JOB DESCRIPTION

JOB DETAILS:

Job Title	ICT Delivery and Development Manager [Local System Support and Project Delivery]
Pay Band	7
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Informatics | ICT
Department	Informatics | ICT
Base	Pan BCU Role

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	ICT Support, Development & Project Delivery Manager
Reports to: Name Line Manager	ICT Support, Development & Project Delivery Manager
Professionally Responsible to:	ICT Support, Development & Project Delivery Manager

Add organisational statement on values and behaviours
To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

Job Summary/Job Purpose:

Working as part of the Informatics ICT System Support and Project Delivery team, the post holder will provide overall management for highly complex, highly sensitive system

developments, projects and implementations undertaken by ICT Service and the Informatics Division across BCU.

The post holder will be required to plan, support, facilitate and monitor the progress of change implementations, system developments and projects which make up the agreed programme and to provide management support, testing, training and expert guidance to all ICT staff.

The ICT Delivery and Development Manager will also be responsible for ensuring that policies for implementing projects across BCU are developed and adhered to and ICT service methodologies are applied to progress and successfully deliver and develop solutions.

Responsible for:
ICT Delivery and Development Leads
Senior ICT Delivery and Development Officers
ICT Support Delivery and Development Officers
Junior ICT Delivery and Development Officers

DUTIES/RESPONSIBILITIES:

Strategic - To understand and promote the strategic direction for Informatics within the Health Board, this will include:
- Keeping up to date with national guidance e.g. the programme for Digital Health Care Wales (DHCW) and interpret its impact on local solutions/projects that they manage.
- Identifying opportunities for the introduction of new technology to transform working practices, using knowledge to inform the scope and direction of solutions that they manage and the programme that they contribute to.
- Assist with translating the National and Local Informatics strategy into a programme.
- Ensuring that relevant solutions are established to deliver strategic objectives. This will involve planning a broad range of complex activities which involve uncertainty.

Change/Project Management – To be responsible for all aspects of change/project management within the post-holder's portfolio e.g. to:-
- Manager and lead on multiple complex developments/change/projects, taking appropriate action to ensure solutions are delivered to schedule.
- Contribute to issues, risks and deviations to plan to ensure that solutions are delivered to schedule
- Plan, monitor and control projects, work streams and/ or work packages throughout the implementation of a solution to deliver benefits using PRINCE 2 and Change Management methodologies.
- Take decisions on a range of complex/highly complex project issues where there may be more than one course of action.
- Ensure project solutions delivery by providing management, direction and support to System Support Manager and ICT support staff, who are engaged in the planning and delivery of projects which make up the locality.
- Work closely with Senior Informatics Management staff to ensure the delivery of all solutions within the ICT portfolio.

- Co-ordinate local support teams and ensure that all personnel involved with project activities understand their roles and carry them out effectively, taking corrective action where appropriate.
- To complete or ensure that the ICT support team(s) accurately completes and maintains all ICT Service delivery processes/tools including specifications, tendering bids, project plans, test plans, training plans, work packages, benefits analysis and service management arrangements.
- Oversee testing of product solutions within the post-holder's portfolio.
- The production of a variety of high quality reports required within the post holders portfolio e.g. Standard Operating Procedures (SOP's) Highlight and Exception Reports
- To ensure that all areas of work are carried out in an economic and efficient way thereby contributing to the control of limited resources
- Lead on a range of system solutions across sites, imparting sometimes unwelcome news to stakeholders e.g. changes to timescales or additional work required to tight deadlines.
- Manage the requests for change process required within the post-holder's portfolio.
- To manage allocated budget(s), ensuring that they are accurately costed, monitored and spent, advising the ICT Senior Management Team of current status and any issues. Statistical reports would be required to highlight deviations, showing current and projected over/under spends.
- Analyse the business requests for work to identify the requirements for a solution within the LHB.
- Advise stakeholders in the specification of system requirements appropriate for procurement or development; and ensure that the support and project team(s) undertake comprehensive mapping of services is undertaken to understand business needs 'as is ' and any 'evolutionary requirements'.

Communication
- Provide specialist and clinical solution development advice, 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.
- Provide and receive highly complex, sensitive and contentious information e.g. introduce projects that involve new clinical systems to modernise the health service, these may be met with opposition and are likely to have a negative impact on service delivery during implementation
- Use interpersonal skills to advise Senior Managers and other staff of the importance of individual implementations, using persuasive and motivational skills to overcome any barriers to change or issues.
- Deliver complex presentations to large and small groups on projects, including knowledge in relation to other operational/strategic initiatives.
- Participate in informatics forums in order to ensure priorities are fully understood and to update staff on any issues. E.g Junior Doctors Forum.
- Ensure that effective communications for the implementation are maintained within the department, CPG's and informatics.
- Support the ICT Management team in delivering high quality reports and communication material.
- Communication with External bodies being aware of sensitivities and political considerations.
- Represent Informatics by actively participating in LHB/National Committees, Boards, Teams and Groups.

- Challenge staff (at all levels) to deliver their committed actions, undertaking negotiations where required.

Service Improvement/Change Management
- Keep abreast of organisational projects, ensuring that strong links are made to related initiatives.
- Manage/undertake diagnostic work as required e.g. specify system requirements involving key users or investigate and analyse service areas for improvement.
- Manage and deploy suitable techniques to bring about and support service/organisational change, ensuring that the case for change is robust and the suggested way forward is owned.
- Research 'new' models of care and 'Best Practice' sites, promoting and supporting clinical teams and support services around whole system thinking and service improvement change.
- Support Health Boards Senior managers in Working with Clinical Directorates to deliver their service improvement plans.
- Developing and implementing a range of policies and procedures to support the effective running of Clinical Informatics solutions and applications across the organisation.
- Manage and deploy suitable systems to support the service/organisational change, ensuring that the case for change is robust and the suggested way forward is owned.

Planning
- Assist with creation planning, development and implementation of strategic plans, which will impact across the whole organisation, that take into account a broad range of issues, inclusive of, aspects of service provision and support and interruptions when responding to emergency calls such as systems failures.
- Responsible for the creation and management of the support team work-plan, setting priorities for team members and reporting regularly on this
- Responsible for the maintenance and review of relevant Service Level Agreements and Operational Level Agreements.
- Ensure legacy in house applications are managed in accordance with SOPs in line with best practice and that appropriate disaster recovery procedures are in place for those systems.
- Assist, from a support perspective, the requirements for new IT solutions and the enhancement of existing systems providing support advice and guidance as appropriate.
- Ensure essential maintenance is organised to minimise impact on users.

Research & Development / Service & Quality Improvements
- Responsible for the undertaking of research in the area of solution support and development.
- Research suppliers and advances in technical developments.
- Adhere to appropriate procedures for testing new solutions & applications.

Local Programme Support
- Provide management and support of Informatics Mandates received to review the potential use of local systems within the ICT portfolio.
- Responsible for the development, use and training for local systems within the ICT portfolio.
- Provide expert advice to services users and team regarding local systems
- Manage developments and upgrades of the local systems.

- Responsible for the improvement of ways of working and incorporating lessons learnt within Local System implementations.

Human Resources
- To line manage staff within area of responsibility, providing line management for staff within the locality, this will include appraisals, sickness management, authorising travel expenses and annual leave, recruitment and selection and disciplinary and grievance etc
- Responsible for the allocation and coordination of work within the solution support team and integration team in order to achieve planned service deliverables.
- Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively.
- Ensure that the staff, who will be expected to undertake significant travel across the Health Board, are supported and encouraged to use other technologies which may reduce the necessity for this approach.
- Monitor sickness and absence of solution support team in line with Health Board policy.
- Develop a personal development plan as part of the Individual Performance Review process.
- Responsible for setting personal objectives of solution support team in line with the informatics operational plan.
- 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 informatics equipment within the Health Board.

Continuing Professional Development
- Develop a personal development plan as part of the Individual Performance Review process.
- Keep skills up to date and relevant in order to carry out duties.
- Use available resources to keep abreast of Health Informatics & Technology topics (Intranet, internet, reading materials, conferences etc.)
- 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 policies.
- Maintain registration of professional organisation.

GENERAL REQUIREMENTS

Include those relevant to the post requirements

➢ **Values:** All employees of the Health Board 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 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 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 Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.

If 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/Trust Infection Prevention & Control Policies and Procedures.

➢ **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/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.

PERSON SPECIFICATION

Job Title: ICT Delivery and Development Manager

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
QUALIFICATION	• Educated to Post Graduate diploma level / equivalent level of work experience and knowledge • PRINCE2 Foundation, similar qualification or equivalent level of work experience and knowledge • ILM Management level 4, or equivalent qualification/ level of work experience and knowledge. Willingness to complete within 2 years if not held. • Change Management Certification • Foundation Certificate in IT service management	• Professional Registration • MSP Practitioner	Certificates Application Form Interview
EXPERIENCE	• Significant experience of working in a large complex organisation • Experience of managing successful change across professional boundaries • Participation in significant change management projects and process re-engineering • Experience of budget control, contract negotiation, procurement and financial procedures • Demonstrable success in building, leading, motivating, managing and developing teams. • Proven ability to influence at all levels of the organisation. • Problem identification and solving	• Proven ability to successfully manage complex / significant projects • Experience of working within a project structure, and managing complex change within. • Experience of Systems Thinking methodologies	Application Form Interview References

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
SKILLS *including those physical skills necessary for the post*	• Ability to work on own initiative and organise / prioritise own workload and that of the team to operate effectively • Proven ability to communicate verbally and in writing in a manner which is clear, fluent and persuasive • Able to interpret national policies and guidance as appropriate to their system solutions. • Proven ability to analyse and appropriately present complex information so that it is easy to understand • Proven ability to influence, persuade and negotiate with staff at all levels • Ability to empower, coach and support staff. • Conflict resolution skills • Sound judgment, planning, decision making, and organisational skills • A broad range of ICT skills	• Leadership/ motivational skills	Application Form Interview References
KNOWLEDGE	• Current knowledge of Health Informatics and its application • Current knowledge of relevant local and national strategies. • Knowledge of Clinical, Management and Information processes • Knowledge of procurement law relating to health and IT systems • Knowledge of the NHS	• Training methodologies	Application Form Interview References

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
PERSONAL ATTRIBUTES	• 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 • Time Management skills. • Completer Finisher and Chair		Application Form Interview References
OTHER	• 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 • Flexible in approach to try new procedures and practices • Select, develop and lead complex and multi-functional project teams. • Ability to travel between sites in a timely manner.		Application Form Interview Document Check

ORGANISATIONAL CHART

ICT System Support, Development & Project Delivery Manager

ICT Delivery & Development Manager Local Systems and Innovations **THIS POST**

ICT Delivery & Development Manager Office 365 & SharePoint

ICT Delivery & Development Manager National Systems and Innovations

ICT Delivery & Development Manager Mobile Device Management

ICT Delivery & Development Lead

ICT Portal Developer

ICT Delivery & Development Lead

ICT Delivery & Development Lead

ICT Delivery & Development Lead

Senior ICT Delivery & Development Officers

Senior ICT Delivery & Development Officers

Senior ICT Delivery & Development Officers

Senior ICT Delivery & Development Officers

ICT Delivery & Development Officers

ICT Delivery & Development Officers

ICT Delivery & Development Officers

Junior ICT Delivery & Development Officer

Junior ICT Delivery & Development Officer