maintaining a personal development plan to be reviewed annually as part of the Individual Performance Review process

Responsibility for Information Resources

The post holder will:

- Use a variety of software to develop reports for Project Boards, Teams and external regulators (for e.g. MHRA)
- Set up and manage the information resources infrastructure for the Digital Services aspect of the projects being managed to ensure that accurate and auditable records are maintained and accessible

- Manage the information flows between the directing and delivering levels of the projects
- Maintain information and documentation within the project shared folder resource
- Seek innovative ways of using technology to support working practices and streamline processes within the Welsh Blood Service
- Ensure that electronic and paper based records are produced in accordance with Good Documentation Practice.

Responsibility for Research and Development

The post holder will be responsible for co-ordinating and conducting research projects which are an integral part of the project management role. These include:

- Feasibility studies prior to project implementation
- Initiating pilot studies or trials
- Conducting best practice and benchmarking activities and site visits in order to obtain and document relevant evidence and information to support project development
- Researching current working practices across NHS Wales and UK to evaluate project scope and delivery
- Conducting surveys and collating information
- Conducting post implementation reviews on project delivery
- Undertaking post implementation reviews on project delivery, collecting and researching intelligence on the lessons learned from delivery of major change for feeding back into project management practices
- Collecting and analysing lessons learned findings to inform future project management practices
- Co-ordinating user acceptance testing
- Undertaking audits of projects and / or management processes

Freedom to Act

The post holder will:

- Develop plans with team leads and determine priorities in order to deliver the project's objectives
- Work autonomously on projects within boundaries and tolerances agreed by the Head of Digital Programmes, Project Board(s) or the Programme Manager
- Frequently be required to undertake project management tasks independently in accordance with project management governance structures
- Ensure they are up to date with, key national, local policy and strategy that has a direct correlation with their projects
- Work with the wider team to regularly review current practices on project management and business case preparation, ensuring these reflect or exceed best practice

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> • Masters or equivalent professional / managerial qualification • PRINCE 2 registered Practitioner or other recognised qualification in project management • Evidence of Continued Professional Development / further training • Evidence of developed practical project management skills • Evidence of experience in managing complex projects • Microsoft Office • Developing internal project documents (e.g. PID, exception reports etc) • Developing Performance indicators • Principles of formal project management • Information governance and security guidance 	<ul style="list-style-type: none"> • Member of recognised professional body • MSP Practitioner • Microsoft Project • ECDL • Developing business cases / strategic documents. • Principles of programme management and benefits realisation • Knowledge of NHS structures and processes. 	Application form , Certificate and pre-employment checks
Experience	<ul style="list-style-type: none"> • Experience in delivering projects to quality, time and budget requirements, preferably within a change programme environment • Experience of designing, implementing and managing projects 	<ul style="list-style-type: none"> • Several years' experience of working within a project / programme environment 	Application form, interview and references

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> • Involvement in complex and large-scale projects. • Management of project budgets. • Solid understanding and appreciation of project finances and risk and benefits realisation • Successful introduction of project management methodologies to inexperienced teams and individuals • Effective management of resources • Experience in delivering projects to quality, time and budget requirements, preferably within a change programme environment • Experience of designing, implementing and managing projects • Involvement in complex and large-scale projects. • Management of project budgets. • Solid understanding and appreciation of project finances and risk and benefits realisation • Successful introduction of project management methodologies to inexperienced teams and individuals • Effective management of resources • Methodical, organised, analytical with problem solving capabilities. 	<ul style="list-style-type: none"> • Experience of working within ICT projects. • NHS working procedures and practices. • Ability to adapt and deal with situations and manage expectations during periods of change and be able to take account of the broader perspective and how it affects other areas. 	

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> • Excellent overall management and organisational skills • Good working knowledge of ICT, project management and management information tools. • Effective leadership, interpersonal and communication skills • Experience of working with multidisciplinary teams at varying levels of seniority 		
Aptitude and Abilities	<ul style="list-style-type: none"> • Ability to negotiate and influence others in a positive manner and confidence to deal with different priorities and differing views in order to instigate and achieve change and improvement • Effective leadership, interpersonal and communication skills including facilitation, negotiation, obtaining, providing and presenting information • Ability to manage expectations • Ability to prepare and present reports to management teams on project status and advising on issues and risks to detailed specifications for Trust and others as requested • Ability to demonstrate or gain a comprehensive understanding of the 	<ul style="list-style-type: none"> • Welsh speaker. 	Application form, interview and references Presentation

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<p>dynamics of systems of health and social care and the constituent elements of the care system</p> <ul style="list-style-type: none"> • First class planning and organisation skills • Excellent communication skills, with the ability to communicate effectively with a variety of audiences in a variety of ways • Strong delivery focus, with the ability to drive progress forward and a concern for results and achieving goals • Sets high standards of performance and seeks to improve previous performance levels • Detailed knowledge of budgeting, benefits tracking and resource allocation procedures • The ability to find ways of solving or pre-empting problems • Ability to think clearly, reach decisions, prioritise and recommend appropriate action through the assessment of relevant information • Ability to produce business cases and strategic documents • Able to confidently and effectively chair meetings • Be technically competent with various software programmes (e.g. Microsoft 		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	Word, Excel, PowerPoint, Outlook, Project, Visio) <ul style="list-style-type: none"> • Required to work on own initiative. • Be flexible during times of change. • Considerable amount of time working with a VDU and keyboard. • Compliance with Trust policies and procedures. • Occasional exposure to distressing or emotional circumstances (i.e. stakeholders). 		
Values			Inter
Other	<ul style="list-style-type: none"> • Access to transport to allow travel on a regular basis which on occasions could be to rural areas. 	<ul style="list-style-type: none"> • Able to work occasional out of hours • Member of relevant professional bodies such as BCS and UKCHIP 	Application form and interview Document Check

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> <li data-bbox="76 286 1513 434">➤ Registered Health Professional: All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration. <li data-bbox="76 519 1513 900">➤ Healthcare Support Workers: Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care. <li data-bbox="76 985 1513 1191">➤ Competence: At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty. <li data-bbox="76 1276 1513 1482">➤ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development. <li data-bbox="76 1568 1513 1662">➤ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post. <li data-bbox="76 1747 1513 1895">➤ Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report 		

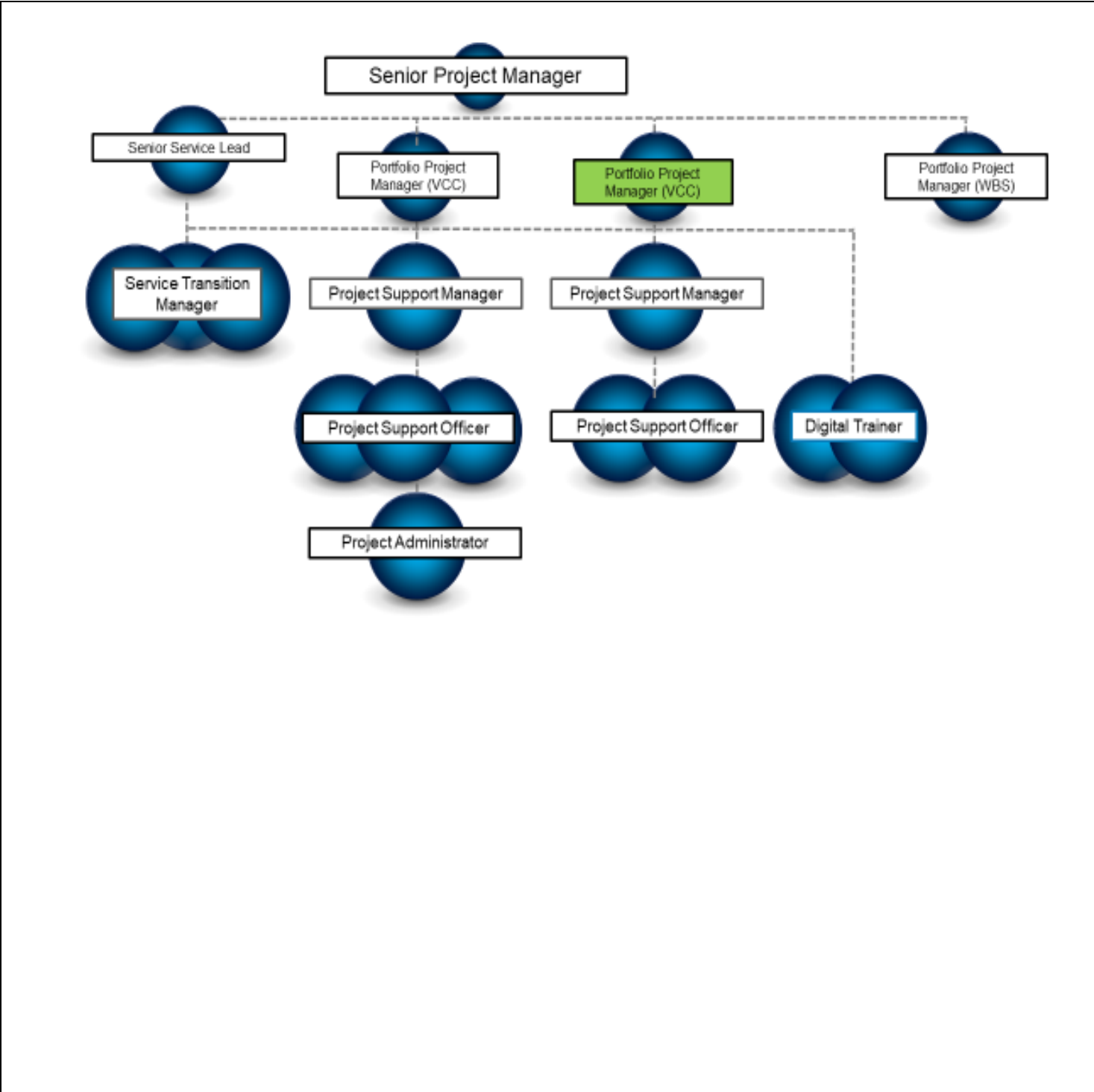
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.</p> <ul style="list-style-type: none"> <li data-bbox="76 454 1524 667">➤ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. <li data-bbox="76 745 1524 902">➤ Welsh Language: All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. <li data-bbox="76 981 1524 1137">➤ Information Governance: The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. <li data-bbox="76 1216 1524 1485">➤ Data Protection legislation: The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the Trust Disciplinary Policy. <li data-bbox="76 1563 1524 1944">➤ Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work. 			

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> <li data-bbox="76 338 1513 725">➤ Equality and Human Rights: The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success. <li data-bbox="76 808 1513 1077">➤ Dignity at Work: The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy. <li data-bbox="76 1160 916 1249">➤ DBS Disclosure Check: The post holder does not require a DBS Disclosure Check. <li data-bbox="76 1332 1513 1480">➤ Safeguarding Children and Adults at Risk: The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures. <li data-bbox="76 1563 1513 1778">➤ Infection Control: The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures. <li data-bbox="76 1861 1513 1951">➤ No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free. 		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>➤ Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.</p>			

Job Title: Portfolio Project Manager

Organisational Chart



Job Title: Portfolio Project Manager

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be based and largely working in office involving a combination of sitting and standing	Per day	2.5 days	
Will be required to travel to other sites	Per day	1 day	
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office and Project	Per day	2.5 days	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is frequent requirement for prolonged concentration e.g. drafting project documents while dealing with interruptions	Per day	2 days	
Required to work on own initiative. Lead specialist on specific project and interprets national policy in project area	Per day	2.5 days	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional or distressing circumstances - stakeholders	Per Month	1 day	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The Post holder will be largely office-based and will require to use a VDU and travel to other sites when required.	Per day	2.5 days	

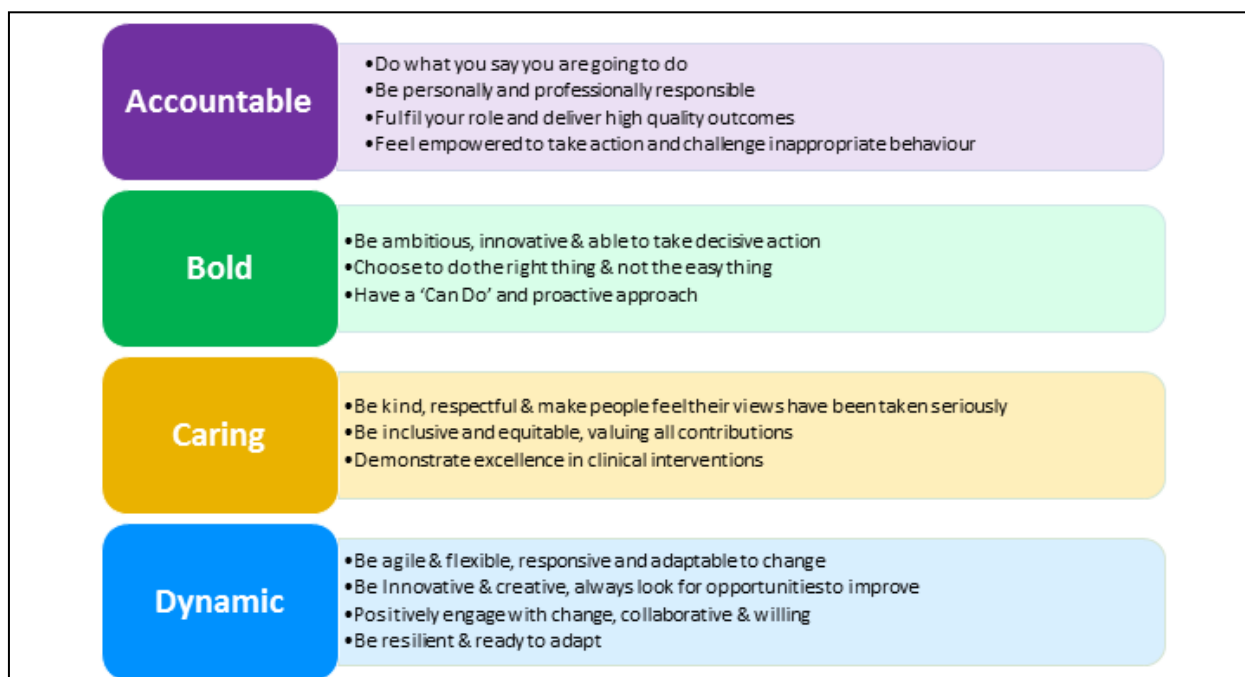
VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION

JOB DETAILS:

Job Title	Chief Digital Officer
Pay Band	Current Band 8c
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Strategic Transformation, Planning, Estates & Digital
Department	Digital
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Director of Strategic Transformation, Planning and Digital
Reports to:	Director of Strategic Transformation, Planning and Digital
Professionally Responsible to:	Director of Strategic Transformation, Planning and Digital



Job Summary/Job Purpose:

Velindre University NHS Trust is one of twelve statutory health organisations in Wales and provides a range of specialist services at a regional and national level. These include non-surgical tertiary cancer services for South East Wales delivered by Velindre Cancer Centre; one of the leading oncology centres in the United Kingdom; and blood services provided by the Welsh Blood Service; one of the eminent services in Europe. The Trust is currently finalising an ambitious strategy for 2032 which seeks to develop its services to be consistently recognised as excellent, consistently exceed the expectations of people who use them and achieve clinical outcomes and experience that are comparable with the best in Europe and the western world.

The Chief Digital Officer will be responsible for shaping, implementing and delivering an ambitious and transformative digital strategy for the Trust, designed to underpin delivery of excellent patient and donor care, clinically safe services and improved staff experience. The Chief Digital Officer will be a visible and inspiring leader with a clear and compelling vision for the Trusts' digital strategy and be responsible for working with the Director of Strategic Transformation, Planning and Digital and the Trust Board to develop a digital roadmap and supporting digital transformation programme which is integrated with the Trusts' new strategy 'Destination 2032' and clinical and scientific strategies.

The postholder will be responsible for leading the Digital Directorate and working with a range of other functions to develop a digital first, insight led organisation. Connecting patients, donors and our Workforce and enabling the effective deployment of digital tools to improve patient and donor care. The post holder will be responsible for providing strategic leadership, direction and expert advice to the Board on the digital agenda, providing assurance that the digital and health intelligence infrastructure is fit for future purpose, safe and resilient, offers value for money and enables delivery of the Trust Board's strategic goals and service objectives. The post holder will work with the Executive Team to develop a digitally literate workforce to support the transformation of the Trust into a digital first organisation which has the capabilities required to use digital technology, insight and innovation in improving service quality and outcomes.

The postholder will also be responsible for leading on the digital aspects of the major infrastructure projects that the Trust is developing. These include the development of the Welsh Blood Service Llantrisant site by 2022; the development of a Radiotherapy Satellite Centre (RSC) in Abergavenny by 2023; and the development of the new Velindre Cancer Centre in Cardiff by 2025. This will include

the design of digitally enabled clinical and donor services; involvement in the competitive dialogue process with bidders and the delivery of new infrastructure, services and user platforms. The transformation opportunities include the ability to shape the patient-facing digital agenda including the development of a patient portal, patient-reported outcomes, self-monitoring and digital patient communications.

The postholder will work collaboratively across the Trust, wider health system and public service ecosystem to proactively identify opportunities to share appropriate data across organisational boundaries, to support innovation through new and emerging technologies, and ensure appropriate strategies and plans to deliver are aligned to the organisation's longer term strategic ambitions, and delivery of the Trusts Integrated Medium Term Plans. The post holder will build strong collaborative relationships with a significant number of stakeholders, system wide across Health and Social Care, Digital Health Wales, Welsh Government and other public services. The postholder will also identify relevant business contacts and build mutually productive partnerships and networks with other business and service providers.

DUTIES/RESPONSIBILITIES:

Reporting to the Director for Strategic Transformation, Planning, Estates and Digital, the key responsibilities of this role are:

- Setting the strategic direction for digital services across the Trust
- Working with executive and senior leadership teams to ensure digital plans are aligned to the Trust Strategy and Business Objectives
- accountable for the performance and delivery of digital infrastructure and application services
- accountable for the performance of the digital programme function
- a member of the Trust Executive Management Board
- linking with Independent Members and attending the Trust Board (as required)
- the Trusts primary liaison for digital across NHS Wales, Academia and Industry

- providing engaging, visible, collaborative leadership and a clear vision for the development of the Trust's digital capabilities and strategy
- primary Trust liaison for Welsh Government's digital leads, Digital Health & Care Wales

The post holder will have Managerial responsibility for the Head of Digital Delivery and Head of Digital Programmes, providing leadership, direction and mentorship.

Leadership and Communication

- Set out a clear and communicate across the Organisation and beyond a compelling vision and strategy for Digital within the Trust, that is ambitious, motivating and designed to underpin delivery of the Trust's long term strategic ambitions and medium term plans
- Champion a culture of openness, learning and improvement, ensuring that the shared vision, strategic aims, values and culture of the Trust are actively promoted
- Promote visible, compassionate and collaborative leadership, ensuring that all services are patient-focused and of high quality, optimising utilisation of human, technical, financial and other resources
- Ensure appropriate operational leadership and management capability exists at all levels within the Digital teams to achieve organisational objectives and a positive impact on high quality patient care. Build the capacity and capability of the Digital Directorate to establish and support the digital change across the organisation
- Create and lead a high performance culture and team, which have been designed and developed to ensure delivery of key strategic objectives
- Working with the Workforce and Organisational Development Directorate, ensure appropriate plans and strategies are in place to develop leadership capability and capacity across the function
- Lead a Directorate which is underpinned by open communication and team working across internal and external departmental boundaries.
- Communicate ideas and highly complex concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are significant barriers to

understanding or acceptance, in order to achieve positive outcomes. This involves using the highest level of interpersonal and communication skills to overcome resistance in a hostile or highly emotive environment

Performance and Delivery

- Lead the delivery of a high quality Digital services, ensuring that systems are in place to evaluate and review performance and delivery against agreed targets and performance indicators, ensuring delivery of a consistent and high standard of service to customers across the Trust
- Lead the delivery of a high quality systems to support the evolving Business Intelligence service, ensuring provision of appropriate and relevant performance and health informatics data and analysis to the Executive Team Trust and other key stakeholders on organisational performance, clinical outcomes and the quality of care provided
- The Chief Digital Officer is accountable for the Trust's digital programmes/projects and ultimately accountable for the delivery of these projects. The post holder will ensure that the highest standards of project management are maintained and have in place systems to ensure that the Trust effectively and efficiently plans, organises and implements projects on time and on budget
- Develop and champion the use of forecasting, predictive and innovative analysis to improve patient and donor experience and outcomes across organisational boundaries
- Work closely with other directors in the Executive Team to maintain a full understanding of clinical and business requirements, identifying technology needs and opportunities to inform future service development and priorities
- Communicate effectively with colleagues across the Trust, promoting collaboration and engaging partners and colleagues in strategic developments and innovations to ensure effective planning, maximised benefits realisation and successful implementation

- Development of plans to ensure delivery of fit for purpose, resilient, secure and safe critical Digital systems, ensuring that the Digital infrastructure is appropriately maintained to support the delivery of frontline services
- Ensure continuous assessment of the Digital and systems risks, taking account of legal and regulatory requirements, operating procedures and practices, technology requirements etc. and to recommend actions to mitigate the risk to the Board and its Committees

Quality and Innovation

- Lead the continual improvement of the quality of services through creating an environment in which excellence will flourish ensuring system integration and improved business processes and efficiency through the deployment of technology that supports delivery of services
- Instil an organisational culture that supports engagement in decision-making and a drive for continuous service change and improvement that is both agile and responsive to deliver high quality, safe services
- Maintain an up-to-date knowledge of leading edge, healthcare technology and systems; be able to position technology and digital solutions as key drivers of transformational change and improved patient and colleague experience
- Identify and develop quality measures and performance measures to ensure the highest standards of service are achieved at a national, regional and local level
- Assist in establishing a quality driven working philosophy consistent with the Trust's aims and objectives

Financial Sustainability

- Responsible for a team of approximately 60 WTE and a budget of £2m revenue and £2m capital.
- Accountable for the delivery of and efficient services within available resources and ensure that all budgets are managed within allocated resources
- Ensure development of a clear plan for investment in the function and future systems development, aligned to delivery of key business objectives and development of the Trust's Digital Services Strategy. Secure support from key stakeholders as appropriate.

- Deliver against all agreed financial targets in line with standing financial instructions
- Actively monitor performance against contractual obligations and work with partners to ensure that performance and delivery remains within acceptable parameters.

Workforce

- Provide line management for Heads of Department within the Digital Directorate including recruitment, appraisal, disciplinary and management of sickness, which will include frequent exposure to managing challenging, difficult or emotive situations
- Ensure a workplace environment that is safe, inclusive, healthy and sustainable enabling everyone to be their very best at work
- Ensuring that the function has in place robust workforce planning arrangements to ensure the delivery of appropriate services in the short, medium and long term, responding appropriately to potential shortages in skilled digital workforce resources
- Ensure Performance Appraisal and Development Reviews (PADRs) are undertaken in line with Trust timescales, identifying training needs and agreed objectives for the team
- Ensure appropriate development and training is made available to digital team members.
- Ensure all members of the digital team undertake mandatory training in line with Trust timescales
- Chair appointment panels where appropriate, ensuring the procedures identified in the Recruitment policy
- Ensure systems for the regular review of individual performance of direct reports, provide constructive feedback and advice and ensure that their development needs are met to help them achieve their full potential
- Motivate, and delegate within, the digital team to strive to constantly improve the service and delivery of Digital across the Trust

- Ensure systems and leadership are in place to determine and meet the training and learning requirements for the function, ensuring compliance of team members with statutory and mandatory training and performance appraisal requirements

Governance, Compliance, Data & Confidentiality

- The post holder will ensure that the service is capable of providing informatics advice, guidance and expert opinion of the highest quality. They will be expected to take the lead on the most critical matters at the most senior level or those of the most highly complex, technical or sensitive nature
- The post holder will lead, direct and manage the Cyber Security function and provide support to the formal assurance function at both local and National levels. This includes the delivery and maintenance of appropriate policy and guidance in response to data protection, quality and patient confidentiality requirements
- Maintain confidentiality in relation to personal data held for colleagues, donors and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the GDPR and records management guidance
- Maintain confidentiality of donor/patient-identifiable personal data using a non-identifiable alternative where practicable, and limiting access on a strictly need to know basis

Continuing Professional Development

- Develop a personal development plan annually as part of the Personal Development Review process
- Participate and contribute to the Organisation's development programmes

- Ensure continuation of personal development through appropriate formal training as and when necessary
- Keep up to date with legislation, to include, but not be limited to, data protection, Cyber, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act and the latest E-policies
- Keep up to date of Architecture and technology innovation best practices and trends. Promote a culture of innovation. Continuously seek opportunities for improvement within role, processes, team and the organisation as a whole

PERSON SPECIFICATION

Chief Digital Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to Masters degree level or equivalent experience</p> <p>Evidence of relevant Continual Professional Development (e.g. Healthcare Digital Leadership)</p> <p>Extensive specialist knowledge & expertise of a range of disciplines e.g. financial management, information management, performance management, human resources and Digital development. This level of knowledge would have been gained over a significant period in addition to specialist training</p>	<p>Educated to degree level in a Digital or similar discipline</p> <p>MSP / PRINCE2 Qualification</p>	<p>Application form CV and pre-employment checks</p>
Experience	<p>Substantial experience at a Senior IT / Digital Delivery and or Programme level</p> <p>Expert knowledge and experience of managing several teams to support large, complex digital change programmes</p> <p>Expert knowledge and experience of delivering digital services in complex environments</p> <p>Significant senior management and leadership professional experience</p>	<p>Proven experience of working and contributing at Board level</p> <p>Strong technical background, well versed in Information Architecture (IA), system design and system improvement</p> <p>Senior leadership experience in a health service setting</p>	<p>Application form, interview and references</p>

	<p>Evidence of working across organisational boundaries with various internal and external stakeholders to achieve</p> <p>Experience of delivering digital transformation in a consumer-led organisation</p> <p>Extensive experience of negotiating with other Health Care providers and commercial suppliers</p> <p>Experience of managing commercial suppliers to pre-approved service level agreements/contracts</p> <p>Knowledge of budgeting and resource allocation procedures</p> <p>Demonstrates a proven record of achievement at a senior management level, including the ability to provide advice at executive level</p>	<p>Understanding of the broader strategic and policy context for delivery of health services in Wales</p>	
<p>Aptitude and Abilities</p>	<p>Excellent communication and ability to work effectively and co-operatively</p> <p>Excellent leadership, influencing skills and demonstrate professional credibility</p> <p>Capacity to think strategically/be forward thinking and take a whole systems approach</p> <p>Inspirational, thought leader who demonstrates the ability to</p>	<p>Welsh Language Level 1</p>	<p>Application form, interview and references</p> <p>Presentation</p>

	<p>lead and manage change in an evolving digital landscape</p> <p>Ability to analyse and solve complex problems, including option appraisals</p> <p>Able to learn from experience and adapt to changes and new challenges</p>		
Values	<p>Commitment to developing culture of openness and partnership</p> <p>Evidence of integrity, objectivity and fairness</p> <p>Commitment to improving quality of patient care</p> <p>Committed to the continuous development of staff and others</p>		Interview
Other			Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements:

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support

Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the

General Data Protection Regulations and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the Trust Disciplinary Policy.

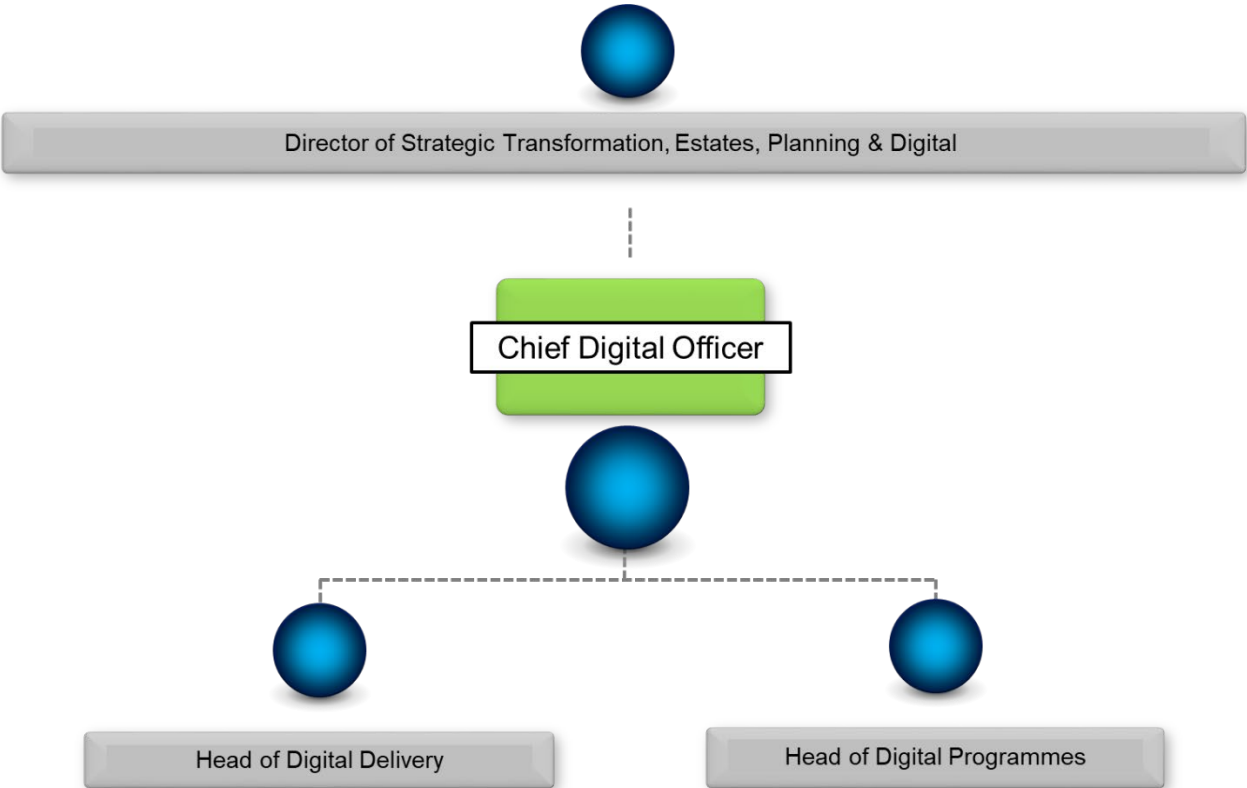
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:**
The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware

of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Chief Digital Officer

Organisational Chart



Job Title: Head of Digital Delivery

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be based and largely working in office involving a combination of sitting and standing	Per day	2.5 days	
Will be required to travel to other sites	Per day	1 day	
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office and Project	Per day	2.5 days	

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will require, analysis, interpretation and decision making of complex data sets. These will assist in making strategic decisions regarding work programmes and delivery of services. Examples could be defining performance metrics, budget allocations, spend profiles, capital schemes etc...	Per day	3 days	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

‘Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is frequent requirement for prolonged concentration e.g. drafting project documents while dealing with interruptions	Per day	2 days	
Required to work on own initiative. Lead specialist on specific project and interprets national policy in project area	Per day	2.5 days	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional or distressing circumstances - stakeholders	Per Month	1 day	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The Post holder will be largely office-based and will require to use a VDU and travel to other sites when required.	Per day	2.5 days	



CAJE REF: 2020/0107

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Advanced Analyst-Modeller
Pay Band	Band 7
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Business Intelligence
Department	Business Intelligence
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Information
Reports to: Name Line Manager	Head of Information
Professionally Responsible to:	Head of Information

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

The post holder will be expected to independently manage and plan a programme of complex activities that enable Velindre to fully maximise the potential of the clinical and administrative data. This will involve improving and developing analysis and modelling, distribution and visualisation of data, and corporate reporting.

The development and management of the provision of a comprehensive Trust wide information which ensures the highest quality information is available for all internal and external reporting requirements

Use mathematical, statistical and operational research techniques to effectively investigate the correlation between key elements in the data, identify issues, good practice, trends and exceptions. To use knowledge to critically appraise and challenge the results of outputs, ensuring only meaningful information is delivered to stakeholders.

Enhance Modelling capabilities by producing strategic planning demand and capacity forecasts. Continuously working to develop the methodology used for predicting such forecast profiles and review its accuracy and reliability over time, as well as suitability for future demand.

Support the team on various projects to enhance the analytics and modelling tools that have been designed to enable senior management to make data driven decisions

DUTIES/RESPONSIBILITIES:**2.1 Service Planning and Development**

- Participate in the development and formulation of long term strategic plans for the Information Analytic Service and annual implementation plans, which support the delivery of the Trust's IM&T strategy, which necessitates frequent prolonged concentration.
- Manage specific corporate information and data modelling projects, which provide reporting solutions to enable the Trust and NHS Wales informatics needs and strategies to be met.
- Provide expert informatics advice for IM&T projects, ensuring that IM&T systems and services are developed and implemented in line with national data definitions and standards.
- Providing expert informatics support to the Trust's Service Improvement Programme, promoting the use of information to support service development at all levels throughout the organisation.
- Formulate implementation plans for the introduction of all Data Set Change Notices and relevant Ministerial Letters.
- Liaise with clinicians and managers across the Trust and external partners in order to ensure all corporate information requirements are fully understood and included in the specifications for the development of reporting outputs.

- Continually seek innovative ways of using technology to support working practices and streamline processes within the Department, Directorate and the Trust.

2.2 Informatics Service

- Manage the Corporate information function for the Trust, ensuring all corporate information requirements are met as a major job responsibility. This will include all activity, waiting times and performance management information reporting requirements, along with Capacity and Demand modelling, data modelling including predictive modelling.
- Produce modelled and statistical results and provide specialist advice / guidance on the analysis, interpretation, explanation and recommendations relating to highly complex results, particularly where data is sensitive or contentious or where different components of that data may conflict
- Continuously work to develop the methodology used for predicting such forecast profiles and review its accuracy and reliability over time, as well as suitability for future demand.
- Ensure comprehensive service level information is available to all Directorates which will involve a continuous programme of awareness and support to ensure information is available to support operational management.
- Work with stakeholders and groups to assess and assimilate their analytical needs by developing ways to analyse, visualise and interpret their data.
- Implement a robust process to manage and monitor the Adhoc Information Request service, ensuring the service provides requestors with a quality assured and timely response.
- To be responsible for ensuring all Freedom of Information requests are dealt with in accordance with national policy.
- To monitor and provide regular briefing reports on Trust performance for patient activity, waiting lists and key performance indicators. This will require the maintenance of a suite of management reports which accurately and consistently reflect Trust performance against key performance and contractual targets.
- Develop change control procedures with clear guidelines and defined roles and responsibilities for the development, production and quality assurances of statistical analysis and information reporting outputs.
- Provide effective leadership to the Analytical Information service staff ensuring that their operational activities are consistent with corporate objectives and priorities.
- Responsible for ensuring all corporate information requirements are met within agreed timescales.
- Regularly required to create, produce and provide information reports using computer software and programme languages to support the Trust Board and Executive as required.
- Develop and implement performance management processes to monitor and improve performance of the Corporate Information Service.

2.3 Data Quality

- To be responsible for assuring the ongoing validity, accuracy and integrity of corporate information reports through the continual review and improvement of routine information production, ensuring data validity and consistency checks are inbuilt at all stages of the process.

- Support and inform the development and implementation of the Trust Data Quality plan by highlighting and investigating data anomalies and inconsistencies identified through the corporate information reporting processes.
- Ensures implementation of national policies/guidance and best practice in conjunction with the development of a range of information related policies that impact across the organisation.
- In conjunction with the Head of Information review and interpret the requirements of all NHS Wales Data set Change Notices (DSCNs) and relevant Ministerial Letters (MLs), to evaluate the impact on business processes, IM&T systems and report production.

2.4 Communication

- Provide expert informatics advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex informatics concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Present, interpret and explain advanced statistical and analytical theories and models to a wide range of stakeholders.
- Communicates ideas and highly complex informatics concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes.
- Represent the Directorate by actively participating in Trust and All Wales wide Committees and Groups.
- Ensure effective communication is maintained within the Departmental Teams, across the IM&T Directorate and within Project Teams.
- Contribute to and participate in Directorate forums in order to update Directorate staff on any Information issues.
 - Ensure Directorate administrative processes are adhered to.
 - Identify and report potential risks for inclusion onto the Directorate's Risk register.

2.5 Departmental procedures

- Ensure the information provided via the Information Portal is updated in line with local and national deadlines.
- Adhere to the departmental electronic filing structures and contribute to the establishment and review of standards for the use of electronic filing across the Directorate.
- Undertake evaluation and redevelop where necessary the procedures within the service area. These redevelopments may impact on all service areas within the Information Department and throughout the Trust.

2.6 Personal and People Development

- Responsible for the management of Analytical Information Service, with responsibility for recruitment, appraisal, grievance and disciplinary issues, that may require the management of challenging, difficult or emotive situations
- Manage and develop staff ensuring that all staff receive a PDR annually and that personal development plans are devised.

- Provide guidance and monitor the performance of staff against agreed objectives in conjunction with Senior Managers.
- Chair appointment panels where necessary, ensuring the procedures identified in the Trust's Recruitment policy are adhered to.
- Be responsible for the health and safety of staff and identify and report on hazards /incidents within the workplace
- Train staff in the use of operational research, machine learning and statistical techniques both within and outside the department.
- Be responsible for the mentoring of data scientist apprentices, supporting their learning.

2.7 Resource management

- Support the Head of Information in the authorisation of orders, monthly travel expenses etc for the Analytical Information staff.

2.8 Continuing Professional Development

- Develop a personal development plan annually as part of the Personal Development Review process.
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of informatics and desktop applications.
- Use available resources to keep abreast of IM&T topics (Intranet, internet, reading materials, conferences etc)
- Participate in the Directorate's Senior Forum workshops and the Trust's Directorate Development Programme.
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, and confidentiality, Human Rights Act, Freedom of Information Act etc and the latest E-policies.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> Educated to Post Graduate diploma or equivalent experience Educated to Degree in a relevant topic area (e.g. mathematics, operational research, analytics, data science or similar discipline) or equivalent experience Evidence of further development and or education and training 	<ul style="list-style-type: none"> Service improvement qualification Educated to Masters Degree Level or equivalent experience Project management qualification (e.g. Prince 2) 	Application form and pre employment checks
Experience	<ul style="list-style-type: none"> Specialist knowledge of information and modelling requirements and standards within a healthcare environment, this will include a general understanding of clinical and non-clinical information Understanding of strategic informatics issues within the healthcare environment and current priorities for NHS Wales. 		Application form and interview
Knowledge	<ul style="list-style-type: none"> Minimum of 5 years' experience within an analytical role Experience of working autonomously using own discretion A good general understanding of clinical and non-clinical informatics processes. Experience of working with multidisciplinary stakeholders. 	<ul style="list-style-type: none"> Experience of Project and Resource Planning and change management Previous experience of using a structured project management approach to deliver projects within timescales. 	Interview
Experience	<ul style="list-style-type: none"> Minimum of 5 years' experience within an analytical role Experience of working autonomously using own discretion A good general understanding of clinical and non-clinical informatics processes. Experience of working with multidisciplinary stakeholders. 	<ul style="list-style-type: none"> Experience of Project and Resource Planning and change management Previous experience of using a structured project management approach to deliver projects within timescales. 	
Skills	<ul style="list-style-type: none"> Advanced analytical and statistical skills with knowledge of tools such as, SQL, Python, R, Simul8 and PowerBI Practical knowledge of Data Warehousing, relational Databases and information systems Knowledge and experience of predictive analysis, capacity and 	<ul style="list-style-type: none"> Experience of SQL Server Integration/ Analysis Services 	

	<p>Demand Modelling and Mathematical Modelling</p> <ul style="list-style-type: none"> • Excellent verbal, written & presentation skills • Ability to interpret highly complex informatics concepts • Track record of delivering high quality work in demanding timescales • Ability to develop and maintain effective team working and working relationships • Demonstrable staff development skills • The ability to travel between sites in a timely manner 		
Attributes	<ul style="list-style-type: none"> • Ability to relate to staff of all disciplines and seniority and build creditability with a wide range of professionals • Self-motivated and enthusiastic professional • Innovative thinker, with proven problem solving skills • Be able to prioritise workload and effectively manage competing demands • Be self-aware and appreciative of the impact of your behaviours on those around you • Able to deal with challenge constructively • Evidence of continuous professional development • Ability to meet the frequent travel needs of the post • Ability to work autonomously using own discretion 	<ul style="list-style-type: none"> • Ability to speak Welsh, Level 0 	

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
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- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
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- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Disclosure Barring Scheme *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

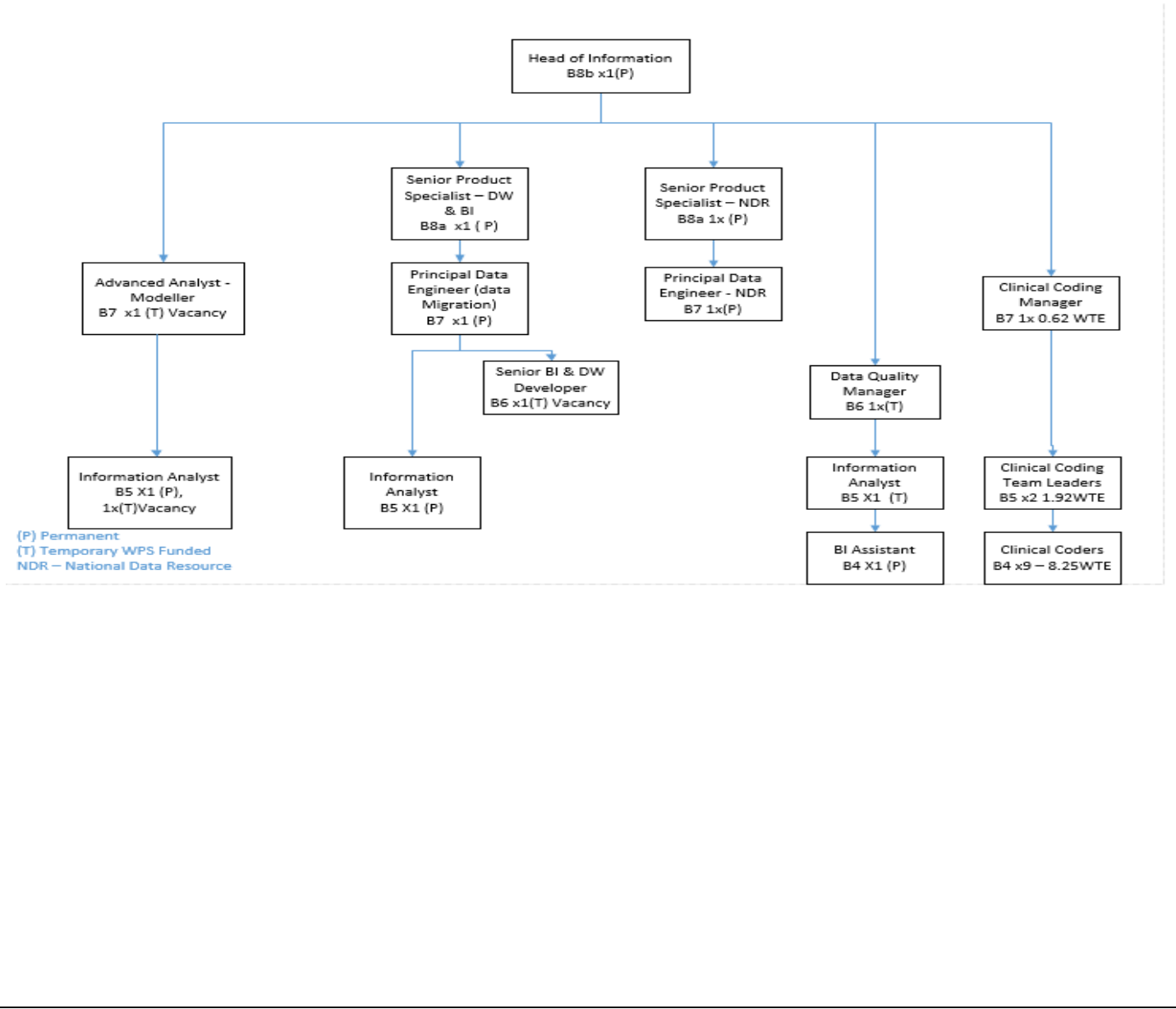
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Advanced Analyst - Modeller

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
The role will involve a frequent requirement to sit at a desk and work with display screen equipment for a large part of the working day.	Daily	Up to 8 hours	N/A
Required to play an active role in workshops undertaking process mapping exercises and stand for periods of time when undertaking process observation exercises.	Monthly	Varies	N/A
The post holder will be required to exercise advanced keyboard skills to ensure data accuracy and speed when	Daily	Up to 8 hours	N/A
The role will involve attending meetings throughout the working week which may also include a requirement to attend other divisions of the Velindre University NHS Trust	Weekly	Varies	N/A
The role will involve attending meetings throughout the working week which may also include a requirement to attend other divisions of the Velindre University NHS Trust	Weekly	Varies	N/A
The role involves only incidental contact with patient/donors and occasional manual handling	Monthly	Varies	N/A

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There will be a daily requirement to analyse, investigate and resolves complex queries and issues. This may include advising on complex information problems where there is no precedent or where opinions are likely to differ	Daily	Up to 8 hours	N/A
Frequently unpredictable requests for urgent information which required the post holder to respond immediately. This requires the post holder to reprioritise work plans and workloads	Daily	Up to 8 hours	N/A
Frequent requirement to carry out calculations through the use of relevant software as appropriate on a day to day basis	Daily	Up to 8 hours	N/A
The role will require the extraction and collation of data from multiple sources (both electronic, manual and paper based), including when necessary the ability to interpret and manage information obtained from unfamiliar and complex datasets	Daily	Up to 8 hours	N/A

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to distressing or emotional circumstances – stakeholders	Monthly	Situation Dependent	N/A
There will be a regular requirement to manage competing requests for information and analysis. The Post holder will be required to exercise tact and diplomacy when presenting contentious and sensitive information about performance e.g. where performance targets are not met, service	Monthly	Varies	N/A

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU for most of the day	Weekly	Up to 8 hours	N/A
Able to travel to other sites when required	Monthly	Varies	N/A



CAJE REF: 2020/0036

VELINDRE JOB DESCRIPTION

JOB DETAILS:

Job Title	Senior Product Specialist
Pay Band	8a
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Velindre UNHS Trust
Department	Business Intelligence
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Information
Reports to: Name Line Manager	Head of Information
Professionally Responsible to:	Head of Information

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

Responsible for all aspects of provision of the specialist services for which the post holder is the Senior Product Specialist (management, support and development).

To be the main contact point for specialist business knowledge regarding said services.

Responsible for taking the lead on major new projects, namely their development and deployment. Agreement of appropriate service management arrangements for the on-going service as part of deployment.

Responsible for support of the existing services.

Responsible for the performance of the systems and the services.

In conjunction with the Head of Information, be responsible for defining the longer term development strategy, to ensure that developed data engineering solutions will continue to meet constantly changing user and stakeholder needs.

Many aspects of the job will require Home Countries liaison with peers in England, Scotland and Northern Ireland. The post holder will play a key role in devising and subsequently implementing change to meet new business requirements across the UK.

DUTIES/RESPONSIBILITIES:**Communication**

To advise and influence health and care organisations in Wales on product areas for which the post holder is responsible through networking and presentations, some to large groups of senior NHS staff, many of whom may be either unsure of the highly complex issues involved and / or sceptical or antagonistic.

Develop, maintain and initiate relationships with users and significant key stakeholders (Consultants, Health Board / Trust IT, Health Board / Trust Finance, Strategists (WAG – IHC).

Where appropriate, supervise Local Health Board based implementation plans.

Personal and People Development

Maintain high level of knowledge of new technologies, understanding the potential benefits they may have in systems development and the way those systems impinge upon patient care.

Keep business knowledge on key subject areas up-to-date, and act as an expert reference for these areas. This will include national policies and legislation, and will involve liaison with colleagues both within Wales, and other Home Countries.

Researching, exploring and making effective use of new technologies, and taking a leading role in the provision of new functionality and development expertise.

Service management

Create and manage, for major new systems and their deployment, complex programmes for implementation, extending over several years, co-ordinating many associated local Health Board / Trust based plans and ensuring, against a backdrop of financial and organisational uncertainties, that Health Boards / Trusts are in a sufficient state of readiness to accept new and technically advanced systems.

Create and manage major data engineering development projects, extending over several years in a climate of rapidly changing technology and stakeholder requirements.

Project Management

Lead major systems development projects using new information technologies, resolving as required any problems resulting from a situation where there are no precedents. These problems may be technical or organisational, in that business processes are affected and therefore stakeholder consent is involved.

Effort and Environmental

Standard diving and standard keyboard skills.

Occasional, incidental interaction with patients.

Service Planning and Development

In conjunction with the Head of Information, establish longer term development strategy and short / medium term priorities, through a thorough understanding of the business processes of stakeholders and gaining their consensus.

Understanding and interpreting current legislation and health policies (from WAG, IHC etc.) and their impact on products the post holder is responsible for.

Creating and implementing plans and procedures for the provision of systems support. These will be developed within an ITIL framework as part of NHS Wales' Service Management Strategy.

Negotiating the content of Service Level Agreements and Operational Service Agreements with Account Managers and Stakeholders.

Ensuring that procedures developed are implemented and used effectively by staff, users and stakeholders across the health and care in Wales.

Finance and Resources

Authorised signatory for wages and overtime.

Contributes to budget setting.

People Management

Line management responsibility for Senior BI and Data Warehouse Developers and professional responsibility for Developers and Analysts assigned to products for which the post holder is responsible.

Working with senior managers as required to contribute to the professional development of the above staff.

Where required, assist the Head of Information with the recruitment of new staff.

Provide training and training advice for products for which the post holder is responsible across health and care in Wales.

Information Processing

Responsible for major projects across all healthcare settings in Wales.:

Responsible for the provision of the system support services to all Local Health Boards / Trusts in Wales. This will be carried out within an ITIL framework as part of NHS Wales' Service Management Strategy.

Future Developments and Technologies

Maintain high level of knowledge of new technologies, understanding the potential benefits they may have in systems development and the way those systems impinge upon patient care.

Researching, exploring and making use of effective new technologies, and taking a leading role in the provision of portal systems functionality and development expertise.

Responsible for the testing of hardware and software.

Leadership and Autonomy

Some work is clearly defined by expected results but much functional requirement will need to be established through interpretation of broad occupational policies.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and/or Knowledge</p>	<p>Masters and / or equivalent skills and experience</p> <p>In depth knowledge of current IT development tools, paradigms, and methodologies (e.g. RAD, XTREME programming; relational database design; SOA)</p> <p>In depth knowledge of Service Provision standards and their application (ITIL particularly)</p> <p>Comprehensive understanding of the use of modern Information Technologies and how they contribute to improved systems, ICPs, and services to patients</p> <p>In depth understanding of the business processes for product(s) for which the post holder is responsible</p> <p>General legislation relating to the provision of IT services, and any specific legislation relating to product(s) for which the post holder is responsible (e.g. Adoption Legislation)</p>	<p>Advanced qualification in an agile development methodology (for example the Professional Scrum master qualification).</p> <p>Qualification in team leadership (such as the Institute Of Leadership and Management's Level 2 Diploma in Team Leadership).</p> <p>Registered with a relevant informatics professional body</p> <p>ITIL certificate</p> <p>HL7, FHIR</p> <p>SQL Server DBA</p>	<p>Application form and pre-employment checks</p>
<p>Experience</p>	<p>Significant experience working in Information and IT</p> <p>Senior level experience in a health or care organisation</p> <p>Proven record of management of successful and substantial data engineering or similar developments and implementation</p> <p>Proven record in delivery of operational and strategic services</p> <p>Project Management skills</p> <p>Problem solving skills</p> <p>Principles of Data Engineering</p> <p>Design of Windows applications</p> <p>Understanding of API development</p> <p>Understanding of relational database design</p> <p>Organisational development and change management skills</p>	<p>Understanding of NHS Clinical / Administrative Information and IT requirements</p> <p>Ability to manage and motivate staff by creating personal development plans and identifying training needs</p>	<p>Application form and interview</p>

	<p>Good communication and presentation skills</p> <p>Influencing skills</p> <p>Skills in leadership and managing teams</p> <p>Systems analysis and design</p> <p>Computer and systems architecture – particularly Service Orientated Architecture</p> <p>Financial management skills</p> <p>Interaction design (how users understand and use systems)</p> <p>Management of information, IT and business dependencies</p>		
Aptitude and Abilities	<p>Ability to work alone or as part of a team</p> <p>Ability to continue to learn (new technologies and health care processes)</p> <p>Be able to demonstrate high quality written and verbal communication skills</p> <p>Ability to deal with difficult situations, and make decisions accordingly</p> <p>Strategic thinker</p>	Ability to speak Welsh Level 0	Interview
Values	<p>Determined, patient and self-motivated</p> <p>Highly professional and flexible attitude to work</p>		Application Form Interview References
Other	<p>Ability to travel across sites within Wales.</p> <p>Able to work flexibly.</p>		Application form and interview

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GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of

the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

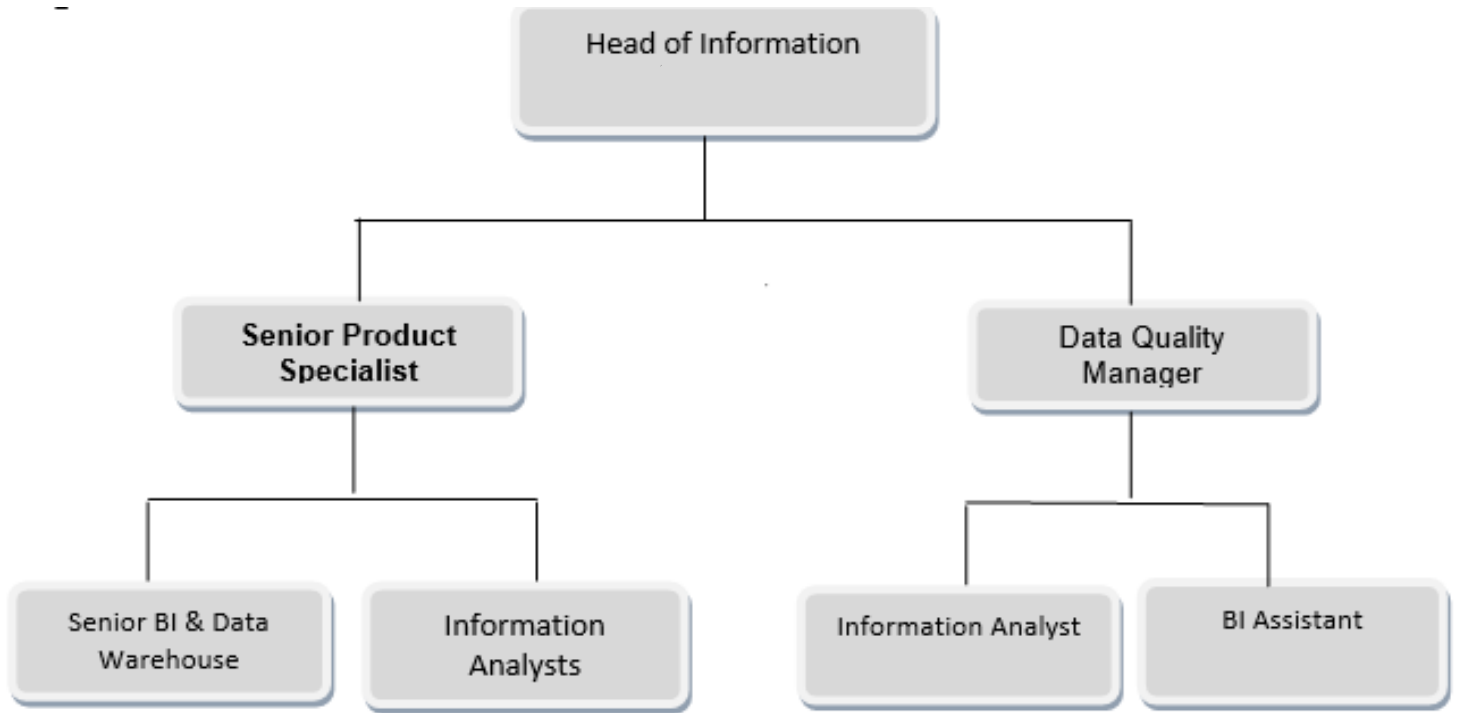
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:**
The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Senior Product Specialist

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: Senior Product Specialist

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
The role will involve a frequent requirement to sit at a desk and work with display screen equipment for a large part of the working day.	Daily	Up to 8 hours	N/A
Required to play an active role in workshops undertaking process mapping exercises and stand for periods of time when undertaking process observation exercises.	Monthly	Varies	N/A
The post holder will be required to exercise advanced keyboard skills to ensure data accuracy and speed when manipulating data.	Daily	Up to 8 hours	N/A
The role will involve attending meetings throughout the working week which may also include a requirement to attend other divisions of the Velindre University NHS Trust	Weekly	Varies	N/A
The role involves only incidental contact with patient/donors and occasional manual handling	Monthly	Varies	N/A

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There will be a daily requirement to analyse, investigate and resolves complex queries and issues. This may include advising on complex information problems where there is no precedent or where opinions are likely to differ	Daily	Up to 8 hours	N/A
Frequently unpredictable requests for urgent information which required the post holder to respond immediately. This requires the post holder to reprioritise work plans and workloads	Daily	Up to 8 hours	N/A
Frequent requirement to carry out calculations through the use of relevant software as appropriate on a day to day basis	Daily	Up to 8 hours	N/A

The role will require the extraction and collation of data from multiple sources (both electronic, manual and paper based), including when necessary the ability to interpret and manage information obtained from unfamiliar and complex datasets collated from external data sources. As such, there will be a daily requirement for periods of prolonged intense	Daily	Up to 8 hours	N/A
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Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to distressing or emotional circumstances – stakeholders	Monthly	Situation Dependent	N/A
There will be a regular requirement to manage competing requests for information and analysis. The Post holder will be required to exercise tact and diplomacy when presenting contentious and sensitive information about performance e.g. where performance targets are not met, service delivery and alternative ways of working	Monthly	Varies	N/A

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU for most of the day	Weekly	Up to 8 hours	N/A
Able to travel to other sites when required	Monthly	Varies	N/A

JOB TITLE **Power Platform Manager | Band 7**

JOB OVERVIEW

- The Power Platform Manager will lead the Automation and Power Platform team within Velindre University NHS Trust (VUNHST).
- Responsible for providing strategic direction and technical leadership in the design, development, and implementation of but not limited to Microsoft Power Platform solutions.
- The Power Platform Manager will ensure that solutions align with the VUNHST vision and strategy, including its Digital Strategy, and will work closely with various stakeholders to deliver high-quality digital transformation programmes.

Main Duties of the Job

The Digital Services team at Velindre University NHS Trust (VUNHST) leads on digital strategy, development, co-ordination, planning, project, and programme management for all digital / IT services and supporting functions. The Digital Services team works closely together to support a high quality, consistent approach to the delivery, support, and implementation of IT solutions. VUNHST is establishing a core capability in Robotic Process Automation (RPA). This capability will support departments across VUNHST and by extension our stakeholders across NHS Wales.

Responsible to

Reporting: Head of Digital Applications

Accountable: Head of Digital Delivery

Professionally: Chief Digital Officer

Main Responsibilities

Leadership and Strategy

- Lead the Automation and Power Platform team, providing mentorship and guidance to team members.
- Develop and maintain the strategic roadmap for but not limited to Power Platform solutions and RPA projects ensuring alignment with organisational goals and digital strategy.
- Act as a subject matter expert (SME) for Microsoft Power Platform and RPA suite available within the Digital Services estate, providing technical leadership and direction.
- Stay up to date on technology trends and approaches, ensuring the team is aware of and can leverage new technologies effectively via training and industry best practice exposure.

Solution Design and Implementation

- Oversee the design, development and deployment of Automation and Power Platform solutions, ensuring adherence to relevant industry best practices, NHS Wales legislation, relevant local and national assurance, cyber security and governance policies.
- Collaborate with the Digital Services Software Development Team, Product Managers, operational / clinical staff and other stakeholders to establish requirements and define system processes.
- Provide technical expertise and guidance on best practices for utilising developer tools within VUNHST.
- Ensure solutions are designed to meet the organisation's requirements and are documented so they can be implemented effectively.
- Conduct regular audits of the automation suite at VUNHST to adhere to best practices and good housekeeping.

Software Lifecycle Management

- Lead specific projects within the area of expertise through the full software lifecycle, from feasibility/research through to design, proof of concepts / pilot, testing / validation and implementation.
- Ensure that appropriate service management arrangements are in place for ongoing service support post-deployment.

- Manage project timelines, resources, and deliverables, ensuring projects are completed on time and within expected costs. Manage risks and decisions in a transparent way, ensuring stakeholders are informed and engaged throughout the project lifecycle.

Service Improvement:

- Research and assess new technologies, identifying opportunities for enhancement of existing systems and services.
- Promote a culture of continual improvement within the team, encouraging the effective use of technologies and best practices.
- Identify opportunities to use digital technology appropriately to deliver service improvement and propose changes to practices and procedures.
- Maintain a comprehensive understanding of the VUNHST digital development estate, including existing systems, infrastructure, and technologies.
- Ensure that new solutions are compatible with and leverage the existing digital development estate.
- Work closely with the Digital Services support functions to provide local support and advice, resolving queries and escalating issues via the appropriate channel.
- Maintain familiarity with the product development roadmap and ensure departments are made aware of relevant features and changes.

Communication and Relationships

- To be responsible for working with departments, end users and managers to fully develop and document user requirements and transform these into system and technical specification documents for a range of Automation and digital solutions.
- To work closely with the project team, project managers, and departmental managers in agreeing project deadlines and implementation plans, and to ensure that commitments to complete development work to agreed quality control procedures and timescales are met. To accurately estimate work, and to raise appropriate alerts if estimates may exceed target duration. To ensure deliverables match user requirements.
- To present complex technical issues to users, and to work closely with users in prototyping applications, proof of concept studies, preparing use cases and agreeing or modifying system or technical specifications.
- To agree a work plan, including objectives with the line manager using the postholder's discretion to deliver. To manage own work activities to ensure all target objectives are delivered. To liaise with the line manager to review progress against plan and where necessary to seek advice and guidance.
- To communicate technical issues and problems with non-technical members of staff and stakeholder groups ensuring understanding of issues and their effects.
- Represent VUNHST at relevant national groups and forums, advocating for the effective use of digital technologies.

Performance and Information Management

- To undertake optimisation (as part of the iterative software lifecycle) using complex software algorithms to improve application performance and resilience.
- To adopt a problem-solving approach in the live system, to ensure that systems unavailability due to faults are reduced to the minimum.
- To be actively involved in the development and maintenance of departmental standards and work instructions to reflect new or changed working practices.
- To be aware of developments in IT relating to their specific work areas and to work out ways to innovate with these developments.
- To troubleshoot, problem solve and respond to support incidents / requests which may reasonably be required via the Digital Service Desk, following ITIL best practice.
- To produce an action/resolution change plan to address incidents and pro-actively progress root cause analysis when necessary to ensure there is no repeat of a problem.
- To consider and identify key risks and control issues related to RPA solutions.
- To operate the RPA runtime resource, using published processes and schedule, as authorised, in the Live Environment. To forward all reports and outcomes to departmental users, as specified in the Process Control Sheet.
- To ensure all Process Control documentation is kept up to date and signed off by the appropriate managers.

Financial and Resource Management

- To schedule work according to the priorities set out in the project planning stage and to work accurately when under pressure.
- Lead the design of solutions that comply with the budgets and financial costs set out, ensuring cost-effective use of resources and alignment with financial constraints.

Research & Development, Audit and Learning

- To be the specialist technical and applications lead on RPA software development for the department and end users.
- Ensuring all developments are undertaken in accordance with industry best practice and departmental standards. Produce and fully document use cases, test strategies and test plans following local and internationally recognised Software Development guidelines and protocols.

- Produce and fully document use cases, test strategies and test plans following local and internationally recognised Software Development guidelines and protocols.
- To analyse, design and develop corporate applications / systems and business processes required by the service and end users.
- The postholder will provide advice and guidance on the use of Automation tools and application systems and to ensure the trust maximize use of these tools through improving management and operational data collection, designing and developing optimised RPA services.
- Provide solution guidance and help for less experienced colleagues within the Team.
- To be responsible for preparing procedures, policies and training documentation on all process development changes.
- To assist in planning, proposing, and devising automation development strategies for VUNHST. This will include undertaking appropriate research and development into future technologies, existing working practices, solutions and setting out potential new enhanced solutions.
- Ensuring good industry practice is adopted to fully end to end, test all application systems and impact assess the changes with regular audits of the automation suite at VUNHST.

Personal & People Development / Management

- To further develop proficiency in Power Platform and RPA technologies.
- To lead the dissemination and knowledge transfer of the skills and processes required to successfully deliver RPA solutions with other members of the Digital Services team.
- Serve as the main point of contact for workforce support of the automation team, providing guidance and addressing any issues or concerns.
- Undertake any other duties as may reasonably be considered as falling under the remit and responsibilities of this post.
- Document and provide training to the automation and wider digital teams, ensuring they are equipped with the necessary skills and knowledge to effectively develop and support automation, software solutions.

Qualifications and Knowledge	Experience
<p>Essential</p> <p>Educated to master's degree level (preferably IT related) or equivalent level of work experience and knowledge.</p> <p>ITIL Foundation or equivalent experience.</p> <p>Specialist knowledge of automation software, tools and methodologies.</p> <p>Knowledge of the digital infrastructure and the IT applications and service processes used within an enterprise organisation, including those associated with efficiency.</p> <p>Understands how to organise a proof of concept or prototyping exercise to demonstrate or evaluate the feasibility and potential benefits of applying a particular technological business change in order to meet a business need.</p> <p>Desirable</p> <p>Professional qualification or membership in BCS.</p> <p>Federation of Information Professionals (FED-IP) membership.</p> <p>Significant knowledge of the Microsoft Power Platform suite.</p> <p>Knowledge of at least one automation implementation design methodology e.g. Agile, Six Sigma.</p> <p>Knowledge of XML, CSS, CSV.</p>	<p>Essential</p> <p>Previous experience of using Automation software to build RPA solutions.</p> <p>Relevant experience working in a digital / IT environment.</p> <p>Relevant experience of using development environments, with experience in applying version control across environments.</p> <p>Significant experience of testing application systems using formal, structured procedures – e.g. using use cases, test plans, test scripts etc.</p> <p>Experience and understanding of workflow-based logic and the ability to understand a business process from a workflow diagram or illustrate a written process as a workflow diagram.</p> <p>Technical and functional understanding of Commercial Off-the-Shelf applications and/or other bespoke software deployed within the organisation.</p> <p>Desirable</p> <p>Proven record of finding innovative solutions to highly complex problems.</p> <p>Experience of one or more of: Microsoft Server, Linux, Unix, Microsoft SQL Server, Oracle DBMA, LDAP, Microsoft Active Directory.</p> <p>Experience of applying business analysis techniques and methodologies to understand organisational business processes.</p> <p>Understands the principles and application of cloud / virtualisation and the use of tools and systems to manage virtualised environments.</p> <p>Understands the concepts of software that enables the capture, create, population and manipulation of structured and unstructured data.</p> <p>Experience of working in a highly regulated environment.</p>

Skills and Attributes	Other
<p>High standard of oral and written communication skills with the ability to present technical details to a non-technical audience.</p> <p>Ability to provide guidance and support to less experienced team members.</p> <p>Ability to identify opportunities to align technical strategies to operational needs,</p> <p>Sound judgment, decision making, and organisational skills.</p> <p>Ability to work on own initiative, organise own workload, and deliver support and projects with minimal support.</p> <p>Work with 3rd parties and suppliers to deliver the digital service and RPA solutions.</p> <p>Enthusiastic, self-motivated, looks for opportunities to improve services, staff, and self.</p> <p>Ability to engage with and motivate diverse audiences.</p> <p>Ability to work under pressure and manage competing deadlines and priorities.</p> <p>Aptitude for problem solving complex issues, with the ability to take a logical route to the source of an error.</p> <p>Use facilitation skills ability to bring others together to work jointly in pursuit of a shared outcome</p> <p>Adaptable to change.</p> <p>Willingness to develop and learn new technologies.</p>	<p>Desirable (but not essential): Welsh Speaker (Level 1) or willingness to work towards.</p>

JOB TITLE Assistant Director of Digital Programmes (Band 8C)

JOB OVERVIEW

- Strategic design and planning for the Digital Programme for the Trust
- Lead on transformational change approaches using digital technologies
- Manage and lead local programmes and lead for the Trust on Regional/National Digital Programmes

Main Duties of the Job

Velindre University NHS Trust consists of one of the leading non-surgical oncology centres – Velindre Cancer Centre, in the United Kingdom and the national Welsh Blood Service. Our challenge is to go further with the technical and data enablement, as well as the digital transformation of these divisions to achieve quality services, outstanding patient and donor experiences, and clinical outcomes that are comparable with the best in Europe and the western world.

The Trust has built a proud history of significant developments in Clinical Delivery supported by national digital architecture and the timely application of new and emerging digital systems. These developments are a combination of national programmes, internationally used systems and bespoke local developments, all of which have initiated service transformation supporting the maturity of the digital skills of our clinical professionals, our patients and our donors. Velindre must continue to develop its Digital Services to support the organisational digital and data ambitions, the clinical vision and its user-led service design priorities.

This will ensure that the next generation of Digital Services are fundamental to the delivery of exemplar blood and cancer services, supporting the development of a digitally native workforce and transforming the experiences of our patients and donors, leaving no one behind.

Velindre University NHS Trust has published a new 'Digital Strategy - 2033' and produced an ambitious digital programme, which over the next five years, will implement a range of digital solutions, while growing our capacity and capability to embrace emerging and innovative technologies. The build of a new Velindre Cancer Centre (nVCC)

will further enhance our ability to realise this ambition, based on the fundamental principle that high quality healthcare in the 21st century can only be delivered by a radical step change in digital ambition.

To this end, the Trust aims to be sector-leading, developing international collaborative partnerships across a range of public and private sector partners, and working seamlessly with Digital Health and Care Wales (DHCW) and other Health Boards, to design and deliver inclusive, user-centred digital systems. This will allow nVCC to utilise the latest innovative technologies, enabling a dynamic, single view of patients, which can be shared across organisational boundaries within NHS Wales.

The post holder will be responsible for:

- To develop compassionate working relations with a wide range of stakeholders to lead a Digital Programme to deliver the Digital Strategy for Velindre University NHS Trust. This will require extensive engagement with a wide range of stakeholders, working with the senior digital leadership team, including clinicians, nurses and allied healthcare professionals, Health Boards (for example Digital Directorates), Local Authorities, DHCW, the Welsh Government and external third party digital suppliers.
- To nurture collaborative ways of working with a range of local, regional and national partners to develop an implementation plan that enables timely and relevant digital service transformation.
- To lead the successful delivery of key themes of the 'Digital Strategy 2033' through the implementation of the Digital Programme.
- To be the business visionary supporting the development of a patient/donor/user-centred digital culture and exemplar, inclusive services, across the Trust
- To provide strategic direction for digital solutions which enable the transformation of services to meet the ever-evolving needs and requirements of our patients, donors, end-users/partners.
- To be accountable for the implementation of the Digital Programme of clinical and non-clinical solutions to deliver key objectives within the local and national digital Strategies. This requires the post holder to act independently, interpreting local and national guidelines and policies on behalf of the Trust and our digital user communities.
- To ensure that the portfolio of waterfall and agile delivered projects within the Digital Programme, provide the required user-centred products and services, to the required standard of quality and within the specified constraints of time and cost
- To be responsible for the application of appropriate Project Management methodologies, to achieve the benefits defined within individual Business Case and the Project Initiation Documents.

- Designing and introducing new Digital approaches to the delivery of Programmes and Projects, including agile delivery, product focus, and alignment to digital service design standards.
- To support the senior digital leadership team (i.e. the Director of Transformation, Planning & Digital and the Chief Digital Officer) in engagement and negotiations with digital stakeholders such as Partner Health Boards, Digital Health and Care Wales (DHCW), commercial suppliers, academia and Welsh Government advisory teams.
- To identify external digital funding opportunities and to be responsible for setting, controlling and managing delegated programme and project budgets.
- To be responsible for defining, and agreeing project quality expectations with stakeholders and managing business processes to ensure the Project meets stakeholders' and/or end-user needs and expectations. An understanding of critical path activities and project dependencies is essential
- To champion the clear interpretation and communication of often complex digital technologies, promoting new ways of working to Trust colleagues, senior stakeholders and our patient and donor communities.
- Deputise for the Chief Digital Officer, as required.
- As part of the Directorate's Senior Management Team, contribute to the development, management and success of the Directorate.

The post holder will:

The successful applicant will need to establish credibility with a wide range of stakeholders and have the required strategic, planning and performance skills to develop a series of business cases which can secure support from Health Boards, the Welsh Government and commercial partners

Applicants should be able to demonstrate a track record of success in delivering a range of user-centre designed digital programmes and projects, in a complex environment.

This is a strategic leadership role and the postholder will be required to represent the Chief Digital Officer at both internal and external forums.

The post holder is required to act independently interpreting local and national guidelines on behalf of the Trust to ensure the delivery of organisational objectives.

Responsible to

Reporting: Chief Digital Officer

Accountable: Chief Digital Officer

Professionally: Chief Digital Officer

Main Responsibilities

Programme & Project Leadership and Management

- Lead and manage the digital strategy for the Digital Programme/Projects across the Trust, of significant size, complexity and risk ensuring that they produce the required products, to the required standard of quality and within the specified constraints of time and cost
- Promote an effective collaborative approach for digital transformation across our services, including regional and national partnerships.
- Support the Digital Programme/Project Management team in the identification and management of inter project and programme dependencies, including alignment with other programme management offices in the Trust.
- Identify new funding opportunities, plan the scope and resource requirements of new Digital Programme/Projects.
- Identify, plan for and introduce appropriate digital delivery models for projects taking into account professional best practice for successful digital transformation.
- Lead the programme/project teams so that the portfolio of projects has an acceptable balance of risk, benefit, pace and supports stakeholder priorities and that the portfolio uses appropriate digital delivery models.
- Strategically lead and manage the preparation and implementation of appropriate business transformational change resulting from digital project implementation and developing the blueprint for the successful handover of projects gaining operational support with the necessary approval.
- Manage the budget of the portfolio of projects and oversees the consolidation of project finance reports which include accurate projections and financial flows across the project portfolio
- Direct and motivate project teams while emphasising a focus on product delivery. Provide expert advice and guidance to all grades of project management staff and provide mentoring and training.
- Establish and maintain strong relationships with key stakeholders of the digital programme in order to achieve the business change and benefits outlined in the programme objectives.
- Conduct internal Project Reviews to evaluate adherence to agreed project management standards.
- Provide senior digital programme oversight and report regularly on project portfolio prioritisation, performance, risk management and financial control.
- Manage effective programme reporting across the portfolio of projects ensuring that progress, issues, risks and changes are handled appropriately.
- Work collaboratively across the Trust to develop an effective change control and decision process, across all projects.
- Lead the wider understanding of project governance and assurance issues within the Programme and to provide training for project staff through effective communications.

- Provide the innovative vision for the continuous development and use of appropriate digital technology and information systems, to enhance the performance management in the programme
- Lead on the initiation, delivery and management of a wide range of Digital programmes and projects, as a major job responsibility which will require frequent periods of prolonged concentration
- Manage and Lead across a range of Digital teams, projects and functions.
- Actively promote digital working at all levels within the organisation to support the Trust's organisational development and service modernisation plans.
- Actively promote the Digital Inclusion agenda in support of the Digital Strategy working with the Trust's stakeholder groups, service users and external partners
- Maintain the highest standards of Digital security in line with international standards and national guidance.
- Ensure that work undertaken does not adversely impact the availability of business critical systems.
- Assess the impact and implications of incidents and events, report as appropriate.
- Responsible for ensuring staff have the appropriate skills to deliver and support Trust systems in line with best industry standards.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

Communication

- Provide expert Digital Programmes advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Communicates ideas and highly complex concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes
- The post holder is required to establish and maintain proper and effective relationships between the Directorate and stakeholders/partners, this will include supplier/contractor relationship management and partnership working across a range of complex and strategically important projects some of which will be of high value. They will also assist in ensuring the department has in place effective collaboration and partnership with academic organisations as necessary
- Represent the Directorate by actively participating in Trust wide Committees and Groups and establish/chair new forums/groups where necessary to promote digital development strategy issues
- Direct effective, timely and relevant communication, using a range of channels, maintained within the Departmental Teams, across the Digital Directorate and within Project Teams

- Contribute to and participate in Directorate forums in order to update Directorate staff on any digital development strategy issues
- Ensure Directorate administrative processes are adhered to
- Manage the potential digital programme risks for inclusion onto the Directorate's Risk register and to review the Risk Register in conjunction with the Directorate's Senior Team

Information Processing

- Responsible for understanding, identifying and defining the organisational structure of projects and the roles performed by each individual and groups that form part of the project team and governance structure
- Provide expert advice on complex project and technical issues. The resolution of these issues may require analysis of differing opinions. Following analysis of these options, the post holder would be expected to make a recommendation for the optimum way to deliver solutions. Examples of this could range from ways to deliver technical architecture across Trust, to appropriate mobile solutions to deliver improved services for patients, donors and staff

Planning and Organisation

- Required to plan and develop long term strategic plans, which will impact across the organisation and the wider collaborative community, that take into account a broad range of issues, inclusive of; aspects of service provision/development for the Directorate
- The Assistant Director of Digital Programmes will play a key role in the annual review and refresh of the Strategic Programme for Digital and in ensuring that the Digital strategic priorities and plans are incorporated into the Trust's IMTP and the wider collaborative plans
- In conjunction with the Digital Leadership team, ensure that digital solutions conform to the required data standards and models
- In conjunction with the Head of Digital Delivery, ensure that digital solutions are aligned to the technical infrastructure strategy
- Manage the transition of projects into service including collaborating on Service Level Agreements with partners and other healthcare organisations

Finance and Resources

- The estimating of project costs and the setting of an agreed budget and the management of actual and forecast costs against budget profiles
- Maximise the use of digital technology to improve operational and office processes

Clinical Skills

- The post holder will not be involved in direct patient care but may have contact with patient and donor representatives to ensure a patient-focused/donor-focused plan

Personal and People Development and People Management

- Accountable and responsible for resources within Digital Programmes including recruitment, appraisal, grievance and disciplinary issues that may require the frequent management of challenging, difficult or emotive situations in some cases
- Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively
- Monitor sickness and absence of Digital direct reports in line with Trust policy
- Manage and develop staff ensuring all staff receive Personal Appraisal Development Reviews (PADRs) in line with Trust policy
- Responsible for setting personal objectives of direct reports in line with Digital Objectives
- Ensure appropriate development and training is made available to Digital staff
- Chair appointment panels where appropriate, ensuring the procedures identified in the Trust's Recruitment policy are adhered to
- Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment as well as those of other staff using Digital equipment within the Trust
- Develop a personal development plan annually as part of the Personal Development Annual Review process
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of project management and Digital
- Use available resources (Intranet, internet, reading materials, conferences) to keep abreast of Digital developments and look for opportunities to use these developments
- Ensure continuation of personal development through appropriate formal training as and when necessary

Keep up to date with legislation in relation to data protection/GDPR, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc and the latest E-policies

Qualifications and Knowledge	Experience
<p>Essential</p> <p>Educated to masters degree level or equivalent experience</p> <p>Specialist programme/project knowledge to post graduate level or equivalent experience (e.g. PRINCE 2 practitioner, AGILE)</p> <p>Formal programme management qualification (e.g. MSP or equivalent)</p> <p>Evidence of further development – educated to masters level or equivalent of working at a senior level in a specialist area</p> <p>Desirable (for use in shortlisting)</p> <p>Industry recognised certification, such as Microsoft or British Computer Society</p> <p>Experience of operating at Executive / national level.</p> <p>Quality improvement and or leadership qualification</p>	<p>Essential</p> <p>Substantial experience at a senior Project/Programme Management level</p> <p>Expert knowledge and experience of managing several projects to support large, complex change programmes</p> <p>Expert knowledge and experience of establishing and delivering digital programmes/projects in complex environments</p> <p>Extensive experience of negotiating with other Health Care providers and commercial suppliers</p> <p>Experience of managing commercial suppliers to pre- approved service level agreements/contracts</p> <p>Specific domain/theoretical/ practical knowledge of organisations, processes, policy knowledge relevant to the programme</p> <p>Knowledge of techniques for planning, monitoring and controlling projects, e.g. PRINCE2, AGILE</p> <p>Experience of managing successful business change from a digital programme/project</p> <p>Thorough understanding of full programme/project lifecycle</p> <p>Knowledge of budgeting and resource allocation procedures</p> <p>Demonstrates a proven record of achievement at a senior management level in a project environment, including the ability to provide advice at executive level</p> <p>Desirable (for use in shortlisting)</p> <p>Experience of working in healthcare</p> <p>Knowledge of mobile app development and management</p>

	<p>Experience of agile product development</p> <p>Experience of building and mentoring Agile teams</p>
<p>Skills and Attributes</p> <p>Essential</p> <p>Demonstrably delivered in a programme/project environment</p> <p>Team management skills</p> <p>Ability to influence at all levels</p> <p>Ability to develop and maintain effective working relationships with Project Boards</p> <p>Track record of problem solving in a programme management environment</p> <p>Competent in the use of desktop applications</p> <p>Able to interpret complex problems into easy to understand issues for a variety of audiences</p> <p>Prepared to take on challenging and innovative projects.</p> <p>Ability to negotiate with senior executives across the public and private sector</p> <p>Confident in the negotiation of complex digital system contracts and services.</p> <p>Creative in the patient, donor and colleague engagement plans, delivering timely and relevant communication touchpoints</p> <p>Desirable (for use in shortlisting)</p>	<p>Other</p> <p>Essential</p> <p>Will be required to travel within geographical area</p> <p>Demonstrates a track record of delivering to target</p> <p>Demonstrable delivered in a programme environment</p> <p>Effective interpersonal and communication skills when dealing with highly complex and sensitive information to a wide range of stakeholders</p> <p>Self-motivated and enthusiastic professional</p> <p>Empathetic and sensitive to the professional needs of others</p> <p>Leadership skills to support and nurture the digital development of others</p> <p>Desirable (but not essential):</p> <p>Welsh Speaker (Level 1) or willingness to work towards</p>

JOB TITLE **BECS Subject Matter Expert Band 7**

JOB OVERVIEW

(No more than 3 statements)

- Represent the designated business area (WBS Laboratories, Collections or Clinical Services) in the establishment and subsequent management of requirements for the procurement of a replacement Blood Establishment Computer System (BECS) for the Welsh Blood Service
- Work closely with Digital Services, Validation, Quality Assurance and other Subject Matter Experts throughout the organisation to progress the procurement and implementation of a BECS
- Lead the coordination of operational resources to support the testing, validation and implementation of the new BECS platform for your designated business area

Main Duties of the Job

- Establish and develop the BECS requirements for the stated area of responsibility to ensure that formal procurement documentation represent the requirements needed to ensure the Welsh Blood Service continues to function appropriately in line with its responsibilities in the supply chain of blood and blood products
- Support the procurement exercise in evaluating the responses to the requirements from the Suppliers
- Establish the appropriate testing requirements to support the procurement and implementation of a BECS
- Lead on testing and validation for the implementation of the BECS working closely with other Subject Matter Experts, to include the coordination of resources from their stated area of responsibility

Responsible to

Reporting:
TBC

Accountable:
TBC

Professionally:
TBC

Main Responsibilities

Plans own workload to support the overall requirements of the procurement programme, including aligning personal specialist responsibilities with programme timelines

Liase with suppliers directly when discussing specific requirements relating to the specialist area of work

Liase with all teams / staff in their stated area of responsibility, to ensure all specialist requirements are identified

Communicates effectively with colleagues and suppliers relating to specialist requirements of the work, including complex information specific to the work performed. Aspects of this work will require translation from specialist technical detail to common parlance suitable for publication in the requirements document and to support development and testing

Use appropriate communication skills to influence relevant senior leaders within the programme to ensure appropriate outcomes of the procurement

Using specialist knowledge and experience to analyse supplier responses to the requirements developed and ensure that all queries can be responded to appropriately with suppliers. These queries may require a decision to be made on a number of options. These options may lead to additional requirements to be proposed which may lead to process change which may impact beyond the area of specialism

Responsible for the production of documentation related to the requirements for their specialist area, ensuring they are produced and updated as required, to support the procurement and implementation of the BECS; to include controlled documentation required for both informal and formal testing and validation, and documentation required to support operational activities including policies and processes

Using specialist knowledge provide extensive advice and guidance on stated area of responsibility following thorough analysis of the requirements

Specialist knowledge of a range of procedures acquired through degree and/or equivalent experience

Provide specialist knowledge and expertise of diagnostic and therapeutic requirements of the whole supply chain

Use specialist knowledge to ensure that the functionality of specialist equipment used in the supply chain is not compromised through the implementation of the BECS through appropriate interpretation of the data provided

Work autonomously, exercising specialist decision-making skills using own knowledge, skills and experience to determine the best course of action

Act as expert in the provision of training to staff on use of the chosen system. Build training plans and pathways to support smooth testing and implementation.

Lead team of testers through appropriate testing routes

Concentrate for long periods of time in front of a Display screen when analysing information and preparing documentation, and for times when testing systems

Effectively prioritise, drive out efficiencies and deliver output on time and to a high standard

Working closely with colleagues, ensure that the requirements comply with all relevant regulations and guidelines

Contact with patients and donors will be minimal and incidental but there may be a requirement for some requirement gathering exercises with service users

Supports the procurement process in ensuring that all requirements are accounted for in the relevant system specifications

Proactively monitor programme progress, resolving issues and initiating appropriate corrective actions/escalations as appropriate. Identify risks or issues and be responsible for developing risk mitigation plans and implement effective measures to mitigate or transfer risks and issues as appropriate

Work collaboratively with WBS, VUNHST and a broad range of stakeholders to share expertise and ways of working

Establish and maintain credibility at all levels across departments and key stakeholders – diplomacy, tact and the ability to influence and motivate colleagues are key requirements for this role

Ensure that the views of service users are used to guide and inform the provision of services

Use specialist knowledge and experience to make judgement calls on the most appropriate processes and testing pathways

Identify changes in current workflow processes that will need to be made as a result of specific system changes, in particular provide a detailed professional focus and input on process mapping

Be a Digital advocate within the identified areas of representation. Confident in the use of Digital Tools, including Microsoft Office products

Possess the confidence to challenge the status quo and to explain the most effective way to deliver requirements, which may not fully meet users' requirements

Qualifications and Knowledge	Experience
Essential Educated to Masters Degree level, or equivalent level of demonstrable work experience, knowledge and skills	Essential Detailed knowledge and expertise of current practices Experience of working independently and using own initiative

<p>Evidence of participation in Continual Professional Development</p> <p>Experience of using a BECS within a Blood Establishment environment</p> <p>Desirable (for use in shortlisting) Experience of producing requirements documentation to support a procurement exercise and subsequent implementation</p>	<p>Desirable Experience in influencing and motivating people</p> <p>Highly developed knowledge of quality management systems</p>
<p>Skills and Attributes</p>	<p>Other</p>
<p>Essential</p> <p>Ability to foster good working relationships within a team and groups of teams</p> <p>Ability to think logically and clearly analyse problems</p> <p>Ability to analyse, interpret and appropriately present often highly complex scientific data</p> <p>Ability and confidence to speak publicly to groups of people, demonstrating ideas and requirements, and answer relevant questions</p> <p>Excellent organisational skills with the ability to shift focus between multiple work activities, dependent on a variable workload. Planning of own work and on occasions that of others to work within the Project timeline</p> <p>Methodical and disciplined in work with meticulous attention to detail</p> <p>Ability and confidence to lead and motivate a team</p> <p>Display high quality written and verbal communication skills</p>	<p>Desirable (but not essential) Welsh Speaker (Level 1) or willingness to work towards</p>

JOB TITLE:PRODUCT MANAGER

Band: 7

JOB OVERVIEW

A Product Manager will lead a multi-disciplinary team for one of the specified products within the Digital Services portfolio. At this role level, you will:

- Lead the Product Team, taking overall responsibility for the quality and success of your product
- Manage a product through its full lifecycle, including discovery, alpha, beta and live states
- Be the main point of contact within the organisation for your product, engaging with relevant stakeholders to confirm requirements
- Maintain the high-level road map for your product
- Line manage and support the professional development of other members of the Product Team, creating synergy between the Digital Services teams
- Be as interested in managing people as managing products

Main Duties of the Job

- Coordinate the collection and analysis of feedback, to identify product requirements and priorities and steer the development process
- Engage and influence stakeholders in the creation and implementation of the product roadmap
- Demonstrate new ideas and features to stakeholders
- Plan new features and changes to a product, taking into account a range of factors such as risks and opportunities
- Create timelines and roadmaps for the ongoing improvement of the product
- Oversee the implementation of improvements to the product, taking responsibility for the full product lifecycle with a focus on the use of Agile
- Ensure data protection and quality by design are built into the product lifecycle
- Line manage Digital Services staff within the Product Team

Responsible to

Reporting: Head of Digital Applications

Accountable: Head of Digital Applications

Professionally: Head of Digital Applications

Main Responsibilities

Information / IT Resources

The postholder will:

- Lead the Product Team through the full software development lifecycle of their product.
- Be responsible for coordinating the development and maintenance of a named number of digital / IT systems and services, brought together under their 'product' team.
- Be responsible for the overall management and performance of their Product Team, providing service advice to inform strategic business planning.

Planning, Design and Implementation

The postholder will:

- Develop a long-term vision and roadmap for the product, taking a discerning and disciplined approach to focussing on what is important and most relevant.
- Gather and evaluate ideas and opinions from stakeholders to work out the most valuable features to include in your product, ensuring alignment to local and national strategies and plans.
- Ensure the product roadmap is appropriately aligned to organisational strategy and plans.
- Define and create approaches to the management of the product, adopting Agile ways of working for service design and implementation.
- Be familiar with methods and techniques associated with planning and monitoring the progress of products.
- Work closely with colleagues to ensure effective release management for any new product functionalities / services, ensuring sufficient resource and knowledge is present.

Improvement and Monitoring

The postholder will:

- Act as the local expert and advocate for the product, continuously reflecting on activities and challenging the team.
- Be proactive, anticipating opportunities for systems, service or product improvement, and taking appropriate actions.
- Think of new and innovative ways of working to achieve the right outcomes for the product.
- Anticipate where constraints might change and know where to challenge or remove constraints.
- Take an innovative approach to problem solving and / or devising inventive and creative solutions.
- Report on product performance and user feedback and implement any necessary changes.

Communications

The postholder will:

- Establish relationships, contributing to an open culture and maintaining contacts with people from a variety of backgrounds and disciplines.
- Investigate complex enquiries providing assistance and advice as required.
- Be an effective, approachable and sensitive communicator.
- Understand the needs of the user and keep these in mind when taking actions or making decisions.
- Adapt style and approach to meet the needs of different audiences.
- Promote the Trust's digital strategy, to ensure product development and organisational strategy are appropriately aligned.
- Convey a level of confidence and professionalism when engaging with stakeholders, influencing positively and persuading others to take a specific course of action when not in a position of authority.

- Work collaboratively with others to achieve a common goal.
- Manage relationships with key 3rd party suppliers of digital services and other external parties.

Management, Leadership and / or Training

The postholder will:

- Provide effective leadership and management through team motivation, decision making, risk management, mediation and professional development.
- Successfully lead the Product Team through the full product life cycle, identifying which tools and techniques should be used at each stage.
- Create an environment for success and continual improvement for each product cycle.
- Keep abreast of industry best practice and cascade ways of working.
- Act as the escalation point for major operational issues.
- Develop sustainable support models.
- Undertake learning and best practice of the skills appropriate to managing the product, including business and financial management, benefits management, people management, management of change and strategic planning. This will require both on and off the job learning.
- Stand in as the informed deputy in the absence of the Head of Digital Applications on a temporary basis.
- Act as a mentor, advising those for whom there is no direct responsibility on matters to do with their job role.
- Coach others.
- Run effective meetings and Agile ceremonies and understand and influence the roles played by others.
- Ensure risks are understood, quantified and mitigated.

Digital and Information

The postholder must be:

- Proficient in the use of the digital products and / or services supplied to internal and external customers by the Trust.
- Proficient in the use of corporate digital products such as Microsoft 365 and relevant product tooling to support service design and implementation.
- Familiar with methods and techniques for delivering effective and accessible presentations, either face-to-face or online within various contexts and to a variety of audiences.

Financial Management

The postholder will:

- Consider the financial implications of any requests for change to their product.
- Monitor budgets in respect of potential costs in relation to their product.
- Ensure appropriate internal governance is followed when seeking to take forward work where there is a financial cost to the organisation.

Qualifications and Knowledge	Experience
<p>Essential</p> <ul style="list-style-type: none"> - Postgraduate qualification or equivalent relevant experience, preferably within a digital / IT subject and/or healthcare subject area - Evidence of continuous professional development through their career - ITIL Foundation <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> - Prince2 Agile certification, or equivalent qualification - ITIL Specialist - In depth understanding of the product needs of Velindre University NHS Trust and its Divisions 	<p>Essential</p> <ul style="list-style-type: none"> - Product management experience - Successful implementation of digital-focused business change and improvements - Experience in supervising a multidisciplinary team of digital staff - Understanding of NHS / Healthcare digital requirements - Excellent understanding of translating business / functional requirements into specialist technical specifications and complex Digital systems <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> - Experience in taking a lead role in product development - Experience of working in an NHS / Healthcare or Public Sector environment
Skills and Attributes	Other
<p>Essential</p> <ul style="list-style-type: none"> - Able to communicate with staff up to a senior level on complex business or clinical processes - Collaborate with other Product Managers, to share best practice, lessons learned etc. - Able to organise and manage own work effectively, whilst ensuring the same organisation is applied to the team - Implement change management methodology within the team environment - Able to analyse and resolve complex issues - High quality written and verbal communication skills - Ability to manage under pressure - Ability to work under own initiative, whilst providing effective leadership both directly to own staff and to groups whilst being an effective member of a multi-disciplinary environment <p>Desirable (but not essential):</p> <ul style="list-style-type: none"> - Welsh Speaker (Level 1) or willingness to work towards 	<p>Essential</p> <ul style="list-style-type: none"> - Demonstrable alignment to Trust Values - Able to work flexibly



NHS Wales Informatics Service

JOB DETAILS

Job Title:	Business Analyst
Pay Band:	7 (Indicative)
Hours of Work:	37.5 (1 WTE)
Directorate:	Clinical
Base:	NWIS Offices
Duration:	Permanent

ORGANISATIONAL ARRANGEMENTS

Accountable to:	1. (Managerially)	Senior Business Analyst
	2. (Reporting)	Senior Business Analyst
	3. (Professionally)	Senior Business Analyst

JOB CONTEXT

“NHS Wales Informatics Service – we support the improvement of patient care through collaborative provision of high quality information, systems and technologies; ‘Once for Wales’.” Our aim is to modernise health service delivery, promoting new ways of working through better access to information and knowledge for shared decision making.

Its establishment allows Information & Communication Technology (ICT) resources to work together more closely to support a consistent approach to health informatics and the implementation of common national systems. Our values are:

- We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service
- We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others
- We **CARE** about the people we support and those we work with
- We **RESPECT** and treat everyone in the way that we would wish to be treated
- We act with **INTEGRITY** to build Trust
- We are **PROUD** to be part of NHS Wales and our achievements

JOB PURPOSE

This role is within the Clinical Directorate providing business analysis services to projects, programmes and services on an assignment basis. A Business Analyst will typically work on a number of assignments simultaneously; assignments will vary in scale and complexity resulting in assignments that vary from a small number of weeks to a number of months in duration.

The focus of the NWIS Business Analysis function is to clearly elicit, define and document stakeholder requirements. However, this is a 'full-lifecycle' role with possible involvement from business case development to operational review, via requirements, design, development, test and implementation.

Responsibility for Communication and Relationships

- Communicating complex technical issues and risks to non-technical people, requiring the ability to translate technical impacts into a language understood by business areas and to ensure that the communication has been successful.
- Sensitive negotiations around change in scope and handling the contentious priorities of balancing changing customer needs with the need to deliver to time and budget.
- Liaise with clients/users to clarify details of requirements. Design, create and test moderately complex information deliverables with specified content and layout.
- Perform basic consulting activities (information gathering, analysis, problem resolution and presentation) in accordance with assignment objectives.
- Provide expertise and support to professional and project colleagues on use of Business Analysis methods and tools.
- Resolve customer needs to the application of analytical techniques; applying these techniques to identify required information characteristics.
- Communicates highly complex issues and sensitive information to a variety of internal and external stakeholders at all levels including; NHS Local Health Boards, Suppliers, NWIS, NHS Wales and the Welsh Government. . Information may have national and political implications for internal and external stakeholders. Collating and communicating relevant information to the SRO.
- Facilitate or Chair meetings with internal and external stakeholders representing the position of the organisation/department/project/service. Facilitate views and opinions of senior staff, peers and representatives from external organisations and produce supporting meeting documentation. Collate views and handle conflict to agree a forward schedule for activities.
- Present complex data in various forms to suit the audience, using graphical and other techniques to large groups to portray the required information, offering supporting narrative as necessary.
- Develop and maintain effective working relationships with all key stakeholders including organisational, professional, customer and supplier representatives.

Responsibility for Analysis and Judgement

- Analyse and evaluate business processes; identifying alternative solutions including assessment of process feasibility and articulation of process requirements.
- Analyse stakeholder objectives, investigate business requirements and identify potential benefits and options available for consideration.
- Handle complex analysis activities in often contentious situations to ensure common understanding of difficult and sometimes unpalatable ideas.
- Model current and desired scenarios as directed using appropriate modelling techniques, gaining agreement from subject matter experts and ensure stakeholder issues with resultant models are resolved.
- Work across a number of Analysis disciplines where incoming data is complex/heterogeneous and which requires prompt, efficient and consistent consideration and response

- Review multiple streams of often conflicting data, identifying the anomalies to extract the valued data. The data may come from suppliers or internally and therefore the ability to understand the relevance and criticality of the data is essential.
- Produce accurate and timely reporting on the performance of areas under analysis for suppliers or end users.
- Create timely impact assessments relating to requests or proposed changes, by analysing current and proposed processes and capability to assess action required.
- Rapidly identify risks or issues relating to or uncovered by analysis activities. Ensure these are accurately and formally raised with line/project/service management.

Responsibility for Planning and Organisation

- Working with the team to define the team's workload and ensuring that the team meets its commitments through removing the impediments of other team members and mentoring them as necessary. This will involve the complex and collaborative co-ordination of a number of activities, components and processes in order to achieve a common goal.
- Leads business analysis activities on projects/assignments
- Plans business analysis activities, across all phases of projects including identification, assessment and management of risks and production of realistic plans and contribution towards lessons learned.
- Undertake logical modelling through to component specification and design; assist technical planning and assurance.
- Responsible for planning meeting agendas and material for a wide range of stakeholders, with differing expectations. Detailed planning is required to maximise attendance whilst minimising burden on stakeholders.
- Where external stakeholders are involved and the need for confidentiality is required review how information exchange will occur and put in place processes that maintain confidence.
- Develop and implement processes to manage stakeholder engagement and operational effectiveness.
- Effective self-starter able to work on own initiative to tight deadlines where there are often conflicting requirements and requests for support from other parts of the department/project/service/customer.
- Effectively prioritise, drive out efficiencies and deliver outputs on time to a high standard.

Responsibility for Policy and Service Improvement & Development

- Collect and use feedback from customers and stakeholders helping to measure, develop and enhance effectiveness of customer and stakeholder management.
- Investigate operational problems and opportunities, identifying effective business solutions through process improvements.
- Maintain knowledge of Business Analysis specialisms and techniques; provides advice and guidance in these areas.
- Analyse national legislation and policy to inform business change requirements and delivery models in the development of national systems/services.
- Ensure end to end operations are enacted to support the delivery of customer/project/service objectives; this includes the measurement of, and quality assurance, of analysis outputs.
- Responsible for implementation of policies within multiple areas – this will include workstreams led by the post holder (projects/programmes/services) as well as the post holder's team and profession.
- Undertake activities to develop, implement, and support realistic Continual Service Improvement Plans.
- Create, review and implement processes and procedures to ensure alignment with changing business requirements.
- Review new process maps to ensure they meet expectations of all stakeholders

Responsibility for Financial and Other Physical Resources

- Has to be aware of and sometimes manage the expensive cost implications of failures or incorrect technical and business designs/decisions.

- Support discrete work streams on behalf of the Manager, as assigned.
- Safe use of own and others IT equipment
- Responsible for installation of own software

Responsibility for Human Resources

- Giving direction to more junior Business Analysts within project/service.
- Develop and deliver training on analysis methodologies, processes and toolset to other areas of the organisation on a regular basis. Responsible for the full life-cycle of the training.
- Undertake Continuous Professional Development and take part in knowledge sharing activities, learning and sharing before, during and after all activities.
- Prepare or customise learning materials and activities for delivery to a variety of audiences

Responsibility for Information Resources

- Defining, designing, implementing and maintaining systems and services of national importance with a view to improve patient/person care and to support other departments and external customers in realising business value.
- Advise database designers and other application development team members on the details of data structures and associated components.
- Establish or maintain a data structure and its associated components by applying data analysis and modelling techniques using a detailed understanding of business processes.
- Manage the configuration of documentation items and files, within own area of responsibility ensuring that artefacts (including documents) produced are under appropriate control
- Whilst engaging with stakeholders make use of established techniques for the elicitation, documentation and prioritisation of business requirements and challenge where appropriate to ensure adherence to business objectives.
- Manage information using relevant infrastructure. Take clear ownership for the content, structure and validity of all information.
- Establish requirements for new analysis toolsets.
- Responsible for management information in own individual work stream.
- Make use of Analysis toolsets and processes in order to effectively track and manage workloads
- Adhere to information management and security policies.

Responsibility for Audit, Research & Development

- Optimise, continually develop and test processes with an auditable history in accordance with organisational and local standards.
- Constantly research new technologies and new ways of working and adapt and improve processes in own specific discipline to support and enhance analysis for the organisation and its stakeholders.
- Supports an environment that gives peers the freedom to develop initiatives which enhance service delivery.
- Develop suitable audit process and regular auditing of toolsets to ensure they are being used effectively and support relevant legislation (DPA, Health and Social Care Act).

Freedom to Act

- Act independently within one or more analysis discipline to continually improve the standard of operation and reporting within the functions.
- Deputises for more senior Business Analysis staff and maintains those responsibilities autonomously when required.
- Typically taking a lead analyst role on an assignment, the post holder will be required to make judgements where precedent may not exist and may have to represent customer, business and delivery positions.
- Interpret policy and strategy and to make impacting decisions in own area of specialisation.
- Act as the SME for one or more analysis discipline. Confident in making judgements where a precedent may not exist.

- Demonstrate autonomy and initiative, making decisions and judgements related to each assignment
- Manage own workload, making informed decisions in the absence of required information, working to tight and often changing timescales
- Able to advise upon and apply analysis methodologies and tooling as best practice; but also to understand where it is necessary to extend/deviate taking responsibility for these innovations and ensuring that learning is fed back into methodologies and tooling.
- Work on own initiative to constantly review how complex ideas are presented and look for innovative new ways of presenting material to stakeholders. Use these ideas to refine the material where necessary according to the requirements of the stakeholders.

PERFORMANCE REVIEWS/ PERFORMANCE OBLIGATION

The post holder will be expected to participate in the Local Health board's personal development review process to ensure continued professional development.

JOB LIMITATIONS

At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor / Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

MANAGERIAL STAFF

All managerial staff will be expected to comply with the Code of Conduct for NHS Managers.

CODE of CONDUCT for HEALTHCARE SUPPORT WORKERS in WALES

This post is subject to the requirements of the Code of Conduct for Healthcare Support Workers in Wales. As such, you are responsible to ensure you are familiar with and understand the content and your responsibilities under this Code of Conduct as it constitutes a part of your job description and ongoing performance management framework.

CONFIDENTIALITY

In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

WELSH LANGUAGE

We particularly welcome applications from Welsh speakers/Rydym yn croesawu'n arbennig ceisiadau gan siaradwyr Cymraeg.

RISK MANAGEMENT

The Trust board is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the Trusts Risk Management

Policy, Health and Safety Policy and other associated policies and to actively participate in this process. It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards and having responsibility for managing risks and reporting exceptions.

RECORDS MANAGEMENT

As an employee of Velindre NHS Local Health board, you are legally responsible for all records that you gather, create or use as part of your work within the Local Health board (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH & SAFETY

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder is required to co-operate with the Trust to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment, which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

JOB DESCRIPTION

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder. The job description will be reviewed periodically to take into account changes and developments in service requirements.

DBS DISCLOSURE CHECK

In this role you will have * direct / indirect contact with * patients / service users / children / vulnerable adults in the course of your normal duties. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

* The post holder does not require a DBS Disclosure Check. * Delete as appropriate

CLINICAL STAFF ONLY

All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations e.g. GMC, NMC, HPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements. All Clinical Staff will be advised during their induction of the arrangements available for them to access advice and support both during and outside normal working hours.

INFECTION PREVENTION and CONTROL

All employees of the Trust have an individual responsibility for the prevention and control of infection commensurate with their role. To protect patients/service users, healthcare workers, visitors as well as yourself, you are required to adhere to Trust policies. You are also required to attend the appropriate level of training in infection prevention, to ensure risks are assessed and 'Standard Infection Control' precautions applied.

REGISTERED PROFESSIONALS

All employees of the Trust who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

PERSON SPECIFICATION

	Essential – at recruitment, those needed by the post holder to meet the requirements of the job description to a satisfactory level	Desirable - Extra factors that can be used to choose between candidates who meet the essential criteria
Qualifications	<ul style="list-style-type: none"> Educated to Masters level (or equivalent qualification / experience) 	<ul style="list-style-type: none"> Possess (or working towards) a recognised Business Analysis professional qualification (such as BCS International Diploma in Business Analysis)
Knowledge	<ul style="list-style-type: none"> Awareness of NWIS and how it supports the NHS <p>Business Change</p> <ul style="list-style-type: none"> Familiar with modelling and analysis tools (e.g. Enterprise Architect), methods and standards (e.g. UML, BPMN). In-depth knowledge of business modelling techniques and experience in obtaining input from and communicating modelling results to senior managers for agreement. <p>Solution development & implementation</p> <ul style="list-style-type: none"> Knowledge of business processes to advise database designers and other application development team members on the details of data structures and associated components. 	<ul style="list-style-type: none"> Working knowledge of the NHS and national developments and policy initiatives Understanding and knowledge of health service terminology and information requirements Understanding of the NHS Wales IM&T development and assurance processes, including the NHS Wales Information Standards Assurance Process.
Skills & Experience	<p>Strategy and architecture</p> <ul style="list-style-type: none"> Experience of applying a variety of analytical techniques to information and quantifying result integrity based upon assessment of sources and techniques applied. Experience of consulting activities and techniques including facilitating stakeholder groups. Experience of process analysis, assessment and change including 	<p>Strategy and architecture</p> <ul style="list-style-type: none"> Experience of reviewing compliance with legislation and organisational/government policy. Experience of the application of information management policies, procedures and controls. Expertise with a majority of Business Analysis specialisms

	<p>financial, cultural, technological, organisational and environmental factors. Further experience of establishing customer requirements and identifying how these map to process requirements.</p> <ul style="list-style-type: none"> • Expertise with the application of Business Analysis techniques, methods and tools; experience of the implementation of Business Analysis techniques, methods and tools as well as the enhancement of their application. <p>Business change</p> <ul style="list-style-type: none"> • Experience in defining, documenting and working on projects across all phases either alone or with a small team. • Experience in identifying and assessing risks to the success of the project. Experience of producing realistic plans (quality, risk and communication plans) and contributing towards lessons learned. • Experience in investigative work for strategy studies, business requirements and feasibility studies and in the specification of improvements to business processes. • Experience of business process testing including the management of test scenarios and reporting of testing outcomes. • Experience in leading others and offering guidance. • Experience in stakeholder management, communication and agreement to changes including experience in overseeing the planning of and implementation of change. <p>Solution development & implementation</p> <ul style="list-style-type: none"> • Demonstrable experience of designing individual plans based on the documentation needs of users 	<p>and techniques. Experience of supervising others in the application of these specialisms and techniques.</p> <ul style="list-style-type: none"> • Experience of evaluation, development, demonstration or implementation of research activities. • Understanding of opportunities provided by the strategic application of IT. Experience of investigation and development of innovative methods of exploiting IT. • Experience of enterprise modelling and architecture demonstrating improved business performance. • Experience of logical modelling as well as component specification and design; understanding of technical planning and assurance; knowledgeable in development and integration. Experience of reconciling technical practice with relevant technical strategies, policies and standards. <p>NHS (Skills & Experience)</p> <ul style="list-style-type: none"> • Experience of working with senior clinicians <p>Business change</p> <ul style="list-style-type: none"> • Experience of benefits management and realisation. • Experience in preparing and delivering learning materials and activities. • Experience in supporting practitioners in their development and in recording of achievements in progress records.
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	<p>and of organising the production and distribution of approved documentation items.</p> <ul style="list-style-type: none"> • Experience of designing the content and appearance of complex information deliverables (e.g. web pages) in collaboration with clients / users. • Significant experience of modelling tools and techniques. <p>Project</p> <ul style="list-style-type: none"> • Substantial experience of working on complex projects. <p>General</p> <ul style="list-style-type: none"> • Able to utilise office software packages to an intermediate or higher level. In particular MS Word, Project and Excel. • Highly organised, with the ability to work to agreed goals, in a self-directed and professional manner. • Ability to plan, document and prioritise own and staff members' workload in a proactive manner. • Demonstrable excellent written and verbal communication skills, able to negotiate successful outcomes with senior personnel. • Highly experienced in influencing and negotiation skills including critical questioning and innovative thinking. • Excellent facilitation skills. • Ability to be an active listener and to tailor communication to the audience. • Experience of resolving conflict and problems and challenging projects. • Ability to coach and mentor others. Manage the professional development of staff. 	<p>Solution development & implementation</p> <ul style="list-style-type: none"> • Experience of establishing and maintaining a data structure using data analysis and data modelling techniques. • Experience of specifying user/system interfaces and translating logical designs into physical designs taking account of target environment, performance requirements and existing systems. • Demonstrable evidence of being able to produce detailed designs and document using required standards, methods and tools, including prototyping tools where appropriate. • Experience of selecting tools and methods to establish, clarify and communicate the user experience, users' characteristics and tasks and in identifying the technical, organisational and physical environment in which complex products or systems will operate. • Experience of planning and performing all types of evaluation and of interpreting and presenting the results of evaluations. • Experience of engaging with technical design and project management to ensure that the correct products have been produced in a timely fashion. • Experience of evaluating the quality of project outputs against agreed acceptance criteria. • Experience of assessing, analysing, developing, documenting and implementing changes based on requests for change.
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		<p>Procurement and management support</p> <ul style="list-style-type: none"> • Knowledge of quality management techniques. • Experience of working to agreed quality standards and applying Best Practice. • Experience of line management, or task management in a matrix environment.
Other	<ul style="list-style-type: none"> • Travel throughout Wales, as required by the job. • Overnight stays throughout Wales, as required by the job 	

Date prepared 15/12/15

Prepared By: Mike Ogonovsky

Date reviewed 15/01/16

Reviewed By: David Hawes



CAJE REF:2023/0012

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Cyber Security Manager
Pay Band	7
Hours of Work and Nature of Contract	37.5 hours Permanent
Division/Directorate	Digital Services
Department	Digital Services
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Digital Infrastructure
Reports to:	Deputy Head of Digital Infrastructure
Professionally Responsible to:	Head of Digital Delivery

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary / Purpose:

The post holder will be required to monitor Trust cyber security systems, respond to cyber security incidents, and develop Trust policy, processes, and procedures to reduce the likelihood of a cyber security breach.

As a senior member of the Digital Services team at Velindre University NHS Trust you will be responsible for the delivery of the Trust Cyber Security Strategic Delivery Plan – this covers a range of cyber and IT security tasks, including (but not limited to) vulnerability scanning, staff education and training, phishing simulation campaigns and the implementation of boundary and internal cyber security defences, firewalls etc. You will work closely with a range of third parties to review compliance with best practice.

You will act as an escalation point for cyber security incidents and provide specialist advice and knowledge across all Digital ICT areas (including networks, systems, and applications) and to support our Digital services as well as developing Cyber Security Training packages for both the team and the organisation. With digital becoming a critical dependency in healthcare, availability of services is essential, and we must therefore instil a culture of Cyber Security from the ground up.

You will be required to adhere to keep up to date with legislation and national policies, as well as assessing security advisories from third parties, including Digital Health & Care Wales (DHCW) and the National Cyber Security Centre (NCSC).

DUTIES/RESPONSIBILITIES:**Communication and relationships**

- Provides and receives complex, sensitive information relating to cyber security and the safe operation of the organisations Trust digital systems.
- Provides and receives highly complex statistical and analytical information relating to cyber security.
- Communicates highly complex information with other cyber security analysts / specialists.
- Communicates highly complex analytical cyber security matters to non-technical staff and managers across the Trust, such as undertaking presentations to the Trust Quality, Safety & Performance Committee, Executive Management Board and Trust Board.
- Provides staff training in Cyber Security, undertakes complex presentations to large groups and prepares awareness campaigns.
- Coordinates cyber security incident responses at an organisational level.
- Engage with Welsh Government National cyber planning.
- Engage with National and local procurement teams to ensure cyber provisions are built into the procurement of digital systems.
- Close working relationships with Information governance team.

Performance and Information Management

- Determines appropriate course of action when presented with complex facts relating to Trust digital systems and their IT security.
- Analyses, investigates, and resolves highly complex incidents and problems associated with cyber security, where there is no available solution yet available.
- Analyses complex data from a range of cyber security monitoring systems and vulnerability assessments and interprets information to determine options to mitigate risks.
- Investigate user requirements which may require configuration of software and hardware.
- Responsible for the implementation of new cyber security systems, ensuring they meet the requirements of the Trusts Cyber Security Strategic Plan.
- Prepares reports on cyber security incident statistics and organisational compliance with cyber security key performance indicators (KPI) and ensure assigned actions are completed. This includes supporting the reporting of relevant cyber / IT security measures in the Trust Performance Management Framework (PMF).
- Present data and KPI's to Digital Services management team for review and propose actions and resolutions based on the data.
- Uses KPI data to analyse cyber security trends across the Trust.

Financial and Resource Management

- Establish procedures to ensure all Trust digital systems (assets) are appropriately updated with the latest IT security patches.
- Ensures that Velindre University NHS Trust is compliant with best practices and national standards to ensure the safe and correct use of IT equipment used by the staff of Velindre University NHS Trust.
- Perform audits and vulnerability assessments on the digital assets.
- Work with key stakeholders across the Digital Services team and wider organisation, to ensure compliance against local / national standards is maintained.
- Ensure cyber security risks are correctly recorded and managed in accordance with their documented risk treatment plan.
- Design, implement and maintain Trust cyber security systems to ensure compliance with relevant local and national cyber security standards, to ensure the safe and effective use of IT systems and equipment used by the staff of Velindre University NHS Trust.
- Work with internal and external auditors to ensure cyber security systems, policies and procedures are fit for purpose.
- Act within legislation, policies and procedures relating to Information Governance.
- Ensures all digital systems and equipment is tested to ensure correct and safe from a cyber security perspective prior to its introduction as a live service.
- Through the execution of the duties of the role, guarantees the security and safety of user (patient, donor and staff) information and ensures all Trust employees and equipment complies with the relevant policies.

Research & Development, Audit and Learning

- Undertake research into external and internal cyber security threats.
- Undertake vulnerability scanning and surveys of network security systems.
- Research and propose options to mitigate cyber security vulnerabilities.

- Implements methods to capture and report cyber security assessment data.
- Assists the Trust in achieving the relevant cyber security certifications – e.g. ISO27001, Cyber Essentials (Plus).

Personal & People Development / Management

- Act as a mentor to junior staff and coordinate work where appropriate.
- Required to supervise work placements, contractors, and junior staff where appropriate.
- Deliver and plan specialist training programmes for cyber security. These may be in response to feedback from Trust staff and/or the results of internal cyber security analysis – e.g., phishing simulation campaigns.
- Develop Digital Services staff in cyber security skills and competencies.
- Working with the Digital Services management team to contribute to the professional development of staff in the team.
- Lead, develop and motivate the wider Digital Services team, to ensure they meet the required standards in relation to cyber security whilst performing the day-to-day duties.
- Ensure 100% completeness in respect of statutory and mandatory training.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and/or Knowledge</p>	<p>ITIL Foundation.</p> <p>Educated to postgraduate level (preferably cyber-Security) or equivalent.</p> <p>Recognised qualification in Cyber Security – e.g. CISMP, CompTIA or equivalent level of work experience and knowledge.</p> <p>Evidence of Continual Professional Development.</p> <p>In depth specialist knowledge of cyber security best practices, standards, certifications, and terminology.</p>	<p>Professional qualification or membership in cyber security (ISC2, BCS, NCSC, Tiger, CHECK, CREST, CompTIA etc.).</p> <p>Application of Cyber Security in a healthcare environment.</p> <p>In depth specialist knowledge of one or more specialist areas such as compliance, penetration testing, or incident response.</p>	<p>Application Form</p> <p>Pre-employment checks</p>
<p>Experience</p>	<p>Previous experience of working in a dedicated cyber security role.</p> <p>Development of staff training guides / packages.</p>	<p>Experience of ICT service provision in a health care setting.</p> <p>Staff supervisory experience.</p> <p>Working with SIEM and vulnerability scanning solutions.</p> <p>Delivery of training to technical and non-technical staff.</p> <p>Report writing and presentation of complex information to staff at all levels.</p> <p>Incident review and completion of Root Cause Analyses (RCAs) in relation to IT security incidents.</p>	<p>Application form and interview</p>

		Writing of policies & procedures.	
Aptitude and Abilities	<p>Ability to provide guidance and support to less experienced team members.</p> <p>Ability to communicate clearly with non-technical staff and end users.</p> <p>Ability to challenge poor behaviour.</p> <p>Sound judgment, decision making, and organisational skills.</p> <p>Ability to work on own initiative, organise own workload, and deliver projects with minimal support.</p> <p>Work with 3rd parties and suppliers to deliver projects.</p> <p>Ability to execute vulnerability scans and understand and present results.</p> <p>Able to evaluate and assist in selection of best practice security tools</p> <p>Good keyboard skills and application use.</p> <p>Enthusiastic, self-motivated, looks for opportunities to improve services, staff, and self</p>	<p>Ability to speak Welsh (Level1)</p> <p>A broad range of digital ICT skills and understanding.</p> <p>Provide clear reports to senior management.</p>	Interview
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis:</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion 		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Ability to demonstrate a commitment to our organisational values:</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		
Other	<p>Ability to travel between sites in a timely manner.</p> <p>Flexible approach to needs of the service.</p>		<p>Application Form</p> <p>Interview</p>

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

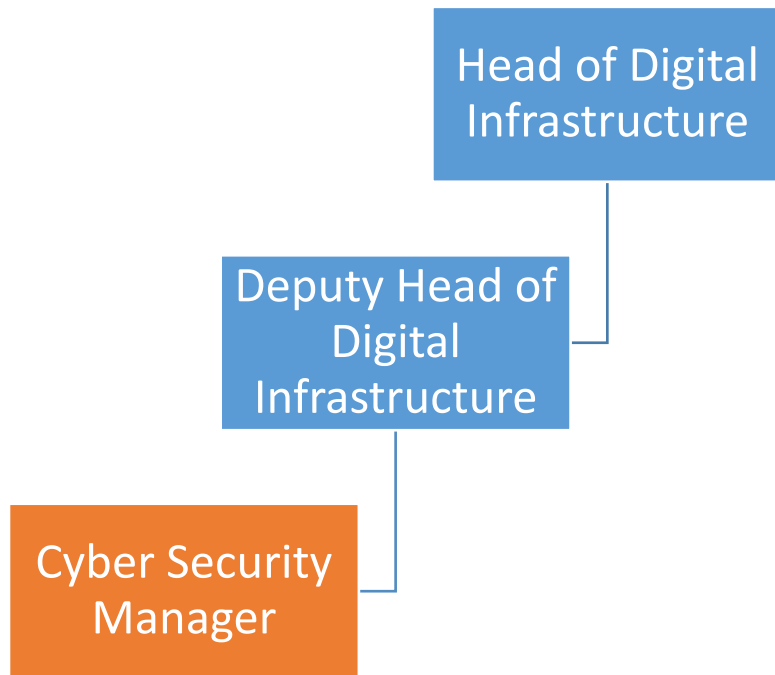
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and

employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Cyber Security Manager

Organisational Chart



Job Title: Cyber Security Manager

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Requires standard keyboard skills and manipulating complex data at speed.	Regularly 5 / week	Occasionally	
The role will require travel between different places of work.	1	20 mins	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The role requires frequent concentration and analysis of ICT and Cyber Security Systems and due to the responsive nature the work pattern unpredictable	5		Monitoring of Cyber incidents via portals
Concentration required when analysing complex machine data with likelihood of interruptions to answer queries from staff and other user groups.	Occasionally		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to high pressure Cyber Incident Response.	Occasionally		Occasional exposure determines time spent.

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Office conditions requiring continuous VDU usage on most days.	5 days a week	6 hrs	



CAJE REF: 2022/0047

VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION

JOB DETAILS:

Job Title	Systems Analyst
Pay Band	7
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Strategic Transformation, Planning, Estates & Digital
Department	Digital Services
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Digital Applications (WBS/VCC)
Reports to: Name Line Manager	Head of Digital Applications (WBS/VCC)
Professionally Responsible to:	Head of Digital Delivery

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

This role sits in the Digital Services Department at Velindre University NHS Trust to provide key support to a growing portfolio of Software Applications.

This is a role that will support the full lifecycle of software development including the planning, analysis, design, and implementation of software applications throughout Velindre University NHS Trust. Some of these systems are third party provided and others are in-house built software. The Systems Analyst will typically work on a number of projects simultaneously whilst in differing states of maturity.

Working closely with a team of Software Developers, Digital Application Support analysts and Subject Matter Experts, the Systems Analyst will investigate, review, analyse and develop technical requirements for new and changed IT / digital services.

Duties include:

- Provision of systems analysis services to digital based projects and assignments
- Planning systems analysis activities across all phases of such projects and assignments
- To elicit, define and document stakeholder requirements
- To manage stakeholder engagement in support of analysis
- To identify benefits and solution options for consideration
- To identify business change requirements to support implementation of proposed solutions
- To be an expert resource for systems analysis within the Digital Services Department through development of extensive knowledge and expertise of Digital systems in use within the Trust

DUTIES/RESPONSIBILITIES:

Service Management

The post-holder must be able to:

- Demonstrate ability to plan analysis activities across all phases of projects including identification, assessment and management of risks and the production of realistic plans and contribution towards lessons learned
- Lead and actively participate in Trust project groups providing specialist advice and making recommendations to ensure that the potential for Information Systems / Analysis to contribute to the business decision making process is realised
- Estimate the effort required to complete tasks
- Facilitate the elicitation and development of requirements from stakeholders both from within Digital Services and the wider organisation
- Provide analysis of user needs, including designing of elements of software solutions to support the user requirements
- Analyse and evaluate business processes; identifying alternative solutions including assessment of process feasibility and articulation of process requirements
- Identify dependencies from other projects, programmes or activity, both internal and external to the department and or organisation, and how they affect the development teams priorities
- Use stakeholder requirements as the basis to coordinate the creation of tasks and user scenarios
- Working with the software development team, prepare well written technical documentation to ensure software applications are well understood and maintainable
- Support the development team to ensure that problems / opportunities are understood and where applicable requirements and priorities are updated
- Review multiple streams of often conflicting data, identifying the anomalies and extracting the valued data. The data may come from suppliers or internally, and therefore, the ability to understand the relevance and criticality of the data is essential
- Rapidly identify risks or issues relating to or uncovered by analysis activities. Ensure these are accurately and formally raised with line / project / senior management
- Investigate operational problems and opportunities, identifying effective business solutions through process improvements
- Review and assess impact of system release notes, dataset change notices, project plans, business cases and other relevant documents to understand, advice, implement and test system changes and upgrades
- Capture requirements and the key data from clinical and non-clinical colleagues, needed to help the team to understand the impact of new initiatives on current priorities and in-flight tasks

Service Improvement

The post-holder shall be expected to:

- Work on own initiative to constantly review how complex ideas are presented and look for innovative new ways of presenting material to stakeholders. Use these ideas to refine the material where necessary according to the requirements of the stakeholders
- Effectively prioritise, drive out efficiencies and deliver outputs on time and to a high standard
- Analyse stakeholder objectives, investigate business requirements and identify potential benefits and options available for consideration
- Research and develop the options the Trust has available to provide a solution to the requirements and provide advice as to which option provides the most value and why
- Collect and use feedback from stakeholders helping to measure, develop and enhance effectiveness of stakeholder management
- Provide input where required, on how new solutions will work or impact the organisation, and or wider health community
- Undertake activities to develop, implement and support realistic Continual Service Improvement Plans
- Create, review and implement processes and procedures to ensure alignment with changing business requirements
- Produce process maps and user documentation to support the production of Standard Operating Procedures (SOPs) in operational departments
- Review new process maps to ensure they meet the expectations of all stakeholders
- Constantly research new technologies and new ways of working to adapt and improve processes in own specific discipline to support and enhance analysis for the organisation and its stakeholders
- Support an environment that gives colleagues the freedom to develop initiatives which enhance service delivery
- Analyse national and international legislation and policy to inform business change requirements and delivery models in the development of systems / services
- Develop and support the development of organisational policies, including those not directly related to Digital Systems working closely with a number of areas within the organisation
- Ensure end to end operations are enacted to support the delivery of customer / project / service objectives; this includes the measurement of, and quality assurance, of analysis outputs
- Perform all required work for configuration and documentation development in accordance with the Quality System requirements and good practice. This will be guided by broad occupational policies and regulations

Communication

The post-holder will be able to:

- Be a Digital advocate within the Trust promoting “Digital First” practices with all service users

- Communicate a range of complex technical issues and risks to non-Digital Services managers, requiring the ability to translate technical impacts into a language and format understood by business areas and to ensure that the communication has been understood
- Negotiate sensitively around changes in scope and negotiating the prioritisation of balancing changing customer needs with the need to deliver on time and within budget
- Liaise with subject matter experts to clarify the details of the requirements
- Communicate highly complex issues and sensitive information to a variety of internal and external stakeholders at all levels in large groups including; External suppliers, Digital Health and Care Wales (DHCW), NHS Wales and Welsh Government
- Facilitate and/or Chair meetings with internal and external stakeholders representing the position of the organisation / department / project / service. Facilitating views and opinions of senior staff, peers and representatives from external organisations and produce supporting meeting documentation
- Develop and maintain effective working relationships with all key stakeholders including organisational, professional and supplier representatives
- Collect and use feedback from key stakeholders helping to measure, develop and enhance effectiveness of customer and stakeholder management
- Discuss progress and notify senior staff of any impediments during regular team meetings such as daily Scrums
- Mentor junior colleagues, analysing their strengths and weaknesses and providing advice and guidance to develop their skills and abilities (particularly their technical expertise)
- Develop and deliver formal training on analysis methodologies, processes and toolset to other areas of the department / organisation on a regular basis through documentation, processes and procedures, and in a classroom style (whether in person or virtually)
- Provide general IM&T training to customers / stakeholders where related to the job role

Finance and Resources

The post-holder shall be expected to:

- Support discrete work streams on behalf of the Head of Digital Applications as assigned
- Ensure safe use of own and others IT equipment
- Adhere to standards, policies and procedures
- Implement solutions that comply with NHS Wales and statutory legislation regarding security and confidentiality
- Be a key member of procurement activities within the organisation, supporting and delivering the analysis of requirements within this process

Personal and People Development and People Management

The post-holder must be able to:

- Be responsible for the day to day management of members of the team, including software developers and project support officers
- Work with the team to define the team's workload and ensure that the team meets its commitments. Provide mentoring and support to team members and colleagues to remove any impediments as necessary. This will involve the complex and collaborative co-ordination of a number of activities, components and processes in order to achieve a common goal
- Work with the developers to confirm the changes or new solution needed, including alternative options if there are any impediments to completing the work, such as technical restrictions
- Undertake continuous professional development and take part in knowledge sharing activities, learning and sharing before, during and after all activities
- Actively listen to the advice and guidance of colleagues and tune behaviour accordingly – for example listen to suggestions from colleagues during reviews and retrospectives
- Discuss ideas with their line manager on ways to improve their performance and advance personal development – at personal development reviews, for example
- Contribute to an effective team ethos

Information Processing

The post-holder will:

- Assimilate, manipulate, manage and communicate a wide range of information, some of which will be complex and may involve matters relating to individual staff, patient matters or matters of commercial confidence. The dissemination of technical information in a complex form needs to be translated into an appropriate format for users of different skill-levels
- Work as the liaison between the business side of the Trust and the Digital Team; negotiating project requirements and monitoring key developments, identifying, managing or escalating disputes, as appropriate
- Be responsible for analysing work requests and prioritising them based on user need and value to the Trust. Work requests can come from improvement projects, regulatory changes, process improvements, ideas generated by individuals or the adoption of new technologies and span all circa 200 trust wide systems and technologies currently in use. They will be key in deciding when development work is undertaken, which will have trust wide implications
- Be responsible for the processes around analysis, planning, development, review, updating, upgrading and implementation of new Digital systems to ensure they meet the defined user requirements
- Adhere to information management and security policies
- Ensure good data governance and compliance in accordance with Trust and National policies and protocols

Leadership

The post-holder must be able to:

- Regularly plan and refine the development team's work activities prior to inclusion in each time-boxed development activity (such as a Sprint)
- Review functionality and features, where appropriate leading implementation and championing adoption
- Oversee and ensure that the team provides regular updates for the delivery of software activities against estimated milestones
- Take a lead role on a project, making judgements where precedent may not exist, representing the organisation as appropriate
- Deputise for more senior colleagues as and when required

Autonomy

The post-holder must be able to:

- Interpret policy, strategy, regulations and guidelines to make decisions impacting on own area of responsibility
- Act as the Subject Matter Expert (SME) for one or more discipline of analysis with the confidence to make judgements where a precedent may not exist
- Work with a high degree of accuracy and attention to detail
- Manage own workload, making informed decisions and judgements relating to each project, working to tight and often changing timescales
- Able to advise upon and apply analysis methodologies and tooling as best practice; but also to understand where it is necessary and appropriate to extend/deviate taking responsibility for these innovations and ensuring that learning is fed back into methodologies and tooling, improving future activities
- Work on own initiative to review how complex ideas are presented and look for innovative new ways of presenting material to stakeholders. Use these ideas to refine the outputs from analysis where necessary according to the requirements of the stakeholders
- Effectively prioritise, drive out efficiencies and deliver outputs on time and to a high standard
- Effective self-starter able to work on own initiative to tight deadlines where there are often conflicting requirements and requests for support from other parts of the department / project / service / customers
- Distinguish when it is appropriate to tackle problems using one's own initiative and when to ask for support from colleagues or more senior members of staff
- Plan own work effectively and report progress and impediments at team meetings

- Manage software development projects and software development teams as they see fit and based on good practice
- Work in a technical environment without supervision and may only have infrequent contact with a line manager

The post-holder shall be:

- Guided by standards, local policies, procedures and protocols

Effort and Environmental

The post-holder must be able to:

- Demonstrate standard keyboard skills, mouse or other skills to enable them to analyse software using required tools
- Meet an extensive array of external and internal requirements within pre-defined deadlines including ad-hoc unscheduled requests, to the highest standard of accuracy

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and/or Knowledge</p>	<ul style="list-style-type: none"> • Bachelor’s degree in Software Development, Computer Information Systems, Business Information or equivalent qualifications, knowledge or experience. • Specialist knowledge at a post-graduate level with demonstrable training in the complex analysis of Digital Systems • Foundation qualification in an agile development methodology or equivalent knowledge or experience. • Demonstrable experience in multi-platform software development analysis • Software development expertise 	<ul style="list-style-type: none"> • Higher Degree or advanced certification in IM&T • Registered with the British Computer Society • Registered Informatics Professional with FED-IP • Foundation ITIL certification • Project management qualification (e.g. Prince2) • Systems Analysis Qualification • Knowledge of Quality Management Techniques • Advanced qualification in an agile development methodology or equivalent knowledge or experience • Knowledge of business processes to advise developers on the details of data structures and 	<p>Application form Pre-employment checks</p>

		<p>associated components</p> <ul style="list-style-type: none"> • Understanding of the NHS Wales Digital development and assurance processes, including the NHS Wales Information Standards Assurance Process 	
Experience	<ul style="list-style-type: none"> • Proven experience of software development in a formal development environment • Experience of applying a variety of analytical techniques to interpret requirements and specifications • Experience in defining, documenting and working on projects across all phases either alone or with a small team • Experience in risk assessment and implementation of realistic project plans • Experience of business process testing including the management of test scenarios and reporting of testing outcomes • Experience of creating solutions, designing complex information deliverables in collaboration with key stakeholders • Substantial experience of working on multiple complex projects • Experience in leading others and offering guidance • Able to utilise office software packages to an 	<ul style="list-style-type: none"> • Experience developing / analysing software for Clinical Information or Healthcare systems • Experience of working in an Agile development environment • Experience of reviewing compliance with legislation and organisational / government policies • Experience of the application of information management policies, procedures and controls 	Application form Interview

	intermediate or higher level, in Particular Microsoft Office 365		
Aptitude and Abilities	<ul style="list-style-type: none"> • Excellent written and verbal skills, able to negotiate successful outcomes at all levels of responsibility • Highly experienced in influencing and negotiation skills including critical questioning and innovative thinking • Ability and confidence to speak publicly to groups of people, demonstrating ideas, concepts and working software and answer related questions • Experience of resolving conflict and problems and challenging projects • Highly organised with the ability to work to agreed goals, in a self-directed and professional manner • Ability to plan, document and prioritise own workload • Ability to be an active listener and to tailor communication to the audience • Ability to work autonomously and equally effectively as part of a multi-disciplinary team 	<ul style="list-style-type: none"> • Ability to speak Welsh (Level 1) 	Application form Interview
Values	<ul style="list-style-type: none"> • Alignment with Trust Values <ul style="list-style-type: none"> ○ Accountable ○ Bold ○ Caring ○ Dynamic • High level of personal integrity • A commitment to delivering value to the primary activities of the NHS in providing health care 		Application Form Interview References

	<p>through the use of digital technology</p> <ul style="list-style-type: none"> • To value care and compassion as core values to working with people within and outside the service • To have courage and resilience when working • Willingness to learn • Able to deal effectively with unexpected situations • Adaptable to change • An understanding of and commitment to equality of opportunity and good working relationships, both in terms of day-to-day working practices, but also in relation to management systems 		
Other	<ul style="list-style-type: none"> • Able to work flexibly / remotely 	<ul style="list-style-type: none"> • Travel across sites, as required by the role 	Application form Interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training

requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Act 1998:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the Trust's Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing the Trust's Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Systems Analyst

Organisational Chart

To be added when vacancy advertised

Job Title: Systems Analyst

Supplementary Job Description Information

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be based and largely working in office involving a combination of sitting and standing	Per week	5 days	Ability to work from home supported
Will be required to travel to other sites	Per month	2-3 days	
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office suite	Per week	3 days	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
High levels of concentration for long periods undertaking very detailed work.	Every Day	All Day	
Needed to respond to deadlines related to development lifecycle and potential for frequent interruptions	Every Day	All Day	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Liaising with colleagues that find change difficult	Weekly	Variable	
Challenging meetings at national level requiring good negotiation skills and resilience	Monthly	Variable	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Use of VDU continuously	Daily	Most of the Day	



CAJE REF:2021/0172

VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION

JOB DETAILS:

Job Title	Head of Digital Infrastructure
8c	8b
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Strategic Transformation, Planning, Estates & Digital
Department	Digital Services
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Deputy Chief Digital Officer
Reports to:	Head of Digital Delivery
Professionally Responsible to:	Deputy Chief Digital Officer

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

Velindre University NHS Trust provides critical services on behalf of NHS Wales in respect of the work of the Velindre Cancer Centre (VCC) – one of the leading non-surgical oncology centres in the United Kingdom – and the Welsh Blood Service (WBS), who supply non-renumerated blood and blood products to NHS Wales hospitals, for transfusion into patients. The Trust has strong ambitions to achieve the quality of services, patient experience and clinical outcomes that are comparable with the best in Europe and the western world.

The Trust has built a proud history of significant developments in clinical delivery supported by specialist equipment and Information Management and Technology (IM&T) systems. These developments have been a combination of national programmes, internationally used systems and bespoke local developments, all of which have initiated service transformation for professionals and patients. The Trust must continue to develop its specialist equipment & digital infrastructure and systems to support the organisational and clinical vision and priorities.

The Head of Infrastructure is the lead for the Infrastructure Services team within of the Digital Services Directorate. The role carries significant leadership and autonomous management responsibility and will be part of the leadership team that is operationally responsible for the management of the Infrastructure Services team on a day-to-day basis. This entails delivering a service of diverse and complex demands across the organisation, to a wide range of service users in Velindre Cancer Centre, Welsh Blood Service, Health Technology Wales, corporate departments and the executive team.

The post holder will be operationally responsible for implementing the infrastructure elements of the Digital Strategy and its associated Strategic Delivery Plan and ensuring that the infrastructure is in place to support the delivery of safe, effective and efficient healthcare. This will require detailed knowledge and understanding across the full breadth of infrastructure services with the vision, drive and insight to pull these complex and diverse strands into a cohesive, well understood plan that delivers timely, accurate technical solutions to underpin high quality healthcare.

The post holder will be expected to represent the organisation on a range of national infrastructure forums, ensuring that the organisation's voice is heard and listened to in the development of national infrastructure strategy and development. This will require considerable expertise, experience and leadership across a range of highly complex issues.

The post holder will act as an infrastructure expert on a range of cross-professional groups, often at national level, and including representation across a number of technical boards. As a Digital/Infrastructure professional, the post holder will provide technical expertise in the interpretation and presentation of highly complex technical solutions for senior management within the Trust.

They will deputise for the Head of Digital Delivery on all areas.

Duties / Responsibilities:

Management of services, resources and policy

- Responsible for the management, development and operation of infrastructure systems and resources across the Trust as a major job responsibility
- Responsible for interpreting national Digital/Infrastructure policy and ensuring local compliance
- Responsible for developing and implementing a range of policies and procedures to support the effective running of Digital infrastructure, telecommunications and systems across the Trust. Ensure effective Digital infrastructure working policies and procedures are developed, maintained and monitored in line with best practice
- Contribute to the development of Digital infrastructure security policies, procedures and practices for national Digital infrastructure and systems
- Ensure all Trust Digital Systems are run efficiently and effectively and that appropriate disaster recovery plans are in place
- Ensure appropriate maintenance contracts are in place for key Digital systems
- Quality Assure the development and content of the Digital Infrastructure pages on the various Trust communication platforms

- Assist with the continuous development of the Trust's alignment to the Cyber and Information Security processes
- Assist with the development of the Digital infrastructure discretionary capital programme across the Trust and prioritise spend in line with the Digital Strategy
- Assist in the management of digital infrastructure discretionary capital budget for major Digital projects, providing reports to the Discretionary Capital project board as required
- Manage and maintain participation of digital infrastructure staff in organisation-wide initiatives
- Collate and produce status reports for submission to Project Boards, Operational Boards and Trust Boards and Groups on digital infrastructure issues as required
- Manage the Digital infrastructure implementation plan ensuring all expenditure conforms to the Trust Standing Financial Instructions (SFIs) and Standing Orders
- Ensure that Digital infrastructure and systems are reliable and resilient where appropriate and that robust arrangements are in place for maintenance of such resources
- Define Digital Technical and Security standards for the Trust, ensuring existing and new computer systems comply with such standards. Ensure such Digital standards comply with relevant NHS national standards or best practice
- Responsible for the specification and delivery of local Digital Projects and input into national Digital schemes or directives
- Consult with Directorates and health partners in order to inform the development of implementation plans, ensuring digital infrastructure and telecommunications requirements are identified and incorporated
- Provide expert technical advice and guidance on digital infrastructure and Telecommunications projects as required
- Lead the development and improvement of the existing functionality of Digital infrastructure, Telecommunications and Systems
- Ensure that scheduled work has correctly allocated resources, is completed within timescale, to agreed quality standards.
- Ensure post project quality assurance checks are performed and feedback provided to appropriate Directorate staff
- Responsible for the accurate and frequent updating of all Digital elements of the operational plan

General Management / Communication

- Communicates highly complex technical/service issues to large groups of senior management, staff, suppliers and service providers and provide guidance to develop appropriate course of action(s), where there may be barriers to understanding
- Conveys Digital Infrastructure and Telecommunications concepts clearly; develops and delivers formal, highly complex presentations to for example, Executive & Trust staff, external agencies
- Contribute to a seamless response to the digital infrastructure needs of the Trust and its Directors, maintaining a professional approach and leading by example at all times
- Promote the department and the Directorate at all times
- Develop and maintain a strong working relationship with all members of the Digital Directorate
- Provide expert technical advice across the ICT Department, advise and support staff in the effective use of ICT hardware, software, telecommunications and ICT security.
- Assist with the management of security and risk factors related to ICT infrastructure and services in partnership with clinical and corporate governance colleagues.
- Provide expert technical advice on complex Digital Infrastructure issues which requires complex analysis and interpretation and evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Support the Digital Infrastructure internal and external audits working with auditors to provide baseline information and develop action plans as required
- Provide technical representation for the Trust on All-Wales forums and projects as required
- Manage the development and implementation of Digital Infrastructure security policies including SOPs and SSPs for all Trust systems
- Provide technical and professional advice in respect of Digital Infrastructure Security
- Analyses, interprets and resolves highly complex Digital Infrastructure problems that require expert opinion and input to resolve issues, where no precedent exists, which requires frequent prolonged concentration
- Ensure systems are in place to routinely analyse and manage Digital Infrastructure resource utilisation in order to provide efficient and optimised infrastructure services
- Support the establishment and interpretation of Key Performance Indicators in order facilitate service development and improve the performance of the Digital Infrastructure services and systems
- Ensure that routine maintenance and remedial work undertaken does not adversely impact the

availability of business critical systems

- Liaise with external stakeholders and suppliers involved in the provision, deployment, management and maintenance of Digital Infrastructure systems
- Assess the security impact and implications of incidents and events, report as appropriate and mitigate where possible
- Responsible for the development and maintenance of an Digital infrastructure which supports the Organisation's 24/7 critical systems as appropriate.

Develop and maintain key relationships with:

- Welsh Government
- NHS Wales Informatics Service
- NHS Wales Shared Services Partnership
- CPG & Corporate Service Senior Management
- Health Care Professionals
- Strategic Service Providers
- 3rd Party Maintainers
- 3rd Party Contractors
- Health Board Professional Advisors

Financial Responsibilities

- Responsible for supporting the financial management and monitoring of budgets in respect of Digital Infrastructure Services
- Support the Head of Infrastructure Services/Head of Digital Delivery in the budget setting process for the Digital Infrastructure requirements
- Responsible for signing off expenses for all staff within the Digital Infrastructure Services Department
- To act in an advisory capacity on highly complex Digital Infrastructure issues pertaining to the internal service requirements
- Advise on areas where the organisation can make efficiency savings

Planning

- Required to plan and develop long term strategic plans, which will impact across the organisation, that take into account a broad range of issues, inclusive of; aspects of service provision/development for Digital Directorate; Digital Strategy; responsibility for leading the development and planning of the Digital Infrastructure Operational and Telecommunications Strategy
- Manage, maintain and review Service Level Agreements with other healthcare organisations
- Ensure critical computer systems are managed in accordance to their SOPs in line with best practice and that appropriate disaster recovery procedures are in place for those systems
- Ensure disaster recovery testing is performed in line with the schedule set out in the SOPs
- Ensure systems managed by the Digital Infrastructure Systems team are secure and make recommendations for increased security as appropriate and as part of the SOP process
- Specify the requirements for new computer systems and the enhancement of existing systems providing technical advice and guidance ensuring such systems comply with relevant technical standards as well as addressing any contractual arrangements as appropriate
- Organise essential maintenance work to minimise impact on users

Research & Development / Service & Quality Improvements

- Undertake research as necessary to support projects and service development
- Regularly undertake surveys or audits for Digital Infrastructure work/design and conduct complex audits in order to improve Digital Services
- Research the Digital Infrastructure and Telecommunications market, suppliers and advances in technical developments to utilise such technology to benefit the organisation and ultimately clinical and patient services
- Ensure appropriate procedures are in place for testing new Digital Infrastructure and Applications and ensure these comply with relevant NHS Digital standards
- Keep abreast of the latest technology in order to make best use of such technology to support the strategic service requirements

Human Resources

- Direct, control and motivate Digital Infrastructure staff to deliver an effective and efficient service
- Responsible for the operational management of several services, that include the Service Desk, Infrastructure Systems Team, with responsibility for recruitment, appraisal, grievance and disciplinary issues, that may require the management of challenging, difficult or emotive situations, in accordance with organisational policy
- Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively
- Provide line management for all human resource issues i.e. disciplinary, sickness reviews etc., in line with the Health Boards Human Resource Policies and Procedures.
- Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment as well as those of other staff using Digital equipment within the organisation. Identify report and analyse methods of improvement for any hazards /incidents within the workplace.
- Responsible for and arrange the recruitment and selection of expert Digital engineering staff, undertake individual performance reviews, arrange training (mandatory, in-house, induction or links to external training providers) ensuring on-going training and development needs are being met..
- Chair appointment panels where appropriate, ensuring the procedures identified in the Health Board's Recruitment policy are adhered to.
- Responsible for setting personal objectives of infrastructure direct reports in line with the Digital Strategy.
- Oversee the work of suppliers and contractors to ensure they deliver effective services to the organisation

Communication

- Provide expert advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex technical concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Communicate ideas and highly complex technical concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes
- Represent the Directorate by actively participating in Organisation wide Committees and Groups and establish/chair new forums/groups where necessary to promote Digital Infrastructure issues
- Ensure effective communication is maintained within the Departmental Teams, across the Digital Directorate and within Project Teams

Continuing Professional Development

- Develop a personal development plan annually as part of the Personal Development Review process
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of project management, informatics and desktop applications
- Use available resources (Intranet, internet, reading materials, conferences) to keep abreast of Digital developments and look for opportunities to use these developments
- Ensure continuation of personal development through appropriate formal training as and when necessary
- Keep up to date with legislation in relation to confidentiality, such as data protection, Caldicott principles, Human Rights Act, General Data Protection Regulations and the latest E-policies

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none">• Educated to Masters level or equivalent experience• PRINCE2 training (formal or informal)• Extensive technical knowledge over a range of disciplines including Digital Infrastructure, HR, Finance.• Evidence of further development and or education and training		<ul style="list-style-type: none">• Application, Interview and Presentation
Experience	<ul style="list-style-type: none">• Significant experience at a senior management level within an ICT/Digital environment• Track record of achievement at a management level• Experience of successfully planning, monitoring and controlling projects, using a structured methodology e.g. PRINCE2• Track record of technical innovation and implementation• Detailed experience and knowledge of the procurement process, and business case development• Experience in dealing with highly complex digital infrastructure issues in a large organisation• Experience of managing large capital and revenue budgets		<ul style="list-style-type: none">• Application, Interview and Presentation

Aptitude and Abilities	<ul style="list-style-type: none"> • Leadership, coaching and management skills • Ability to lead by example and influence others • Ability to analyse complex information from various sources • Excellent verbal and written communication and presentation skills • Ability to develop and maintain effective working relationships • Ability to motivate and maintain high performing teams • Track record of problem solving in a project management environment • Ability to plan strategically in the medium and longer term • Wide range of digital skills including change management, negotiating, influencing skill, detailed knowledge of ITIL framework • Advanced IT and keyboard skills 	Welsh language level 1	<ul style="list-style-type: none"> • Application Form • Interview • References
Values	<ul style="list-style-type: none"> • Be able to prioritise workload and effectively manage competing demands • Demonstrate tact, diplomacy and political awareness • Self-motivated & enthusiastic professional • Ability to relate to staff of all disciplines and seniority 		<ul style="list-style-type: none"> • Application Form • Interview • References

Other			
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GENERAL REQUIREMENTS

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report

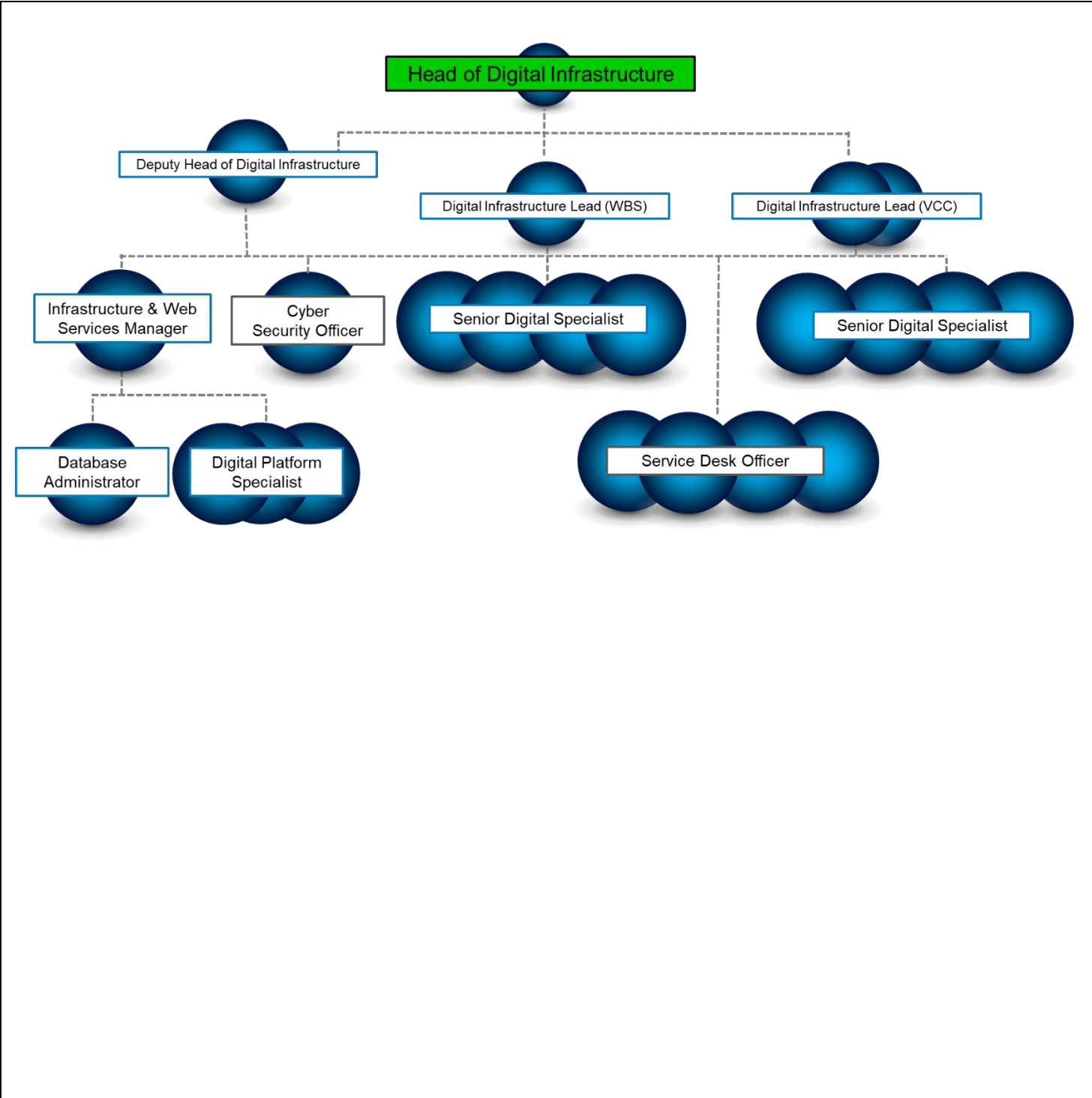
any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Head of Digital Infrastructure

Organisational Chart



Job Title: Head of Digital Infrastructure

Supplementary Job Description Information

Physical Effort

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
The post holder will be based and largely working in office involving a combination of sitting and standing	Per week	2.5 days	
Will be required to travel to other sites	Per week	1 day	
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office and Project	Per week	2.5 days	

Mental Effort

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is frequent requirement for prolonged concentration e.g. drafting project documents while dealing with interruptions	Per week	2 days	
Required to work on own initiative. Lead specialist on specific project and interprets national policy in project area	Per week	2.5 days	

Emotional Effort

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional or distressing circumstances - stakeholders	Per Month	1 day	

Working Conditions

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The Post holder will be largely office-based and will require to use a VDU and travel to other sites when required.	Per week	2.5 days	

VELINDRE UNIVERSITY NHS TRUST JOB DESCRIPTION

JOB DETAILS:

Job Title	Head of Digital Applications (WBS)
Pay Band	8a
Hours of Work and Nature of Contract	37.5 hours per week.
Division/Directorate	Strategic Transformation, Planning, Estates & Digital
Department	Digital Services
Base	Welsh Blood Service

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Chief Digital Officer
Reports to:	Head of Digital Delivery
Professionally Responsible to:	Head of Digital Delivery

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be Innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

The Head of Digital Applications has the responsibility for leading the design, delivery and support of all applications in use within the Welsh Blood Service.

The post holder will be required to provide day to day management to the Application Services team who will deliver and support core applications in use by all operational departments across the Welsh Blood Service. Furthermore, the Head of Digital Applications will provide technical expertise in the analysis, interpretation and presentation of complex application solutions.

The development of the Application Services team will need to compliment and support the management and delivery of the Digital work plan, in accordance with the business plans approved by the Senior Management Team and other relevant internal governance arrangements.

This will involve the post holder supporting the Head of Digital Delivery in the management of all Digital related programmes/projects, ensuring appropriate resources are allocated and the required quality is applied.

The WBS is in the process of undertaking a significant modernisation of its Digital Services with the further development of its Blood Establishment Computer System (BECS), the introduction of the All Wales Laboratory Information Management System (LIMS) and various other digital transformation initiatives across the WBS laboratory services and donor-facing services.

The post holder will be expected to contribute to the WBS and wider Velindre University NHS Trust strategies and lead on projects to support their delivery.

The post holder will be responsible for the line management of the Application team; directing their work, and ensuring resources are managed appropriately to ensure service delivery.

The post holder will need to work closely with personnel overseeing Digital Programme across Velindre University NHS Trust.

On occasion the post holder will be required to deputise for the Head of Digital Delivery.

DUTIES/RESPONSIBILITIES:

Communication and Relationship Skills

- Communicate on a range of technical and complex systems related issues, including those of a confidential and/or sensitive nature
- Required to communicate with people from a wide range of backgrounds, e.g. senior management, clinical, non-clinical, technical, and non-technical
- Required to negotiate priorities for the delivery of work plans and manage the expectations of groups of users with often conflicting interests
- Use a collaborative approach to systems design involving stakeholders of the various systems
- Perform formal presentations on a range of issues (some of which may be contentious / sensitive in nature), to large groups both internally and externally (e.g. user groups)
- Provide performance management data for the Digital Applications team
- Produce written documents (e.g. business cases, option appraisals and standard operating procedures) regarding information systems development processes
- Contribute, as a senior member of the Digital Delivery team, to developing the Digital Strategy and delivering the work plan
- Establish and maintain excellent working relationships with national Digital groups including Digital Healthcare Wales (DHCW)
- Advise the Head of Digital Delivery, Director and Senior Management Team on innovative system initiatives and developments and how they could impact on the work of Welsh Blood Service
- Proactively maintain specialist knowledge in a rapidly developing field
- Proactively engage and work closely with Welsh Blood Service Managers from across all teams, to understand their systems requirements to ensure their needs are met

- Provide escalation point for the application support analysts to ensure the provision of timely and accurate systems support and development
- Keep abreast of any changes to national and local policies and initiatives to identify and review any associated risks or opportunities. The post holder will be expected to establish how such policies are to be interpreted and implemented
- Support the professional development of staff to build capacity and capability to support the delivery of high quality local application service
- The post holder must demonstrate and possess excellent organisational skills demonstrated through the ability to prioritise and deliver on time against a background of demand and change
- The post holder will develop work plans and schedules for the team to ensure commitments are achievable, within time and budget and develop alternative approaches and plans to best meet commitments when issues arise
- The post holder will be required to work autonomously without daily supervision

Knowledge, Training and Experience

- In-depth specialist knowledge and extensive experience of Digital systems development and procedures acquired through a combination of specialist training, experience and relevant study to Masters' degree or equivalent level of experience
- Experience and expertise in management, scoping, commissioning and implementation of new information systems. Knowledge of Good Manufacturing Process / Good Automated Manufacturing Process framework would be desirable
- In depth experience of developing informatics development frameworks to support business processes and decision making
- Familiarity with research and clinical information systems
- Experience of working with commercial software systems suppliers
- Working knowledge of relevant legislation regarding data management and research, in particular the General Data Protection Regulations
- Ability to initiate and manage organisational change
- Effective interpersonal and leadership skills

Analytical and Judgemental Skills

- Analyse, investigate and resolve complex systems requests and issues/problems
- Map out key processes within the existing information systems, e.g. highly complex reports, integration and interoperability of distinct and intricate systems
- Identify the source of errors and resolve difficult technical issues, which will often require the comparison and analysis of a range of options
- Analyse systems, including the identification of possible problems with the database/application layers or unusual trends
- To conduct complex and highly detailed analysis on the application functions performance indicators and targets where required, highlighting key performance results, trends, forecasts and areas of concern
- Provide a consultative role offering expert advice and assistance to support the delivery of complex systems/user requirements
- Provide technical expertise in the analysis, interpretation and presentation of complex requirements to a wide range of stakeholders in formal settings
- Recommend the development / purchase of applications to improve performance and meet the needs of the Welsh Blood Service
- Work with providers of external systems to establish resilient information systems and maintain a robust grip on systems processing and data quality
- Specify and recommend innovative solutions using multiple systems to improve health outcomes

Planning and Organisational Skills

- The post holder is responsible for the planning and organisation of a broad range of complex Digital systems and their data in line with agreed standards. The requirement is to ensure that all clinical and administrative systems are maintained at the highest level and that data quality is maintained and accessible to authorised personnel
- Contributes to the formation of the medium and long-term applications strategy for Welsh Blood Service, which will impact on all areas of the organisation
- This post holder is required to plan and organise how data is suitably stored and when systems need to be re-organised and migrated to suitably protect the data

- The post holder is responsible for migrating data from existing systems to new systems and for ensuring that data is maintained throughout at the highest quality
- Required to work on their own initiative in order to carry out advanced fault finding and analysis on complex IT systems on a daily basis ensuring that requests for assistance are responded to in a timely manner and according to agreed policies, procedures and service level agreements
- Manage the resolution of system problems, co-ordinating with third party suppliers, and users to minimise impact on services
- Manage project resources, including team members, hardware and software requirements, and monitor progress against project plans

Physical Skills

- Standard keyboard skills are required with an ability to manipulate complex data quickly and effectively

Responsibility for Patient /Client Care

- Incidental contact with patients/ clients only

Responsibility for Policy / Service Development Implementation

- The post holder is responsible for ensuring the teams adhere to all Velindre University NHS Trust and relevant national policies and procedures in line with the governance framework and regulations
- The post holder will be a key player in developing relevant strategies and policies for own area of work, in line with legislation
- Manage the implementation service improvements and undertake research activities and testing for own area of expertise in line with business requirements
- Handle confidential information in accordance with current policies and procedures
- Proposes and implement changes to Digital policy and / or working practices that affect both clinical and non-clinical areas, e.g. introduction of new tools, or processes that require changes in existing procedure. These may be due to legislative changes, or to enhance service delivery

- Responsible for the configuration management/software development of changes to existing working practices and systems
- The post holder will be responsible for developing and implementing policies and strategies relating to the Digital Applications team
- The post holder will be required to influence policy and strategy development across the organisation with regards systems development and management
- The post holder will be responsible for identifying new and emerging technologies and technological solutions that would support the work of the team in providing enhanced ways of working both within the team and across the wider organisation

Responsibility for Financial and Physical Resources

- Responsible for the appropriate and safe use of systems by users
- Purchases software/hardware/services to support the application services function
- Contributes to budget setting within the department and monitors budgets for major Digital projects
- Authorised signatory for staff travel and subsistence expenses
- Responsible for maintaining and updating asset register (software & systems) when new equipment is installed, moved or disposed of, in line with Inventory & Computer Equipment Disposal Policy

Responsibility for Human Resources

- To line manage the application team on a day to day basis, ensuring that all requirements of formal line management, performance and discipline are met
- Contribute to the Digital function to ensure that the service provided is in line with the evolving requirements of the Welsh Blood Service
- Provide training, mentoring and supervision of staff as appropriate
- Supervisory responsibilities involve assisting staff in the execution of their daily tasks i.e. escalating requests, reporting problems to other teams and senior management as and when necessary
- The post holder will hold regular team meetings to ensure staff are clear about work objectives and updates on any new development issues etc

- Ensure all staff receive an annual appraisal by ensuring that the Trust's appraisal policy is implemented
- Ensure that agreed development plans are implemented within agreed timescales

Responsibility for Information Resources

- Responsible for the planning, review, maintenance and upgrade of a range of business critical Digital systems to meet user group requirements
- Responsible for producing detailed reports on project status and progress
- Provide technical support and advice on Digital issues to user groups. This requires presenting complex plans ensuring they have a good understanding of the issues and required actions
- The post holder will be required to support the requests for faulty or poor performing systems, either by offering telephone support, attending a user's workspace or via remote access to provide users with resolutions to their problems and queries
- The post holder may also be required to carry out the following tasks on a regular basis:
 - Proactively monitor service performance to recognise potential issues
 - Ensure the maintenance of system logs
 - Provide solutions to complex problems
 - Lead in the maintenance and testing of the disaster recovery plan for Information Systems
 - Maintain various documentation including knowledge base, various installation and support procedures
 - Systems Development and Project Management, including any scoping requirements
 - Working with non-technical project managers, customers, and suppliers to support the implementation of technical projects
 - Providing a handover service to user groups by preparing necessary technical documentation and training
 - Demonstrate new technology, systems or processes to user groups

Responsibility for Research and Development

- Responsible for the testing and, where required, adaptation of a range of Digital systems, including apps and hardware
- Develop methodologies for configuration management and development
- Evaluate new tools, methodologies and technologies

Freedom to Act

- Works to achieve agreed objectives with freedom to act within broad professional policies
- Acts as a team lead and lead specialist in own area
- Guided by local and national policies, but required to interpret these for adoption by application team

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> • Master's degree or equivalent experience in an information systems/IT management role • Evidence of continued personal and professional development • GCSE or higher qualification in Maths and English 	<ul style="list-style-type: none"> • Management Qualification • PRINCE2 MSP • ITIL MSc • Health Informatics • Agile Project Management / Scrum 	<ul style="list-style-type: none"> • Application Form • Certificate / Registration Check
Experience	<ul style="list-style-type: none"> • Experience and expertise in IM&T management • Experience of developing relationships, communicating and working across organisational boundaries • Experience of successful team building • Proven experience of assessing user requirements and commissioning information systems and solutions to meet needs 	<ul style="list-style-type: none"> • Experience of working with information systems in health /social care/research • Experience of working in a highly regulatory environment • Previous experience 	<ul style="list-style-type: none"> • Application Form • Interview • References

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> • Familiarity with legislation on data management (GDPR and Freedom of Information) • Record of achievement of delivering objectives and finding innovative solutions to problems • Experience of systems management, plus at least one of the following: <ul style="list-style-type: none"> ○ .Net ○ Visual Studio ○ C# ○ Caché • Management of staff • Practical experience and evidence of supporting and facilitating planning processes in health and/or social care • Experience of delivering application development projects on time and within resource constraints • Experience of working with senior level clinicians and managers across a range of organisations 	<p>working as a Manager within a software development function</p>	
<p>Aptitude and Abilities</p>	<ul style="list-style-type: none"> • Excellent presentation and report writing skills 	<ul style="list-style-type: none"> • Ability to speak Welsh (Level 3) 	<ul style="list-style-type: none"> • Application Form • Interview • References

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> • A demonstrated ability to successfully initiate, manage and complete projects. • Ability to initiate and manage organisational change • Effective interpersonal and leadership skills • Ability to manage time effectively, prioritise workload and work to tight deadlines. • Accurate & advanced analytical skills using both information and observation • Ability to manipulate complex systems and model future possibilities • Able to work effectively as an individual or as part of a high functioning team. • High level knowledge of the design and development of information systems • Detailed knowledge of data flows and information systems • Understands capacity issues and has an appreciation of the need to analyse capacity issues at a service level 		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> • Understands national operating planning/performance processes • Knowledge of the NHS environment and local Trust policies relating to information and IT • Some knowledge of research in health and social care 		
Values	<ul style="list-style-type: none"> • Able to prioritise and deliver on time against a background of demand and change • Enthusiastic and highly motivated and able to inspire and motivate others • Able to make critical decisions • Reliable • Close attention to detail • Able to relate well to staff at all levels • Flexible approach to work • Able to learn and adapt quickly • Embodies NHS values, responsive and flexible to the needs of the Service, staff, donors and patients • Excellent organisational skills • Builds good working relationships with team, clinicians and managers at all levels, across and 	<ul style="list-style-type: none"> • Professional appearance • Able to relate well to staff at all levels 	<ul style="list-style-type: none"> • Application Form • Interview • References

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	within internal and external organisations		
Other	<ul style="list-style-type: none"> • Access to transport to allow travel on a regular basis which on occasions could be to rural areas. 	<ul style="list-style-type: none"> • Able to work occasional out of hours 	<ul style="list-style-type: none"> • Application Form • Interview • Document Check

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their

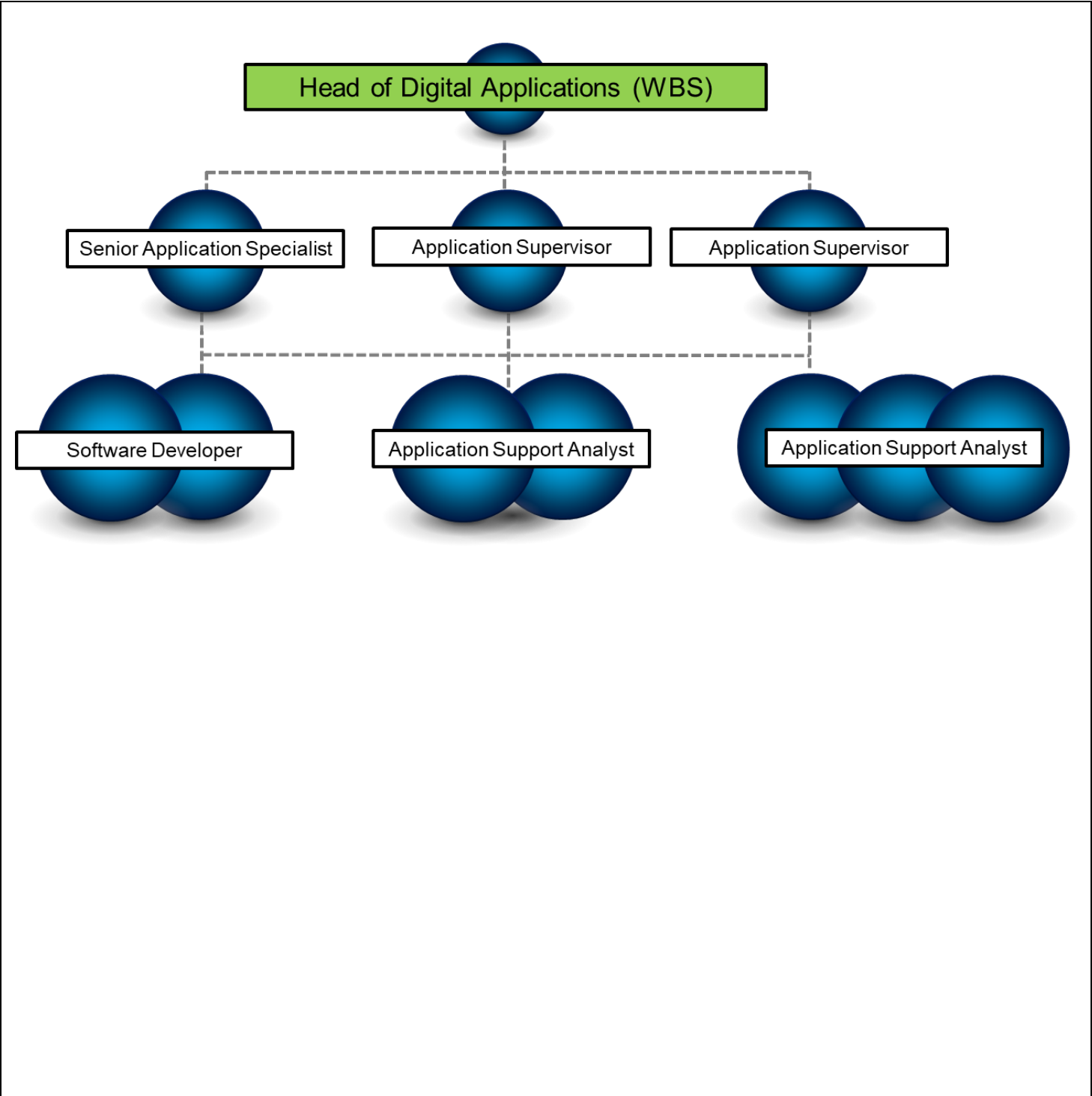
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.</p>			
<p>➤ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.</p>			
<p>➤ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.</p>			
<p>➤ Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.</p>			
<p>➤ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.</p>			
<p>➤ Welsh Language: All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.</p>			
<p>➤ Information Governance: The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.</p>			

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	<ul style="list-style-type: none"> <li data-bbox="81 264 1513 533">➤ Data Protection legislation: The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the Trust Disciplinary Policy. <li data-bbox="81 613 1513 994">➤ Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work. <li data-bbox="81 1075 1513 1456">➤ Equality and Human Rights: The Public Sector Equality Duty in Wales places a positive duty on the Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success. <li data-bbox="81 1536 1513 1827">➤ Dignity at Work: The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy. <li data-bbox="81 1886 1513 1995">➤ DBS Disclosure Check: The post holder does not require a DBS Disclosure Check. 		

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li data-bbox="76 315 1513 472">➤ Safeguarding Children and Adults at Risk: The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures. <li data-bbox="76 551 1513 763">➤ Infection Control: The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures. <li data-bbox="76 842 1513 943">➤ No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Trust sites, including buildings and grounds, are smoke free. <li data-bbox="76 1021 1513 1111">➤ Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time. 			

Job Title: Head of Digital Application (WBS)

Organisational Chart



Job Title: Head of Digital Applications (WBS)

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included’**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be based and largely working in office involving a combination of sitting and standing	Per week	2.5 days	
Will be required to travel to other sites	Per week	1 day	
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office and Project	Per week	2.5 days	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is frequent requirement for prolonged concentration e.g. drafting project documents while dealing with interruptions	Per week	2 days	
Required to work on own initiative. Lead specialist on specific project and interprets national policy in project area	Per week	2.5 days	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional or distressing circumstances - stakeholders	Per Month	1 day	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The Post holder will be largely office-based and will require to use a VDU and travel to other sites when required.	Per week	2.5 days	

JOB TITLE DIGITAL PROGRAMME MANAGER 8b

JOB OVERVIEW

Are you passionate about how digital can transform healthcare services, for our donors, patients and NHS colleagues? We have an exciting opportunity for a Digital Programme Manager to join the Digital Services team, to work collaboratively with colleagues across the Trust and wider NHS Wales organisations, to provide critical digital systems and insight-led services that support our transformation.

The Trust is entering an exciting period of change, set out in our [Destination 2033](#) vision, which includes the establishment of a new world class cancer centre to extend and enhance specialist cancer treatment and the delivery of cancer care closer to home through new 'satellite' sites. For the Welsh Blood Service, there is the opportunity to work on the exciting future of blood and transplant services, both improving our capabilities and resilience alongside developing new services, including plasma for medicines, and expertise to support improved healthcare in Wales.

These changes are underpinned by an ambitious digital vision and strategy, which over the next five years, will revolutionise the way in which we deliver our services – from co-producing innovative technologies, working on digital inclusion in Wales, to embedding data & insight into our everyday. The Digital Services team are here to deliver new digital solutions and excellent everyday digital service, to improve services and outcomes for our patients, donors and colleagues.

We recognise that successful digital transformation, service and change is as much to do with the people and culture of our organisation as it is to do with the technologies we choose to deploy. We can offer a unique opportunity for those who want to further their careers in digital healthcare as part of our great Digital Services team and we are looking for talented and passionate individuals who share our values and can help us realise the ambitions of our Trust and digital strategy.

Main Duties of the Job

The Digital Programme Manager will play a key role in implementing this vision, including the management of a designated portfolio of projects with a strong focus on delivery and implementation of national and local products and digital services.

The post holder will undertake the project management, development and change management across Digital over the following areas:

- Service and productivity improvement
- Software and hardware for data centres, desktops and mobile devices
- Bespoke application and interface development
- Process re-design and implementation
- Supplier Contract Establishment for complex Digital Solutions
- Specialist Procurement Management for Digital Solutions
- Plan, Supply and installation of a first-class digital environment based upon national guidelines and industry standards
- Financial management of allocated budgets
- Alignment of activities with the Clinical Model, National Architecture and Technical Standards
- To lead the successful delivery of the Digital Strategy ensuring that the Project produces the required products, to the required standard of quality and within the specified constraints of time and cost
- To be responsible for the Project Management elements of the Project producing a result that is capable of achieving the benefits defined within the Business Case and the Project Initiation Document
- To provide task and line management, mentoring and training for Project Managers, Officers/Administrators and Project Specialists as appropriate
- To support engagement and negotiations with specialist equipment and digital stakeholders such as Digital Health and Care Wales commercial suppliers, academia and Welsh Government advisory teams
- To be responsible for setting, controlling and managing delegated project budgets.

The post holder will:

- Work with a wide range of stakeholders to develop and implement Digital Strategy. This will require extensive engagement with a wide range of stakeholders including clinicians, nurses and allied healthcare professionals, Health Boards (for example Informatics Departments), Local Authorities, DHCW, the Welsh Government and digital providers

- understand the concept of project portfolio management, project lifecycles, risk and issues management and the use of project phases to ensure objectives are delivered efficiently and are sustainable
- be responsible for leading the production of key Project documentation including Project Initiation Documents (PIDs), Project Briefs, Risk and Issue Logs and delivery plans
- be responsible for discussing and agreeing project quality expectations with stakeholders and managing business processes to ensure the Project meets stakeholders' needs and expectations. Understanding of critical path activities and project dependencies is essential

The successful applicant will need to establish credibility with a wide range of stakeholders and have the required strategic, planning and performance skills to develop a series of business cases which can secure support from Health Boards and the Welsh Government.

Applicants should be able to demonstrate a track record of success in delivering successful transformation projects in a complex environment.

Responsible to

Reporting: Assistant Director of Digital Programmes

Accountable: Assistant Director of Digital Programmes

Professionally: Chief Digital Officer

Main Responsibilities

- Develop, lead and manage the digital strategy for the Digital Projects of significant size, complexity and risk ensuring that they produce the required products, to the required standard of quality and within the specified constraints of time and cost
- Support the Assistant Director of Digital Programmes in the identification and management of inter project and programme dependencies
- Identify and plan the scope and resource requirements of new digital projects
- Lead the project teams so that the portfolio of projects has an acceptable balance of risk, benefit, pace and supports stakeholder priorities
- Oversee the successful handover of projects to operational support with the necessary approval
- Lead and manage the preparation and implementation of appropriate business change resulting from project implementation
- Develop and use appropriate digital technology and information systems to enhance the performance management in the programme
- The post holder will lead the planning, organisation and delivery of a portfolio of projects including the ability to produce estimates of project time and cost targets which are reviewed and revised as necessary throughout the project lifecycle. Determining the overall project

duration including the creating of project plans which identify key milestones, project dependencies, and durations and consider the availability of key resources. This will be drawing on knowledge and experience gained from strategic planning over a number of years

Improvement and Monitoring

- Report regularly on project portfolio performance, risk management and financial control
- Conduct internal Project Review to evaluate adherence to agreed project management standards
- Report regularly on project portfolio performance, risk management and financial control
- Manage effective programme reporting across the portfolio of projects ensuring that progress, issues, risks and changes are handled appropriately
- Ensure an effective change control and decision process across projects

Communications

- Establish and maintain strong relationships with key stakeholders for the programme in order to achieve the business change and benefits outlined in the programme objectives
- Promote wider understanding of project governance and assurance issues within the Programme and to provide training for project staff through effective communications
- Communicates complex project and technical information including the identification, analysis and planning of actions to effectively engage, communicate, negotiate and influence project staff and key stakeholders. The post holder is responsible for establishing a vision and direction to influence and align others towards the objectives of the programme portfolio to achieve project success. The post holder is also responsible for capturing and analysing stakeholder requirements as part of the project objectives to ensure end user needs are met

Finance and Budget

- Manage the budget of their portfolio of projects and oversees the consolidation of project finance reports which include accurate projections and financial flows across the project portfolio
- The estimating of project costs and the setting of an agreed budget and the management of actual and forecast costs against budget profiles

- Maximise the use of digital technology to improve operational and office processes

Management, Leadership and/or Training

- Direct and motivate project teams while emphasising a focus on product delivery. Provide expert advice and guidance to all grades of project management staff and provide mentoring and training
- Responsible for ensuring effective project implementation reviews to check actual achievements against planned objectives specified in the project plan. Ensuring projects comply with a range of local and national policies
- The post holder will be responsible for managing staff including project management and project support staff
- Coordinate and undertake complex surveys and audits, producing action plans for remedial action. These audits will assure the delivery of digital transformation projects for the benefit of patients, staff and third party partners

Digital and Information

- Responsible for understanding, identifying and defining the organisational structure of projects and the roles performed by each individual and groups that form part of the project team and governance structure
- Provide expert advice on complex project and technical issues. The resolution of these issues may require analysis of differing opinions. Following analysis of these options, the post holder would be expected to make a recommendation for the optimum way to deliver solutions. Examples of this could range from ways to deliver technical architecture across Velindre Cancer Centre, to appropriate mobile solutions to deliver improved services for patients and donors

Qualifications and Knowledge	Experience
<p>Essential</p> <ul style="list-style-type: none"> • Educated to masters' degree level or equivalent experience • Specialist project knowledge to post graduate level or equivalent experience (e.g. PRINCE 2 practitioner) 	<ul style="list-style-type: none"> • Substantial experience in digital at a senior Project/Programme Management level • Expert knowledge and experience of managing several projects to support large, complex change programmes

<ul style="list-style-type: none"> • Formal programme management qualification (e.g. MSP or equivalent) • Evidence of further development – educated to masters’ level or equivalent of working at a senior level in a specialist area <p>Desirable (for use in shortlisting)</p>	<ul style="list-style-type: none"> • Expert knowledge and experience of delivering digital projects in complex environments • Extensive experience of negotiating with other Health Care providers and commercial suppliers • Experience of managing commercial suppliers to pre- approved service level agreements/contracts • Specific domain/theoretical/ practical knowledge of organisations, processes, policy knowledge relevant to the programme • Knowledge of techniques for planning, monitoring and controlling projects, e.g. PRINCE2 • Experience of applying MSP methodology • Thorough understanding of full project lifecycle • Knowledge of budgeting and resource allocation procedures • Demonstrates a proven record of achievement at a senior management level in a project environment, including the ability to provide advice at executive level. • Understanding and knowledge of Agile methodology and service design principles
<p>Skills and Attributes</p>	<p>Other</p>
<ul style="list-style-type: none"> • Demonstrably delivered in a project environment • Team management skills • Ability to influence at all levels • Ability to develop and maintain effective working relationships with Project Boards 	<ul style="list-style-type: none"> • Desirable (but not essential): Welsh Speaker (Level 1) or willingness to work towards

- Track record of problem solving in a programme management environment
- Competent in the use of desktop applications
- Able to interpret complex problems into easy to understand issues for a variety of audiences
- Prepared to take on challenging and innovative projects.
- Ability to negotiate with senior executives across the public and private sector
- Demonstrates a track record of delivering to target
- Demonstrable delivered in a programme environment
- Effective interpersonal and communication skills when dealing with highly complex and sensitive information to a wide range of stakeholders
- Self-motivated and enthusiastic professional
- Will be required to travel within geographical area
- Will work flexibly

JOB TITLE Assistant Director of Digital Programmes (Band 8C)

JOB OVERVIEW

- Strategic design and planning for the Digital Programme for the Trust
- Lead on transformational change approaches using digital technologies
- Manage and lead local programmes and lead for the Trust on Regional/National Digital Programmes

Main Duties of the Job

Velindre University NHS Trust consists of one of the leading non-surgical oncology centres – Velindre Cancer Centre, in the United Kingdom and the national Welsh Blood Service. Our challenge is to go further with the technical and data enablement, as well as the digital transformation of these divisions to achieve quality services, outstanding patient and donor experiences, and clinical outcomes that are comparable with the best in Europe and the western world.

The Trust has built a proud history of significant developments in Clinical Delivery supported by national digital architecture and the timely application of new and emerging digital systems. These developments are a combination of national programmes, internationally used systems and bespoke local developments, all of which have initiated service transformation supporting the maturity of the digital skills of our clinical professionals, our patients and our donors. Velindre must continue to develop its Digital Services to support the organisational digital and data ambitions, the clinical vision and its user-led service design priorities.

This will ensure that the next generation of Digital Services are fundamental to the delivery of exemplar blood and cancer services, supporting the development of a digitally native workforce and transforming the experiences of our patients and donors, leaving no one behind.

Velindre University NHS Trust has published a new 'Digital Strategy - 2033' and produced an ambitious digital programme, which over the next five years, will implement a range of digital solutions, while growing our capacity and capability to embrace emerging and innovative technologies. The build of a new Velindre Cancer Centre (nVCC)

will further enhance our ability to realise this ambition, based on the fundamental principle that high quality healthcare in the 21st century can only be delivered by a radical step change in digital ambition.

To this end, the Trust aims to be sector-leading, developing international collaborative partnerships across a range of public and private sector partners, and working seamlessly with Digital Health and Care Wales (DHCW) and other Health Boards, to design and deliver inclusive, user-centred digital systems. This will allow nVCC to utilise the latest innovative technologies, enabling a dynamic, single view of patients, which can be shared across organisational boundaries within NHS Wales.

The post holder will be responsible for:

- To develop compassionate working relations with a wide range of stakeholders to lead a Digital Programme to deliver the Digital Strategy for Velindre University NHS Trust. This will require extensive engagement with a wide range of stakeholders, working with the senior digital leadership team, including clinicians, nurses and allied healthcare professionals, Health Boards (for example Digital Directorates), Local Authorities, DHCW, the Welsh Government and external third party digital suppliers.
- To nurture collaborative ways of working with a range of local, regional and national partners to develop an implementation plan that enables timely and relevant digital service transformation.
- To lead the successful delivery of key themes of the 'Digital Strategy 2033' through the implementation of the Digital Programme.
- To be the business visionary supporting the development of a patient/donor/user-centred digital culture and exemplar, inclusive services, across the Trust
- To provide strategic direction for digital solutions which enable the transformation of services to meet the ever-evolving needs and requirements of our patients, donors, end-users/partners.
- To be accountable for the implementation of the Digital Programme of clinical and non-clinical solutions to deliver key objectives within the local and national digital Strategies. This requires the post holder to act independently, interpreting local and national guidelines and policies on behalf of the Trust and our digital user communities.
- To ensure that the portfolio of waterfall and agile delivered projects within the Digital Programme, provide the required user-centred products and services, to the required standard of quality and within the specified constraints of time and cost
- To be responsible for the application of appropriate Project Management methodologies, to achieve the benefits defined within individual Business Case and the Project Initiation Documents.

- Designing and introducing new Digital approaches to the delivery of Programmes and Projects, including agile delivery, product focus, and alignment to digital service design standards.
- To support the senior digital leadership team (i.e. the Director of Transformation, Planning & Digital and the Chief Digital Officer) in engagement and negotiations with digital stakeholders such as Partner Health Boards, Digital Health and Care Wales (DHCW), commercial suppliers, academia and Welsh Government advisory teams.
- To identify external digital funding opportunities and to be responsible for setting, controlling and managing delegated programme and project budgets.
- To be responsible for defining, and agreeing project quality expectations with stakeholders and managing business processes to ensure the Project meets stakeholders' and/or end-user needs and expectations. An understanding of critical path activities and project dependencies is essential
- To champion the clear interpretation and communication of often complex digital technologies, promoting new ways of working to Trust colleagues, senior stakeholders and our patient and donor communities.
- Deputise for the Chief Digital Officer, as required.
- As part of the Directorate's Senior Management Team, contribute to the development, management and success of the Directorate.

The post holder will:

The successful applicant will need to establish credibility with a wide range of stakeholders and have the required strategic, planning and performance skills to develop a series of business cases which can secure support from Health Boards, the Welsh Government and commercial partners

Applicants should be able to demonstrate a track record of success in delivering a range of user-centre designed digital programmes and projects, in a complex environment.

This is a strategic leadership role and the postholder will be required to represent the Chief Digital Officer at both internal and external forums.

The post holder is required to act independently interpreting local and national guidelines on behalf of the Trust to ensure the delivery of organisational objectives.

Responsible to

Reporting: Chief Digital Officer

Accountable: Chief Digital Officer

Professionally: Chief Digital Officer

Main Responsibilities

Programme & Project Leadership and Management

- Lead and manage the digital strategy for the Digital Programme/Projects across the Trust, of significant size, complexity and risk ensuring that they produce the required products, to the required standard of quality and within the specified constraints of time and cost
- Promote an effective collaborative approach for digital transformation across our services, including regional and national partnerships.
- Support the Digital Programme/Project Management team in the identification and management of inter project and programme dependencies, including alignment with other programme management offices in the Trust.
- Identify new funding opportunities, plan the scope and resource requirements of new Digital Programme/Projects.
- Identify, plan for and introduce appropriate digital delivery models for projects taking into account professional best practice for successful digital transformation.
- Lead the programme/project teams so that the portfolio of projects has an acceptable balance of risk, benefit, pace and supports stakeholder priorities and that the portfolio uses appropriate digital delivery models.
- Strategically lead and manage the preparation and implementation of appropriate business transformational change resulting from digital project implementation and developing the blueprint for the successful handover of projects gaining operational support with the necessary approval.
- Manage the budget of the portfolio of projects and oversees the consolidation of project finance reports which include accurate projections and financial flows across the project portfolio
- Direct and motivate project teams while emphasising a focus on product delivery. Provide expert advice and guidance to all grades of project management staff and provide mentoring and training.
- Establish and maintain strong relationships with key stakeholders of the digital programme in order to achieve the business change and benefits outlined in the programme objectives.
- Conduct internal Project Reviews to evaluate adherence to agreed project management standards.
- Provide senior digital programme oversight and report regularly on project portfolio prioritisation, performance, risk management and financial control.
- Manage effective programme reporting across the portfolio of projects ensuring that progress, issues, risks and changes are handled appropriately.
- Work collaboratively across the Trust to develop an effective change control and decision process, across all projects.
- Lead the wider understanding of project governance and assurance issues within the Programme and to provide training for project staff through effective communications.

- Provide the innovative vision for the continuous development and use of appropriate digital technology and information systems, to enhance the performance management in the programme
- Lead on the initiation, delivery and management of a wide range of Digital programmes and projects, as a major job responsibility which will require frequent periods of prolonged concentration
- Manage and Lead across a range of Digital teams, projects and functions.
- Actively promote digital working at all levels within the organisation to support the Trust's organisational development and service modernisation plans.
- Actively promote the Digital Inclusion agenda in support of the Digital Strategy working with the Trust's stakeholder groups, service users and external partners
- Maintain the highest standards of Digital security in line with international standards and national guidance.
- Ensure that work undertaken does not adversely impact the availability of business critical systems.
- Assess the impact and implications of incidents and events, report as appropriate.
- Responsible for ensuring staff have the appropriate skills to deliver and support Trust systems in line with best industry standards.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

Communication

- Provide expert Digital Programmes advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Communicates ideas and highly complex concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes
- The post holder is required to establish and maintain proper and effective relationships between the Directorate and stakeholders/partners, this will include supplier/contractor relationship management and partnership working across a range of complex and strategically important projects some of which will be of high value. They will also assist in ensuring the department has in place effective collaboration and partnership with academic organisations as necessary
- Represent the Directorate by actively participating in Trust wide Committees and Groups and establish/chair new forums/groups where necessary to promote digital development strategy issues

- Direct effective, timely and relevant communication, using a range of channels, maintained within the Departmental Teams, across the Digital Directorate and within Project Teams
- Contribute to and participate in Directorate forums in order to update Directorate staff on any digital development strategy issues
- Ensure Directorate administrative processes are adhered to
- Manage the potential digital programme risks for inclusion onto the Directorate's Risk register and to review the Risk Register in conjunction with the Directorate's Senior Team

Information Processing

- Responsible for understanding, identifying and defining the organisational structure of projects and the roles performed by each individual and groups that form part of the project team and governance structure
- Provide expert advice on complex project and technical issues. The resolution of these issues may require analysis of differing opinions. Following analysis of these options, the post holder would be expected to make a recommendation for the optimum way to deliver solutions. Examples of this could range from ways to deliver technical architecture across Trust, to appropriate mobile solutions to deliver improved services for patients, donors and staff

Planning and Organisation

- Required to plan and develop long term strategic plans, which will impact across the organisation and the wider collaborative community, that take into account a broad range of issues, inclusive of; aspects of service provision/development for the Directorate
- The Assistant Director of Digital Programmes will play a key role in the annual review and refresh of the Strategic Programme for Digital and in ensuring that the Digital strategic priorities and plans are incorporated into the Trust's IMTP and the wider collaborative plans
- In conjunction with the Digital Leadership team, ensure that digital solutions conform to the required data standards and models
- In conjunction with the Head of Digital Delivery, ensure that digital solutions are aligned to the technical infrastructure strategy
- Manage the transition of projects into service including collaborating on Service Level Agreements with partners and other healthcare organisations

Finance and Resources

- The estimating of project costs and the setting of an agreed budget and the management of actual and forecast costs against budget profiles
- Maximise the use of digital technology to improve operational and office processes

Clinical Skills

- The post holder will not be involved in direct patient care but may have contact with patient and donor representatives to ensure a patient-focused/donor-focused plan

Personal and People Development and People Management

- Accountable and responsible for resources within Digital Programmes including recruitment, appraisal, grievance and disciplinary issues that may require the frequent management of challenging, difficult or emotive situations in some cases
- Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively
- Monitor sickness and absence of Digital direct reports in line with Trust policy
- Manage and develop staff ensuring all staff receive Personal Appraisal Development Reviews (PADRs) in line with Trust policy
- Responsible for setting personal objectives of direct reports in line with Digital Objectives
- Ensure appropriate development and training is made available to Digital staff
- Chair appointment panels where appropriate, ensuring the procedures identified in the Trust's Recruitment policy are adhered to
- Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment as well as those of other staff using Digital equipment within the Trust
- Develop a personal development plan annually as part of the Personal Development Annual Review process
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of project management and Digital
- Use available resources (Intranet, internet, reading materials, conferences) to keep abreast of Digital developments and look for opportunities to use these developments

- Ensure continuation of personal development through appropriate formal training as and when necessary

Keep up to date with legislation in relation to data protection/GDPR, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc and the latest E-policies

Qualifications and Knowledge	Experience
<p>Essential</p> <p>Educated to masters degree level or equivalent experience</p> <p>Specialist programme/project knowledge to post graduate level or equivalent experience (e.g. PRINCE 2 practitioner, AGILE)</p> <p>Formal programme management qualification (e.g. MSP or equivalent)</p> <p>Evidence of further development – educated to masters level or equivalent of working at a senior level in a specialist area</p> <p>Desirable (for use in shortlisting)</p> <p>Industry recognised certification, such as Microsoft or British Computer Society</p> <p>Experience of operating at Executive / national level.</p> <p>Quality improvement and or leadership qualification</p>	<p>Essential</p> <p>Substantial experience at a senior Project/Programme Management level</p> <p>Expert knowledge and experience of managing several projects to support large, complex change programmes</p> <p>Expert knowledge and experience of establishing and delivering digital programmes/projects in complex environments</p> <p>Extensive experience of negotiating with other Health Care providers and commercial suppliers</p> <p>Experience of managing commercial suppliers to pre- approved service level agreements/contracts</p> <p>Specific domain/theoretical/ practical knowledge of organisations, processes, policy knowledge relevant to the programme</p> <p>Knowledge of techniques for planning, monitoring and controlling projects, e.g. PRINCE2, AGILE</p> <p>Experience of managing successful business change from a digital programme/project</p> <p>Thorough understanding of full programme/project lifecycle</p> <p>Knowledge of budgeting and resource allocation procedures</p>

	<p>Demonstrates a proven record of achievement at a senior management level in a project environment, including the ability to provide advice at executive level</p> <p>Desirable (for use in shortlisting)</p> <p>Experience of working in healthcare</p> <p>Knowledge of mobile app development and management</p> <p>Experience of agile product development</p> <p>Experience of building and mentoring Agile teams</p>
<p>Skills and Attributes</p> <p>Essential</p> <p>Demonstrably delivered in a programme/project environment</p> <p>Team management skills</p> <p>Ability to influence at all levels</p> <p>Ability to develop and maintain effective working relationships with Project Boards</p> <p>Track record of problem solving in a programme management environment</p> <p>Competent in the use of desktop applications</p> <p>Able to interpret complex problems into easy to understand issues for a variety of audiences</p> <p>Prepared to take on challenging and innovative projects.</p> <p>Ability to negotiate with senior executives across the public and private sector</p> <p>Confident in the negotiation of complex digital system contracts and services.</p> <p>Creative in the patient, donor and colleague engagement plans, delivering timely and relevant communication touchpoints</p> <p>Desirable (for use in shortlisting)</p> <p>--</p>	<p>Other</p> <p>Essential</p> <p>Will be required to travel within geographical area</p> <p>Demonstrates a track record of delivering to target</p> <p>Demonstrable delivered in a programme environment</p> <p>Effective interpersonal and communication skills when dealing with highly complex and sensitive information to a wide range of stakeholders</p> <p>Self-motivated and enthusiastic professional</p> <p>Empathetic and sensitive to the professional needs of others</p> <p>Leadership skills to support and nurture the digital development of others</p> <p>Desirable (but not essential):</p> <p>Welsh Speaker (Level 1) or willingness to work towards</p>

JOB TITLE Principal Data Analyst

BAND 8a

JOB OVERVIEW

Are you passionate about using your data analytics or data science expertise to make a difference?

The role of Principal Data Analyst will involve:

- Provision of technical excellence and thought leadership to support insight-led decision making and planning
- Managing the timely delivery of analytical tasks and projects across a varied and often, time pressured portfolio
- Developing and maintain collaborative working relationships across the Trust and wider NHS networks

Main Duties of the Job

The provision of high-quality Data and Insight services is central to the purpose and vision for the Trust to improve lives through excellent care, inspirational learning, and healthier people. As part of its ambitious Digital Strategy, the Trust is on a journey to embed data and insight into our current services and to ensure our future planning and transformation is informed by robust analysis and forecasting.

The Principal Data Analyst is central to this change, providing thought leadership and technical excellence to a team of analysts for all aspects of the development of innovative analytical solutions. Operating as part of a digital multi-disciplinary team, the Principal Data Analyst will forge close working relationships across all areas of the Trust to ensure the challenges are understood and to be part of the solution from the outset, helping coproduce robust, user-centred, pragmatic analytical solutions. The development of these solutions will draw on the Principal Data Analyst's expertise and experience across data visualisation, mathematical modelling, forecasting, systems thinking and predictive analysis.

The Principal Data Analyst will provide operational day-to-day management of delivery of the analytical portfolio, and in conjunction with the advanced analysts, ensure tasks are resourced to meet the high standard of quality and timeliness expected. The Principal Data Analyst will seek to provide opportunity for growth and development across the data and insight team and minimise "single points of failure" in knowledge.

The Principal Data Analyst will support the Assistant Director of Data & Insight to continue to shape, establish, and operate the Trust-wide Data & Insight as part of the Digital Services team, working to embed a user-centric, agile ethos into our ways of working. Through the relationships established across the Trust, the Principal Data Analyst will support the improvement of data literacy (skills & comfort) of the wider Trust workforce, through informal skills transition

and small group learning events. The Principal Data Analyst is expected to contribute to our collective continuous professional development through active participation in learning networks across the NHS and wider.

Responsible to

Reporting: Assistant Director of Data & Insight

Accountable: Assistant Director of Data & Insight

Professionally: Assistant Director of Data & Insight

Main Responsibilities

Provision of technical excellence and thought leadership to support insight-led decision making and planning

The postholder will forge close working relationships across all areas of the Trust to ensure the situation is understood. Using problem elicitation and structuring skills, the postholder will interpret the problem, frame the challenge and work with the service area to co-produce the solution.

The post holder will routinely analyse (or support other analysts to analyse) highly complex information and data for patterns and trends, deriving and communicating insight. The post holder will communicate technically complex and possibly, contentious insight with sensitivity and diplomacy.

The post holder will draw on their knowledge and experience of applying a range of specialist analytical techniques to real world situations to design and deliver robust analytical solutions to meet the current needs of the Trust as well as develop technically innovative solutions for which there is no precedent to meet the future needs of the Trust;

Techniques including (but not exhaustively):

- Operational analysis
- Data manipulation / transformation (ideally using MS Excel, SQL, BigQuery, R and Python)
- Data visualisation (ideally using Power BI and LookerStudio)
- Mathematical modelling for systems design (or redesign) (ideally using Simul8, R or Python)
- Forecasting and Predictive analytics
- Data science techniques such as machine learning

The postholder will ensure data management and governance processes are in place and adhered to for the products and services and monitor, investigate and communicate data quality issues, working with the wider data quality group to address issues;

Managing the timely delivery of analytical tasks and projects across a varied and often, time pressured portfolio

The postholder will:

- plan and organise broad range of complex activities in the analytical work portfolio; developing plans and adjusting as plans as priorities change;
- guide and supervise small groups of analysts to deliver unambiguous and robust insight; clearly articulate work requirements and timescales to the team, with guidance and support commensurate with their job role and experience;

- collaborate with peers across the data & insight and wider digital services team, to ensure output makes the most of our collective expertise;
- guide and supervise external agencies where required to deliver to time, cost and quality;
- plan the resourcing of tasks to provide opportunity for growth and development across the team and minimise “single points of failure” in knowledge;
- provide operational day-to-day management of delivery of the analytical project portfolio, ensuring tasks are resourced to meet the high standard of quality and timeliness expected of the Data & Insight team;
- deliver feedback in a constructive manner to support learning and ensure output is of a high quality and technically accurate.
- effectively engage with peers, senior leadership and customers to provide timely progress updates and where necessary, proactively negotiate where there are competing deadlines.

Developing and maintain collaborative working relationships across the Trust and wider NHS networks

The postholder will

- Provide technical support and guidance to the Data & Insight team and wider Digital Services to deliver robust and unambiguous data & insight to meet the current and future needs of the Trust.
- Communicate analytical output to internal and external audiences, explaining analytical concepts clearly and, when appropriate delivering formal, complex analytical presentations to senior stakeholders and decision makers;
- Convey a level of confidence and professionalism when engaging with stakeholders, motivating, influencing and persuading others to make insight-led decisions and courses of action when not in a position of authority;
- Support the long term objective to increase the data skills and comfort of the wider Trust workforce through mentoring and hosting informal learning events for small groups of individuals.
- Actively develop and maintain learning relationships and networks across NHS and wider, contributing to the continuous improvement of the analytical and data science disciplines within the Trust.
- Support the Assistant Director of Data & Insight to continue to shape, establish, and operate the Trust-wide Data & Insight as part of the Digital Services team

Team Leadership and Budgetary responsibility

The postholder will

- Work with, and as part of, the wider digital services team to embed a user-centric agile ethos into our ways of working;
- Be responsible for managing a group of individuals – some of whom may be early career – providing functional line management, supporting their wellbeing and guiding their career development;
- Be responsible for managing the resources required to deliver projects, estimating of project utilisation and costs and then management of actual and forecast costs against budget;
- Support the Assistant Director of Data & Insight to identify where external products and services are needed and support the procurement activity ensuring policy and process is followed;
- Provide oversight and contract management, where appropriate, for analytical products and services procured;
- Act as a role model, inspiring curiosity and creativity in others and actively embrace opportunities to use automation and artificial intelligence technology;

- To deputise for the Assistant Director of Data & Insight as required.

Qualifications and Knowledge	Experience
<p>Essential</p> <ul style="list-style-type: none"> • Educated to Masters Degree level or equivalent experience, specifically in an analytical discipline such as operational research, systems dynamics, data science, mathematics, computer science, social science or similar. • Evidence of continued professional development <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Programme or project management qualification or equivalent experience of complex project delivery • Advanced qualification in quality improvement methodologies e.g. Improvement Advisor, ScIL, Lean, Six-Sigma 	<p>Essential</p> <ul style="list-style-type: none"> • Experience of working closely with customers and stakeholders to coproduce robust solutions • Experience of managing and developing a team of analysts of different skills and experience • Experience of delivering technically excellent solutions in challenging timescales and with competing priorities • Experience of using computer simulation for service / process design or redesign • Experience of managing and resolving conflict <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Experience of service planning and forecasting in the public sector • Experience of mentoring or coaching teams or individuals
Skills and Attributes	Other
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of a range of analytical techniques and their application in tackling real problems. • Use of computer modelling and simulation (e.g. Simul8) for service / process design. • Ability to manage and communicate work requirements and timescales to a diverse team of analysts, involving very different tasks and competing priorities • Able to use experience and expertise to critically assess current ways of working and evaluate relevant and appropriate needs for change. • Highly experienced in influencing and negotiation skills including critical questioning and innovative thinking. • Excellent facilitation skills. • Ability to be an active listener and to tailor communication to the audience. <p>Desirable (for use in shortlisting)</p> <ul style="list-style-type: none"> • Understanding and knowledge of Agile methodology and service design principles. 	<p>Desirable (for use in shortlisting)</p> <p>Welsh Speaker (Level 1) or willingness to work towards</p>

JOB TITLE Assistant Director of Digital Delivery (Band 8C)

JOB OVERVIEW

- Lead the ongoing development of digital and clinical IT systems for the Trust, locally and nationally
- Lead on service management approaches using digital technologies to provide excellent digital services to the Trust
- Manage and lead the Trust's digital architecture in support of the Trust Digital Strategy

Main Duties of the Job

Velindre University NHS Trust consists of one of the leading non-surgical oncology centres in the United Kingdom and the national Welsh Blood Service. The challenge is to go further with these divisions and achieve the quality of services, patient and donor experience, and clinical outcomes that are comparable with the best in Europe and the western world.

The Trust has built a proud history of significant developments in clinical delivery supported Information Management and Technology (IM&T) systems. These developments have been a combination of national programmes, internationally used systems and bespoke local developments, all of which have initiated service transformation for professionals, patients and donors. Velindre must continue to develop its digital services to support the delivery of the Trust strategy: "Destination 2033". This will ensure that the next generation of digital services are used to further enhance service delivery, transformation and patient and donor experience.

Velindre University NHS Trust has produced an ambitious digital programme, underpinned by a new Digital Strategy, which over the next five years will implement a range of digital solutions, while growing our capacity and capability to embrace innovative technologies.

The Assistant Director of Digital Delivery will lead the development and service management of digital and clinical IT systems and applications locally to support the delivery of Trust's digital strategy. Reporting to the Chief Digital Officer, this role will be responsible for all aspects of service management for all Infrastructure and Application Services across the Trust, underpinned through the ITIL framework.

The role is responsible for the attainment of IT operational performance service levels, managing customer expectation and escalation processes, infrastructure monitoring, control, provision and change activities, disaster recovery and business continuity services.

The role is responsible for defining the full architectural strategy and roadmap for the Trust, so that digitally enabled high quality care can be delivered. The post holder is jointly responsible for developing the vision, governance and leading and overseeing adherence to the architecture strategy and framework. As a key member of the Digital Services senior management team they will provide digital direction and leadership to the Trust.

The post holder will have managerial responsibility for the Infrastructure and Application Services teams across the Trust, providing leadership, direction and mentoring and day to day management of the team.

The post holder will be responsible for the evolution of local and national applications managing their interoperability across the Trust's architecture and the national architecture for NHS Wales.

Key elements of the role are:

- Supporting the development of the relationship between Digital Services and the Trust through relationship management with key stakeholders particularly in regard to the smooth operation of all IT and services
- Supporting the management of the outsourced Service Provider(s) to deliver the in-scope IT services in line with Service Performance SLAs covering all elements agreed in the relevant contracts including: Service Desk, Incident, Problem and Event Management etc. This includes those services provided to the Trust by Digital Health & Care Wales (DHCW).
- Support the Chief Digital Officer, in particular providing senior cover while they are absent and provide input and assistance for meetings and similar settings.
Assisting with benchmarking 3rd party services where required

- Assist in managing cost of Service Management versus both contract and budget, driving down the cost of IT operation and ensuring that commercial agreements are aligned to this
- Implement appropriate techniques and best practices for resolving incidents and problems
- Provide support to help ensure all relevant risks, especially with regard information security, stability of the production environment and disaster recovery, are documented on the IT Risk register and managed as per the agreed mitigation plan
- Ensure that projects coming out of digital transformation are successfully transitioned into IT operations and 'Business as Usual' and dovetail with the existing service provisions already in place with no gaps and no overlaps
- Be a role model for Service Management by setting an example to others, providing leadership and guidance to 'customers' and third party staff and working collaboratively at all times and especially with other areas of IT
- Support procurements and re-procurements where required, delivering improving service and driving down IT service costs
- Support the continual improvement of service by monitoring scope, specifications and SLA achievement and recommending changes based on ITIL to Service Strategy, Service Design, Service Transition and Service Operation and supporting a cycle and culture of Continual Service Improvement to transform IT Service Management over time so as to optimise value, performance and deliver cost savings / cost avoidance

Act as the IT lead and communication coordinator for the Trust during all Major Incidents and Priority 1 issues including national incidents.

This is a strategic leadership role and the postholder will be required to represent the Chief Digital Officer at both internal and external forums.

The post holder is required to act independently interpreting local and national guidelines on behalf of the Trust to ensure the delivery of organisational objectives.

Responsible to

Reporting: Chief Digital Officer

Accountable: Chief Digital Officer

Professionally: Chief Digital Officer

Main Responsibilities

The duties and responsibilities will cover:

Delivery Leadership and Management

- Provide leadership to and be responsible for creation, management and execution of Trust digital architecture
- To manage and develop Informatics digital / clinical systems, development and infrastructure, demonstrating clear leadership and providing efficient and effective digital solutions for the Trust
- Responsible for technical leadership, design and delivery of Trust wide applications, capturing business requirements and translating these into implementation plans, overseeing services in the Production, Disaster Recovery and Development environments.
- Define the technology environment roadmaps, including the digital / clinical system architecture roadmaps (development tools, integration etc.) to ensure capacity and scalability, as demand and usage evolve within the Trust. This will be obtained through having visibility and understanding of the entire technology landscape locally and nationally.
- Ensure roadmap is developed to fit with planned infrastructure roadmaps and management of legacy / end of life (EOL) services and infrastructure – e.g. Windows OS, the Trust server estate and SQL
- Work with the technology partners to ensure the implementation of the roadmaps and standards
- Identify, assess and communicate risks related to the roadmap and develop mitigation plans
- Provide advice on complex technical issues and assist users, departments and departmental system managers.
- Be responsible for different aspects of software and system development, management and provision of Information Technology systems
- Take a lead in own portfolio areas on Service Management governance and implementation including ITIL standards. Ensuring transition to service from the projects environment is successful. Ensure ongoing service management throughout the lifecycle of systems
- Describe and model major interface requirements and service definitions across the architecture mapping dependencies and risks
- Oversee the creation and governance of the artefact content of the Enterprise Architecture deliverables, e.g. principles, capability map, transversal process, integration catalogue, information model, application map, reference architectures etc.
- Participate in relevant internal and external working groups/projects, services and initiatives to provide technical information and analytical advice and expertise.
- Support alignment of all ICT programmes, services and standards with national technical and security requirements
- Have regular contact with internal and external stakeholders and will often need to engage with them over sensitive, complex, contentious and confidential issues
- Manage the harmonisation and integration of digital / clinical IT systems and the development of a patient-centric electronic clinical record in line with the development of all-Wales clinical services and national IM&T initiatives

- Responsible for ensuring robust technical development, testing, implementation and ongoing support mechanisms are in place for all systems, in line with best industry standards
- Actively promote the effective use of information and technology at all levels within the Trust to support the service improvement and modernisation agenda
- Lead on the technical digital / clinical applications strategic direction of the digital strategy communicating highly complex technologies, promoting new ways of working to clinical staff, divisional Senior Leadership Teams, Board Directors and all levels of staff throughout the organisation
- Support the development and lead the implementation of the Trust's Digital Strategy
- Work collaboratively with clinicians and managers (including the divisional Senior Leadership Teams) throughout the organisation to ensure appropriate investment for Informatics and to maximise benefits to clinicians, patients and donors
- Work closely with Digital Health & Care Wales (DHCW) and be the main point of contact for the management and negotiation of the DHCW SLA arrangements.
- Deputise for Chief Digital Officer as required
- As part of the Digital Services Senior Management Team, contribute to the development, management and success of the Directorate

Management of services, resources and policy

- Lead the establishment and ongoing delivery of Product Teams for the delivery of services within the Digital Delivery portfolio, underpinning the ongoing enhancement to Trust digital systems and services using the Agile methodology.
- Responsible for developing and implementing a range of policies and procedures to support the effective running of digital services and applications across the Trust. Ensure effective IT working policies and procedures are developed, maintained and monitored in line with best practice
- Contribute to the development of digital policies, procedures and practices for national infrastructure and systems
- Responsible for the development, deployment and operation of IT applications and infrastructure resources/systems across the Trust as a major job responsibility which will require frequent periods of prolonged concentration
- Ensure all Trust IT systems are run efficiently and effectively and that appropriate disaster recovery plans and business continuity plans are in place
- Ensure appropriate maintenance contracts are in place for key IT digital / clinical systems
- Responsible for the management, development and performance monitoring of the IT development and clinical systems departments and their associated services
- Manage the annual Digital Services discretionary capital programme across the Trust and prioritise spend in line with the Digital Strategy.
- Responsible for managing the revenue budget for the Digital Delivery function

- Collate and produce status reports for submission to Project Boards, Operational Boards and Trust on capital and revenue spend and other digital issues.
- Define IT technical standards for the digital systems in the Trust, ensuring existing and new computer systems comply with such standards. Ensure such IT standards comply with relevant IT standards and best practice
- Contribute to the specification and delivery of IT projects for local and national IT initiatives
- Consult with Directorates and health partners in order to inform the development of implementation plans
- Provide expert technical advice and guidance on IT systems and integrations projects as required
- Lead the development and improvement of the existing in house applications
- Ensure that scheduled work has correctly allocated resources, is completed on time and complies with the agreed quality standards
- Ensure post project quality assurance checks are performed and feedback provided to appropriate Directorate staff

Financial and Physical Resources Management

- Manage aspects of spend and budget relating to maintaining the system development, clinical system, integration and technical architecture including forecasting and planning future spend
- Preparation of business cases and budget request for developing and expanding all aspects of the technical digital / clinical systems architecture
- Produce business cases and bids for capital & revenue funding for digital projects
- Adopt standards and best practise in acquisition and procurement for digital related services

Planning

- Required to plan and develop long term strategic plans, which will impact across the organisation, that take into account a broad range of issues
- Ensure systems and solutions are aligned with the Enterprise Architecture. Assess new development and project proposals against agreed Enterprise Architecture and make recommendations for alignment, quality and efficiency
- Manage, maintain and review Service Level Agreements with Health Boards and other healthcare organisations in relation to the provision of digital systems as appropriate
- Ensure in house IT applications are managed in accordance with SOPs in line with best practice and that appropriate disaster recovery procedures are in place for those systems

- Ensure disaster recovery / business continuity testing is performed in line with the schedule set out in the SOPs for all systems in the portfolio
- Specify the requirements for new digital systems applications and the enhancement of existing systems providing technical advice and guidance ensuring such systems comply with relevant technical and contractual standards

Research & Development / Service & Quality Improvements

- Regularly required to undertake research as necessary to support projects and service development
- Coordinate application design ensuring input from appropriate stakeholders.
- Keep up to date of architecture and technology innovation best practices and trends. Promote a culture of innovation. Continuously seek opportunities for improvement within role, processes, team and the IT organisation as a whole
- Research the IT and Telecommunications market, IT suppliers and advances in technical developments to utilise such technology to benefit the Trust and ultimately clinical and patient services
- Ensure appropriate procedures are in place for testing new digital / clinical systems and applications and ensure these comply with relevant NHS IT standards

Responsibility for Human Resources

- Responsibility for several services across a number of expert domains using matrix management, including IT development, Product Specialists, System and integration staff. This will include recruitment, appraisal, grievance and disciplinary issues that may require the frequent management of challenging, difficult or emotive situations in some cases
- Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively
- Motivate and delegate to staff to strive to constantly improve the service and delivery of Informatics across the Trust
- Monitor sickness and absence of direct reports in line with Trust policy.
- Ensure Performance Appraisal and Development Reviews (PADRs) are undertaken in line with Health Board timescales, identifying training needs and agreed objectives for the team
- Ensure appropriate development and training is made available to staff
- Ensure staff undertake mandatory training in line with Trust timescales.

- Chair appointment panels where appropriate, ensuring the procedures identified in the Recruitment policy
- Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment as well as those of other staff using IT equipment

Risk Management & Health & Safety

- Be responsible for the health and safety of staff and identify and report on hazards /incidents within the workplace

Communication

- Provide expert IT development and architectural advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Work closely with clinical staff, developing good relationships with the Chief Clinical Information Officer to deliver digital initiatives to support the clinical strategy in the Trust.
- Communicates ideas and highly complex concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes.
- Represent the Directorate by actively participating in Trust-wide Committees and Groups and establish/chair new forums/groups where necessary to promote development strategy issues.
- Work closely with the VCC and WBS divisional Senior Leadership Teams, to ensure alignment of the digital work plan with the clinical and operational priorities of the Service.
- Represent the Trust on All-Wales forums and projects and provide feedback to the senior team on issues and outcomes discussed
- Ensure effective communication is maintained within the Departmental Teams, across the Informatics Directorate and within Project Teams
- Contribute to and participate in Directorate forums in order to update Directorate staff on any Development strategy issues
- Ensure Directorate administrative processes are adhered to
- Identify and report potential risks for inclusion onto the Directorate's Risk register and to review the Risk Register in conjunction with the Directorate's Senior Team

Continuing Professional Development

- Promote a culture of innovation. Continuously seek opportunities for improvement within role, processes, team and the organisation as a whole
- Develop a personal development plan annually as part of the Personal Development Review process
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of project management, informatics and IT applications
- Use available resources (intranet, internet, reading materials, conferences) to keep abreast of digital developments and look for opportunities to use these developments
- Ensure continuation of personal development through appropriate formal training as and when necessary
- Keep up to date with legislation in relation to data protection, Caldicott principles, and confidentiality, Human Rights Act, Freedom of Information Act etc.

Qualifications and Knowledge	Experience
<p>Essential</p> <p>Educated to masters degree level or equivalent experience</p> <p>Specialist project knowledge to post graduate level or equivalent experience (eg PRINCE 2 practitioner)</p> <p>Formal programme management qualification (eg MSP or equivalent)</p> <p>Service Management qualification (ITIL) or equivalent experience</p> <p>Evidence of further development – educated to masters level or equivalent of working at a senior level in a specialist area.</p> <p>Desirable</p> <p>Industry recognised certification, such as Microsoft or British Computer Society</p> <p>Experience of operating at Executive / national level.</p> <p>Quality improvement and or leadership qualification</p>	<p>Essential</p> <p>Substantial experience at a senior IT / Digital Delivery level</p> <p>Expert knowledge and experience of managing several IT teams to support large, complex change programmes</p> <p>Expert knowledge and experience of delivering digital services in complex environments</p> <p>Extensive experience of negotiating with other Health Care providers and commercial suppliers</p> <p>Experience of managing commercial suppliers to pre- approved service level agreements/contracts</p> <p>Specific domain/theoretical/ practical knowledge of organisations, processes, policy knowledge relevant to the programme</p> <p>Knowledge of techniques for planning, monitoring and controlling projects, e.g. PRINCE2</p> <p>Experience of applying MSP methodology</p> <p>Thorough understanding of full project lifecycle</p> <p>Knowledge of budgeting and resource allocation procedures</p>

	<p>Demonstrates a proven record of achievement at a senior management level in a project environment, including the ability to provide advice at executive level</p> <p>Desirable</p> <p>Experience of working in healthcare</p> <p>Knowledge of development and management</p> <p>Experience of agile product development</p> <p>Experience of building and mentoring Agile teams</p>
<p>Skills and Attributes</p>	<p>Other</p>
<p>Essential</p> <p>Demonstrably delivered in a project environment</p> <p>Team management skills</p> <p>Ability to influence at all levels</p> <p>Ability to develop and maintain effective working relationships with Project Boards</p> <p>Track record of problem solving in a programme management environment</p> <p>Competent in the use of desktop applications</p> <p>Able to interpret complex problems into easy to understand issues for a variety of audiences</p> <p>Prepared to take on challenging and innovative projects.</p> <p>Ability to negotiate with senior executives across the public and private sector</p> <p>Desirable (for use in shortlisting)</p> <p>--</p>	<p>Essential</p> <p>Will be required to travel within geographical area</p> <p>Demonstrates a track record of delivering to target</p> <p>Demonstrable delivered in a service delivery environment</p> <p>Effective interpersonal and communication skills when dealing with highly complex and sensitive information to a wide range of stakeholders</p> <p>Self-motivated and enthusiastic professional</p> <p>Empathetic and sensitive to the professional needs of others</p> <p>Leadership skills to support and nurture the digital development of others</p> <p>Desirable (but not essential):</p> <p>Welsh Speaker (Level 1) or willingness to work towards</p>



CAJE REF:RCV/2019/0024
Ref/wales/2022/0010

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Business Change Manager
Pay Band	7
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Corporate
Department	Digital
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head of Digital Programmes
Reports to: Name Line Manager	Digital Programme Manager
Professionally Responsible to:	Head of Digital Programmes

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

Job Summary/Job Purpose:

The role of the Business Change Manager (BCM) is to manage the change introduced by the implementation of major clinical and information systems (such as O365) within Velindre University NHS Trust, and the effect that this has on working practices, effectively managing the transition between the old system and associated ways of working, through the go-live period including training etc., to supporting the users post implementation into the service management of the business as usual environment.

Systems may be complex and consist of a number of component system elements and as such will require a comprehensive and structured approach. The BCM will play a pivotal role in ensuring the successful take-up of new (including the DHCW national) applications in the Trust. Key to the success of the position is the ability to engage with all stakeholders, effective communication of the issues and perceived benefits, through to realisation of those benefits.

In particular the BCM will become the business specialist for any new DHCW National projects such as the O365, leading on the introducing of new modules as they become available.

1. The BCM is required to plan and deliver the business change required for the successful implementation of local and national projects within the Trust. This includes liaising locally with clinical champions, organisational leads, Implementation Staff, Project Managers and local Training Resources as well as working collaboratively with the NWIS programme teams.
2. The BCM is responsible for the management and control of business change required for digital based projects.

DUTIES/RESPONSIBILITIES:**Key Tasks and Responsibilities of the Post**

The key tasks and responsibilities of the Business Change Manager will be:

Planning

- Work with the senior teams to study and assess overall business change in order to develop solutions to improve healthcare processes and provide clinical and operational benefit.
- Work within agreed project management methodology e.g., PRINCE2/Agile
- Ensure that scheduled work has correctly allocated resources, is completed on time and complies with agreed quality standards.
- Establish appropriate project structures in liaison with key stakeholders (including internal and external partners and suppliers) where appropriate.
- Lead on benefits identification sessions and benefits realisation workshops
- Lead on planning sessions to develop detail on business change facilitation
- Identify and monitor project costs, progress, resources, risks, issues, actions and lessons learned.

- Produce Gantt charts for business change activities using project planning software, maintaining these where appropriate.
- Escalate major deviations from the plan or any project issues, in order to highlight problems and suggest resolutions at the earliest opportunity
- Assess and prioritise own workload within given timeframe, to meet teams' deadlines.
- The postholder will work across a wide range of complex projects. Given the complexity of the portfolio, tasks, activities, strategies and plans may need to be rescheduled or reprioritised as processes are decomposed in partnership with service leads, clinicians and other health professionals/administration staff.

Service Management

- Planning and organising of broad range of complex plans which involve uncertainty that have an impact requiring constant adjustment and realignment with local and national policies.
- Develop and manage a complex business change plan taking into account local dependencies and numerous system releases.
- Work with Trust staff to assess and document suitability of deployment sites including any issues which need to be addressed prior to roll-out.
- Contribute to Digital Services Digital Programme plans ensuring all plans including national product plans are aligned with local plans.

Service Improvement

- Be the reference point as a business change specialist in appropriate areas of work that are being changed through introduction of new systems and modules of local and national products.
- Assess current processes and revised process following the introduction of new systems.
- Manage the internal digital handover from project activity to service management in the business as usual environment.
- Working with clinical representatives and Trust representatives, and any other relevant stakeholders on a local, regional and national basis to assist in the analysis and interpretation of local activities, in conjunction with others, make judgements to determine the steps required for organisational change to implement the new system.
- Manage the full lifecycle of business change for any delegated projects at the Trust by liaison with and by closely working with the project manager and relevant stakeholders on a local, regional and national basis.
- Work with partner agencies, contractors and 3rd party suppliers addressing complex information on information systems to ensure that tasks are identified and included in the overall implementation plan.
- In conjunction with the project manager determine any additional local requirements and execute them appropriately and effectively.
- Work with the Trust's digital representatives to determine Service Management setup activities for each release.

Management

- Work as part of the Digital senior management team, contributing to the development, management and success of the Digital Transformation Programmes Digital and the wider Digital agenda.

- Play a key role in the development and production of the 'project management approach' for the Digital Programmes.
- Regularly review project management processes, templates, documents, training materials, presentations and the project support intranet site.
- Manage the production and review project management information on the Intranet site ensuring the content is up to date and relevant.
- Manage adherence to project electronic filing structures and contribute to the establishment and review of standards for the use of electronic filing across Digital.

Transformation Digital

- Produce project update reports when required, often at short notice. This may involve the requirement to analyse complex data and there will be a need to concentrate for extended periods of time to ensure accuracy of information.
- Report on programme and project progress to relevant meetings highlighting issues for further discussion and resolution.

Professional

Continuing Professional Development

- Keep required skills up to date and relevant in order to carry out appropriate tasks in the areas of service improvement, project management, digital and desktop applications.
- Use available resources to keep abreast of Digital topics (Intranet, internet, reading materials, conferences)
- Develop a personal development plan annually as part of the Individual Performance Review process.
- Capture evidence of personal development via reflective journals, evaluation forms etc. and store in accordance with Trust guidance for CPD portfolios.
- Keep up to date with health and safety legislation and identify and report on hazards /incidents within the workplace.
- Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc. and the latest e-policies.

Conduct

- As a senior member of Digital Services, contribute to a seamless response to the needs of the Trust and its Directors, maintaining a professional approach and leading by example at all times.
- Promote the department and the Directorate at all times.
- Participate in Digital Services forums and Digital Transformation Digital team meetings.

Service Delivery

Business Change Management

- **The postholder will have autonomy for service development and business change redesign by:**

- Focusing on the business and people side of change, including changing business processes, systems and technology, and providing appropriate advice on job roles and organisational structures.
- Advise on the creation and implementation of business change management strategies and plans that maximise organisational-wide adoption and usage, tackling resistance to change appropriately and professionally.
- Working to drive faster adoption, higher ultimate utilisation of and proficiency with the changes that impact employees where required.
- Working with teams and Finance colleagues to identify benefits that are financially and non-financially quantifiable against each of the options with value creation, ROI and the achievement of results and outcomes delivered as part of benefits realisation plans.
- Working in conjunction with working groups and clinical leads to propose changes to modernise services and improve departmental performance in line with service policy and delivery targets.
- Keeping abreast of local and national projects, ensuring that strong links are made where there are related initiatives.
- Providing direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions.
- Advise project teams on the integration of business change management activities into project plans.

Leadership

- The postholder will be the lead specialist on business change for defined projects, as identified by the Digital Senior Management Team.
- Responsible for leadership by influencing and negotiating change. Management and supervision of any staff assigned to the role, including temporary and contract staff.

Communication

- Manage and communicate with a significant number of stakeholders and NHS employees and organisations requiring developed communication skills.
- Provide and receive highly complex, sensitive and contentious information and use persuasive and motivational skill to overcome any of these communication difficulties across multiple teams.
- The post holder will be required to communicate and negotiate local issues that may be used to influence regional and national policy and working practices across NHS Wales and other organisations including Local Authorities where appropriate.
- To devise and implement communication plans in order to engage with all Stakeholders.
- Deliver complex presentations to various sized groups and professions including knowledge in relation to other operational/strategic initiatives at a local and national level.
- To engage stakeholders in the development of business change standard operating procedures where required and stakeholder working sessions and workshops.
- Locally manage and facilitate the business change forum and user groups, working with Trust leads on key issues to inform an agreed way forward for local, regional and national focus.
- The post-holder will be required to present and receive complex, sensitive and contentious information to a high standard to a number of internal and external staff groups.

- Build strong relationships and trust with service users to enable a smooth transition into new ways of working.

Education and Training/Staff Management

- Allocate work appropriately to project team members.
- Contribute to the management of Project Teams in the delivery of timely, high-quality work.
- Motivate and develop staff.
- Provide guidance and monitor the performance of staff against agreed objectives in their PADRs.
- Be an advocate for health and safety by identifying and reporting hazards /incidents within the workplace.
- Motivate and lead project teams and task teams.
- Responsible the provision for training to staff on new business change/ways of working.

Information Resources

- The postholder will be required to use project management software on a day-to-day basis, providing training to colleagues to maximise the usage and benefits of the software.
- Manage the production and review project management information and Intranet site ensuring the content is up to date and relevant.
- Identify errors or problems, take responsibility for action as necessary to resolve, within agreed exception reporting parameters.
- Monitor progress of defined aspects of specific projects and business processes, identifying problems or opportunities, taking action where necessary Support effective project management by ensuring that project documentation templates are current and appropriate.
- The postholder will use a keyboard and VDU for the majority of the working day and will be responsible for the safe use of items provided to the postholder including a laptop computer.

Finance

- Work closely with project and finance colleagues to accurately identify project costs/benefits savings/project expenditure where required and provide input into project finance reporting as required.

Research and Development

- Continually seek innovative ways to fully exploit technology to support business change working practices and the streamlining of new processes across the Trust and across the region.
- Undertake complex surveys in relation to business processes to accurately document and measure changes required to ensure project success.
- Facilitate complex face-to-face/telephone/questionnaire/workshops/front-line patient flow process discussions to accurately document and measure business change required for project success.
- Undertake any other research and development required by the Digital Senior Management Team.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> • Educated to master's degree level or equivalent level of work experience and knowledge • Additional specialist knowledge of business change / service redesign and/or improvement • Evidence of Continual Professional Development • Up-to-date knowledge of Health Digital and its application in a healthcare environment • Up-to-date knowledge of relevant local and national strategies and tactics. • Knowledge of clinical, management and information processes including complex patient pathways • Knowledge of procurement law relating to health and digital systems • Excellent understanding of translating business change requirements into specialist functional specifications for digital systems • Competent in the use of MS Office 	<ul style="list-style-type: none"> • PRINCE2 Practitioner / • MSP Practitioner / • A detailed understanding of the clinical environment and the associated constraints and opportunities • Technical Languages i.e. HL7 to support system interfaces • Awareness of ICD10, OPCS4 and SNOMED CT 	Application form and pre employment checks

Experience	<ul style="list-style-type: none"> • Proven track record of successfully introducing business change in a complex environment. • Significant experience of working with healthcare staff, their representatives and trades unions/professional organisations. • Demonstrable success in building, leading and motivating, managing and developing teams. • Participation in process re-engineering. • Proven ability to influence at all levels of the organisation. • Experience of financial and budget management. • Operational and Strategic management • Problem identification and solving • Working in partnership • Stakeholder management 	<ul style="list-style-type: none"> • Experience of providing training to individuals and groups of users • Experience of taking a lead role in projects involving system redesign 	Application form and interview
Aptitude and Abilities	<ul style="list-style-type: none"> • Able to work as a member of a team • Able to work effectively on own • Enthusiastic, committed, proactive and innovative • Politically astute and high level of intuition • Appetite for hard work and challenges • Show resilience, stamina and reliability under sustained pressure, never losing sight of objectives • High level of personal integrity • Ability to travel between sites, often at short notice 	Ability to speak Welsh <i>Recruiting managers should refer to the Trust's Welsh Language Advice for Managers and the Manager's Guide to Assessing the Welsh Language Skills for Job Descriptions and Person Specifications (available on the Intranet site) to help them assess whether and 'E' or 'D' criteria.</i>	Interview

	<ul style="list-style-type: none"> • Flexible in approach to try new procedures and practices • Capable of understanding the wider objectives of the Programme • Broad knowledge of the history and structure of the NHS • Knowledge of project approval processes • Select, develop and lead a complex and multi-functional team • Make significant contributions to the work of peers and board members • Understand the NHS in terms of clinical processes, data flows, relationships and current challenges • Forge strong teams and relationships • Support and Influence Senior managers within the NHS who are not under the direct control of the Programme. • Demonstrate a track record of delivering on target • Ability to demonstrate a career based on success 		
<p>Values</p>	<ul style="list-style-type: none"> • Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect. • Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough. 		<p>Application Form Interview References</p>

	<ul style="list-style-type: none"> • Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values. • Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues). • Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation. • Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement. 		
Other	<ul style="list-style-type: none"> • Innovator • Lateral Thinker • Ability to communicate verbally with all levels of the organisation and able and willing to share information. • Ability to develop staff • Flexible and adaptable to meet all aspects of the work • Leadership qualities and able to motivate others • Excellent time management • Completer Finisher 		Application form, Interview and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is

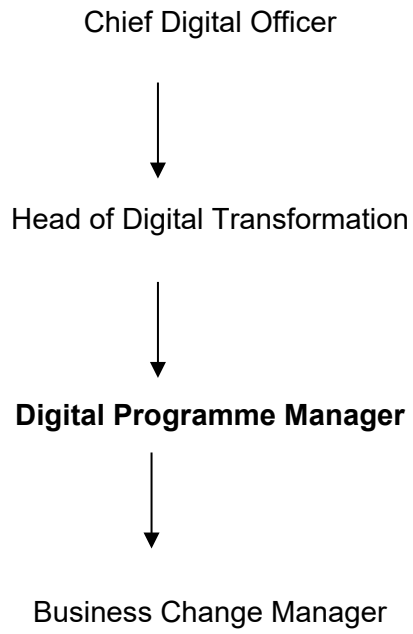
liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All-Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Trust/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Business Change Manager

APPENDIX 1

Organisational Chart



Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments



CAJE REF: RQF/2016/0034

VELINDRE JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Principal Data Engineer (VBHC)
Pay Band	Band 7
Hours of Work and Nature of Contract	37.5
Division/Directorate	Velindre NHS Trust
Department	Business Intelligence
Base	TBC

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Product Specialist
Reports to: Name Line Manager	Senior Product Specialist
Professionally Responsible to:	Senior Product Specialist

Accountable	<ul style="list-style-type: none"> • Do what you say you are going to do • Be personally and professionally responsible • Fulfil your role and deliver high quality outcomes • Feel empowered to take action and challenge inappropriate behaviour
Bold	<ul style="list-style-type: none"> • Be ambitious, innovative & able to take decisive action • Choose to do the right thing & not the easy thing • Have a 'Can Do' and proactive approach
Caring	<ul style="list-style-type: none"> • Be kind, respectful & make people feel their views have been taken seriously • Be inclusive and equitable, valuing all contributions • Demonstrate excellence in clinical interventions
Dynamic	<ul style="list-style-type: none"> • Be agile & flexible, responsive and adaptable to change • Be innovative & creative, always look for opportunities to improve • Positively engage with change, collaborative & willing • Be resilient & ready to adapt

This role combines the need for a very high level of technical expertise together with suitable skills to manage a team of data engineers and a backlog of technical developments. The post holder is expected to have the skill to analyse and solve highly complex technical problems without the need to call upon others for advice, whilst also leading a team of data engineers, planning their activities and overseeing the development of new functionality for the Trust.

The post holder must ensure the national and local developments integrate and perform to the requirements and satisfaction of senior staff, users and clinical and technical design standards. This role includes undertaking and leading the whole data migration cycle from data extract development, data transformation, testing and implementation.

The post holder shall also plan and coordinate with other team leaders the availability of staff to support and release activities.

DUTIES/RESPONSIBILITIES:

COMMUNICATION AND RELATIONSHIP SKILLS

The post holder must be able to:

- Work closely with colleagues, customers and senior staff daily and primarily through face-to-face communication to complete tasks.
- Manage or chair regular meetings with the development team (such as backlog refinement meetings, daily SCRUMS, reviews and retrospectives) to manage effectively data engineering projects.
- Discuss ideas with colleagues and review tasks and priorities in collaboration with other team members and senior staff.
- Contribute ideas on how to become more effective during regular team meetings such as Sprint retrospectives.
- Mentor junior colleagues, analysing their strengths and weaknesses and providing advice and guidance to develop their skills and abilities (particularly their technical expertise).
- Actively listen to the advice and guidance of colleagues and tune behaviour accordingly – for example listen to suggestions from colleagues during reviews and retrospectives.
- Speak confidently to groups of users or peers; Demonstrating ideas, concepts and software and answering questions.
- Discuss ideas with their line manager on ways to improve performance and advance personal development during personal development reviews.

KNOWLEDGE, TRAINING AND EXPERIENCE

The post holder should hold a Bachelor's Honours degree in a Science, Technology or a Maths subject OR should be able to demonstrate skills and proven experience commensurate with holding such a qualification.

The post holder must be able to demonstrate:

- A thorough understanding of relational databases, database design and the Structured Query Language.
- Proven experience using an Integrated Development Environment (IDE) to write API / software code and produce elegant, robust and maintainable APIs / software applications.
- Practical experience using a popular API / software development framework (such as .NET, HL7, FHIR or Java) or database technology stack.
- A thorough understanding of an object-oriented programming, procedural, declarative or structured querying programming language.
- A good understanding of the principles of API / software craftsmanship and good API / software design.
- A good command of the principles of good API / software design using, for example, the principles of SOLID and object-oriented programming or the principles of normalisation in SQL programming.

- A thorough understanding of how to manage development projects using a suitable development methodology (for example Agile).
- Practical experience of writing manual or automated unit and integration tests.
- Practical experience, leading, motivating and supervising other data engineers or development staff.
- An excellent command of English grammar and good writing skills.
- Practical experience using source control systems.
- Familiar with Windows PC and server operating systems.

ANALYTICAL AND JUDGEMENTAL SKILLS

The post holder must be able to:

- Guide users and other stakeholders in the most effective way to solve business problems when developing bespoke technical requirements.
- Analyse and address the weaknesses of the team by providing good leadership, effective mentoring and timely decision-making.
- Analyse the performance of individuals and by closely following policies, manage each individual's capability, sickness and other performance issues.
- Analyse requirement's specifications (that maybe provided in a variety of formats) and assess their suitability before proceeding to the build stage (such as a 'Sprint').
- Asses the progress of each development stream against anticipated delivery milestones and manage as appropriate (for example by cancelling the 'Sprint' if appropriate).
- Solve complex technical and business logic problems, providing for the most part, elegant solutions.
- Distinguish when it is appropriate to tackle problems using one's own initiative and when to ask for support from colleagues or more senior members of staff.
- Balance the need for adequate testing and elegant design with the need to fulfil the delivery schedule set out by senior staff, customers and stakeholders.
- Assess and decide on the suitability of candidates for data engineer / developer roles within the organisation.
- Contribute to Personal Development Reviews by reflecting on his or her own performance and suggesting personal objectives to develop skills and improve.

PLANNING AND ORGANISATIONAL SKILLS

The post holder must be able to:

- Regularly plan and refine the team's work activities prior to inclusion in each time-boxed development activity (such as a Sprint).
- Oversee and ensure the team provides estimates regular updates for the delivery of technical activities against estimated milestones.
- Manage effectively the activities of the development team (using daily SCRUMS, reviews and retrospectives for example).
- Record required and completed effort against assigned tasks in a timely manner using a suitable Application Lifecycle Development Tool (such as Team Foundation Server).
- Record working time in a timely manner using the organisation's Timesheet software.
- Review, close, and finalise timesheets in a timely manner.
- Plan the team's daily work effectively and resolve impediments at team meetings (such as Daily SCRUMS).
- Collaborate with other team members to complete work items identified during a development phase (such as a Sprint).
- Develop suitable test plans and supporting test data to prove the correct operation of code during unit testing.

- Assist with the maintenance of existing systems when required.
- Keep business and technical skills up to date by attending training courses and seminars.
- Resolve problems/faults to the satisfaction of the immediate manager.
- Prepare well written technical documentation to ensure data engineering solutions are well understood and maintainable.

PHYSICAL SKILLS

The post holder must be able to demonstrate standard keyboard skills, mouse or other skills to enable them to develop solutions using an integrated development environment.

RESPONSIBILITY FOR POLICY/ SERVICE DEVELOPMENT IMPLEMENTATION

The post holder shall be expected to:

- Assist the Programme Lead, Lead Architects and Senior Product Specialists with the introduction of continual improvements and refinements to the practices used to develop data engineering solutions within the organisation.
- Follow good development practice by adhering to the organisation's conventions for checking code into source control systems and recording estimates and effort daily.
- Contribute to the production of suitable quality control records (such as problem or change records) for technical / system changes.
- Assist team members in ensuring that data engineering solutions have full patch and version control in place and that the organisation has a comprehensive record of all these amendments.

RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

The post holder shall be responsible for any software licences and IT equipment allocated to him (or her) as part of their work.

HUMAN RESOURCES

- The post holder shall conduct interview assessments and be responsible for recommending the recruitment of suitable candidates.
- The post holder shall be responsible for the formal line management of the senior BI and DW developer.

INFORMATION RESOURCES

- The Post Holder shall be expected to record all code, together with associated comments in a suitable source control system (such as Microsoft's Team Foundation Server).
- The Post Holder may be required to assist with the operation and maintenance of source control software, performing daily checks and installing software patches where necessary.

RESEARCH AND DEVELOPMENT

The post holder shall be expected to:

- Research relevant new technology as it is released, assessing its potential for enhancement of existing services.
- Advance the process of continual improvement within the team by introducing the use of technologies.
- Implement complex third-party solutions and where appropriate integrate them with existing systems to add value to the services the organisation provides.

FREEDOM TO ACT

- The post holder shall be afforded the responsibility to manage technical projects and development teams as they see fit and based on good practice.
- The post holder shall be expected to address and manage employee capability, sickness and other performance issues as guided by organisational policies.
- The post holder shall be expected to guide users and other stakeholders on the best use of solving business problems using technical solutions.
- The post holder shall also be guided by standards, local policies, procedures and protocols.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager / supervisor.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT

As an employee of Velindre NHS Trust, you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work”.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY

All employees of the Trust are required to maintain the confidentiality of members of the public (patients, well women and service users etc.) and members of staff in accordance with Trust policies.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

	Essential	Desirable	Method of Assessment
Qualifications	<p>Bachelor's degree in in a Science, Technology or a Maths subject or equivalent qualifications, knowledge or experience.</p> <p>Foundation qualification in an agile development methodology (for example the BCS Foundation Agile) or equivalent knowledge or experience.</p>	<p>Registered with a relevant informatics professional body</p> <p>Advanced qualification in an agile development methodology (for example the Professional Scrum master qualification).</p> <p>Qualification in team leadership (such as the Institute of Leadership and Management's Level 2 Diploma in Team Leadership).</p>	<p>Application form and pre employment checks</p>
Knowledge	<p>Experience of SQL server technologies including TSQL, SSRS and SSIS.</p> <p>Knowledge of information systems which includes the ability to operate and manipulate data from a database.</p> <p>Thorough knowledge and understanding of relational databases and information reporting.</p> <p>Knowledge of national and local health data sets.</p>	<p>Up to date knowledge and understanding of current legislation, policies, procedures, codes of practice and guidelines in relation to systems, data and information governance.</p> <p>Understanding / prior use of big data technology such as Spark and Hadoop</p> <p>Understanding / prior experience of data science</p>	<p>Application Form, Interview & Reference</p>
Experience	<p>Proven experience in a data engineering or similar role in a formal development environment.</p> <p>Evidence of experience with Windows PC and server operating systems</p> <p>Good working knowledge of relational database systems and associated database administration activities.</p>	<p>Experience of working within the health service in informatics/data or similar role</p> <p>Experience developing APIs / software for Clinical Information or Healthcare systems</p> <p>Experience of working in an Agile Development environment (e.g. Scrum).</p> <p>Experience leading a small development team.</p>	<p>Application Form, Interview & Reference</p>

<p>Skills</p>	<p>Highly skilled in database, application or web development using a suitable IDE and programming language.</p> <p>Ability and confidence to speak publicly to groups of people, demonstrating ideas, concepts and data engineering solutions and answer related questions.</p> <p>Ability and confidence to lead and motivate a team, chairing team meetings (such as Daily SCRUMS and Sprint retrospectives).</p> <p>Excellent planning skills</p> <p>Able to work individually, or as part of a team.</p> <p>Able to establish good working relationships with people at all levels.</p> <p>Be methodical and disciplined in work with meticulous attention to detail.</p> <p>Able to work under own initiative.</p> <p>Able to communicate with staff on complex business or clinical processes</p> <p>Display high quality written and verbal communication skills</p> <p>Able to learn new technologies and IT systems quickly through both self-study and professional courses. Determined, patient and self-motivated Highly professional and flexible attitude to work..</p>	<p>Ability to speak Welsh</p>	<p>Interview</p>
<p>Personal Attributes</p>	<p>Highly organised, proactive, logical problem solver. Flexible attitude. Team player. Integrity. Self-motivated.</p> <p>A high level of interpersonal skills Ability to maintain confidentiality and trust. Professional calm and efficient manner. Commitment to continuing professional development. Ability to travel between sites across the Velindre NHS Trust when occasionally required.</p>		<p>Application Form, Interview & Reference</p>

Job Title:Principal Data Engineer

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.

Job Title: Principal Data Engineer

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job. Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, for example, 'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
The role will involve a frequent requirement to sit at a desk and work with display screen equipment for a large part of the working day.	Daily	Up to 8 hours	N/A
Required to play an active role in workshops undertaking process mapping exercises and stand for periods of time when undertaking process observation exercises.	Monthly	Varies	N/A
The post holder will be required to exercise advanced keyboard skills to ensure data accuracy and speed when manipulating data.	Daily	Up to 8 hours	N/A
The role will involve attending meetings throughout the working week which may also include a requirement to attend other divisions of the Velindre University NHS Trust	Weekly	Up to 8 hours	N/A
The role involves only incidental contact with patient/donors and occasional manual handling.	Monthly	Varies	N/A

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines. Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day. For example. 'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There will be a daily requirement to analyse, investigate and resolves complex queries and issues ensuring sound adherence to good statistical practices. This may include advising on complex information problems where there is no precedent or where opinions are likely to differ.	Daily	Up to 8 hours	N/A
The ability to deal with occasional interruptions and respond to ad hoc requests to achieve organisational objectives will be required in this role.	Daily	Varies	
There is frequent requirement for prolonged concentrate – when checking and reviewing reports, documents, guidance, analysing and manipulating complex data	Daily	Up to 8 hours	N/A
The role will require the extraction and collation of data from multiple sources (both electronic, manual and paper based), including when necessary the ability to interpret and manage information obtained from unfamiliar and complex datasets collated from external data sources. As such, there will be a daily requirement for periods of prolonged intense concentration	Daily	Up to 8 hours	N/A

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding. Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with. For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to distressing or emotional circumstances – stakeholders	Monthly	Situation Dependent	N/A
There will be a regular requirement to manage competing requests for information and analysis. The Post holder will be required to exercise tact and diplomacy when presenting contentious and sensitive information about performance e.g. where performance targets are not met, service delivery and alternative ways of working	Monthly	Varies	N/A

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers. Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month. Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU for most of the day	Weekly	Up to 8 hours	N/A
Able to travel to other sites when required	Monthly	Varies	N/A