

North East Ambulance Service NHS Trust

Role Description

Job Title	Developer
A4C Band	Band 5
Accountability	Development Manager
Directorate	IM&T
Date	07/12/2016

Job Summary

This is a post within the Informatics Department that requires an enthusiastic, experienced and highly motivated individual who responds positively to new challenges.

You will be responsible for the development, delivery and maintenance of software to specification for both internal and external clients. In particular you will work on our Power Platform program, allowing development of various flows and applications, such as PowerApps and PowerAutomate to improve various service areas. This software will be developed to consume a range of management data for the provision of statistical reporting on potential changes on a scenario by scenario basis. You will specialise in Power Platform areas, therefore Power Platform experience is a must, other web development skills will be beneficial, such as HTML, CSS, JavaScript and node.js. You will also be expected to develop end-to-end on other projects.

Working as a Developer you will be responsible for the collection of requirements for new projects and the development and delivery of said software. This includes design, data extraction, development, testing, roll out and documentation of the product. You will also be expected to alter existing software and systems to spec by taking tasks from our Service Desk software. You will elicit the requirements of each development request and provide software to fulfil a business need. You will also provide specialist advice regarding software development techniques, languages and frameworks.

The post holder will be required to work autonomously in the delivery of new software as well as the maintenance and alteration of existing systems. You will work in a team of software developers.

You will need excellent development skills including a range of client and server side languages, particularly JavaScript with experience using node.js, JQuery or Prototype, C#, MVC, SQL Server and MongoDB. You will also have a

demonstrable history of producing software to specification, as well as an information systems related degree.

1. Key result areas

1. To assist in developing and implementing of all Trust software both web enabled and fat client for both internal and external users.
2. To assist in developing and implementing Trust wide service simulation software, allowing ad-hoc and standard reporting of the results of theoretical models.
3. To assist in the design and development of software, underlying data structures and data extraction and the subsequent delivery of bespoke systems.
4. Provide advice on the most suitable software tools and technologies for designing, developing and testing systems, taking account of functional and non-functional requirements.
5. To assist in the development of new systems, ensuring that the user requirements are fully understood, and the resulting systems meet their requirements outlined with specifications.
6. To document all work in relation to the development of new systems or data requirements in terms of specifications, the maintenance and support of existing systems. This must including all coding principles within agreed design guidelines in the various languages.
7. To train and subsequently support key staff in developed systems.
8. To fully document all aspects of the system development.
9. To stay abreast of developments in the technology field.
10. To document all work in relation to system support duties, documenting procedures noted to be best practise
11. To ensure that the Trust's statutory obligations are met with regards to the Data protection Act, Computer Misuse Act, Caldicot Guardian and system security.
12. To assist in the development and maintenance of disaster recovery regimes for all information and communication systems in use with the organisation.

13. To contribute to the development and implementation of IM&T policies and procedure as required by the Informatics Manager.
14. To assist in the change management process of introducing an information culture into the organisation one which is support by user friendly information systems.
15. To develop and produce system specifications for internal requirements and of the procurement of external systems.
16. To assist project managers with data extraction, software and web projects.
17. Contribute to the development, implementation and revision of the Trusts Information Management Strategy to complement National Strategies.

2. Key Working Relationships

- Communicate complex and often sensitive information to a wide range of audiences both internal and external. Particularly regarding simulation, development and the application of practical “real world” rulesets in a software development sphere.
- Develop working relationships with colleagues within the Trust and other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation.
- To ensure that planned changes are communicated positively to your team and other Trust staff likely to be affected.
- To consult and listen to comments from key stakeholders (managers, staff etc.) in order to develop ways that systems and service could be improved.
- Key relationships include:

IM&T Staff
Business Planning and Performance Management Staff
Service lines and support functions managers
Head of Commissioning
External suppliers

3. Functional Responsibilities

3.1 Administrative responsibility

- To support the Informatics Manager in their overall responsibility to progress delivery of the Trust's Information Management Strategy as an enabler to its overall business strategy.
- Contribute to the development of policies, procedures and working guidelines.
- Contribute to the delivery of the Finance and Resources directorate objectives and the Trust's strategy.

3.2 Information management and security

- Development of all information system requirements to ensure robust information is available in support of overall business needs.
- Contribute to the development of a strategy to address the long term data storage requirements of the Trust.
- Application of all Information Governance guidelines.

4. Operational Responsibilities

4.1 Information System / Data extraction Development

- To assist in the development of software to specification on a project by project basis and the delivery, maintenance and administration of a trust simulation solution.
- Work with the Information Analysts, Service Line Leads and other Senior Managers to identify key information requirements.
- To develop software to specification for departments involved in redesign initiatives arising from service development / new business opportunities / strategy.
- To identify opportunities to improve all aspects of software development.
- Assist in risk identification in regards to business and performance to be identified in the corporate risk register.

4.2 Project Management

- To develop and manage own projects in respect of system developments
- To participate in wider information system projects

4.3 Partnerships, Relationship Management and Communications

- Work with internal colleagues to understand local, regional and national policy around all aspects of information management

4.4 Information Management System

- Contribute to the development and Implementation of a Trust scenario simulation solution

- Evaluation, implementation and development of system(s) and/or tools capable of managing the production of software for internal and external users.
- Develop visual presentation methods for data to assist with interpretation, creating a corporate style for internal / external information.
- Assist and advise on audits of information system implementations and utilisation.

4.5 Planning and organisation

- Development of software to specification, audit and reporting both for activity and outcomes in support of business planning, performance management and tendering opportunities.
- Develop project plans, manage own time, schedules and targets to maximise efficiency and ensure business continuity.

4.6 Policy and Service Development

- Assist with the development of policy around information system developments.
- Assist with tendering and procurement processes in line with Trust Standing Financial Instructions SFIs

5 Accountability

Directly accountable to the Development Manager.

6. Other Duties

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

7. Confidentiality

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

8. Infection Control

The post holder will be expected at all times to practice in accordance with the infection control standards specified in the Community Infection Control Policy and in accordance with the Health Act (2006) *Code of practice for the Prevention and Control of Health Care Associated Infections*.

9. Data Protection

The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

10. Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

11. Equal Opportunities

The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

12. Health and Safety

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

13. Flexibility

The Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

14. Risk Management

Support the implementation of the Trust's Risk Management Strategy

Help the Trust meets its risk management obligations by being aware of hazards and risks within their work environment and working with the Risk Officers for the reduction and removal of unacceptable risks.

PERSON SPECIFICATION

E – Essential D - Desirable

POST: Developer

Attribute	Description	Essential/ Desirable
Knowledge Training and Experience	<p>Evidence of continued professional development</p> <p>Qualified to Degree level in Computer Science or related subject or extensive experience in the field</p> <p>Highly numerate, computer literate and practiced in statistical analysis. Being able to interpret information, analyse and present information according to need; and use for comparison, planning, monitoring and improvement.</p> <p>Extensive knowledge of software development and experience of system development using node.js and C#MVC</p> <p>Relevant experience in a health or social care setting with an information system development focus.</p> <p>Knowledge and experience of test driven development.</p> <p>Experience of GIS software</p> <p>Development experience in google maps API or similar</p>	<p>(E)</p> <p>(E)</p> <p>(E)</p> <p>(E)</p> <p>(D)</p> <p>(D)</p> <p>(D)</p> <p>(D)</p>
Communication Skills	<p>Extensive communication skills to establish maintain and gain the co-operation of work colleagues.</p> <p>Excellent interpersonal skills</p> <p>Ability to gain respect and credibility with senior managers and end users.</p> <p>Excellent oral, written and presentation skills</p>	<p>(E)</p> <p>(E)</p> <p>(E)</p> <p>(E)</p>
Business Analytical Skills	<p>High level of competency in the application of understanding and interpretation of information, (often complex information), establishing patterns and change, support diagnosis of problems, including the aptitude to spot problems early.</p> <p>Has good levels of critical thinking skills, problem solving ability and can think creatively to stimulate action</p> <p>Experience in the theoretical and formal use of tools and techniques in data collection, manipulation and analysis, including planning, forecasting and modelling and database knowledge to support business planning, service redesign, lever change and improve performance.</p> <p>Experience with information systems, processes and uses of information with the NHS/DH.</p>	<p>(E)</p> <p>(E)</p> <p>(E)</p> <p>(D)</p>
Planning Skills	<p>Excellent project management skills</p> <p>Ability to prioritise own time, and effective at workload management</p> <p>Experience of information system (re)design and development</p>	<p>(E)</p> <p>(E)</p> <p>(D)</p>
Management Skills	<p>Proven ability to Liaise with information analysts to gain extensive insight into information requirements</p> <p>Highly motivated with the ability to motivate others</p> <p>Team players</p>	<p>(E)</p> <p>(E)</p> <p>(E)</p>
Physical Skills	<p>High level of system development capability including C#MVC, Node.JS, JQuery/Prototype, HTML, CSS/SASS, SQL, MongoDB, Windows & Linux server administration</p> <p>Robust emotional attitude to competing work demands, change management requirements and tight time schedules</p>	<p>(E)</p> <p>(E)</p>
Autonomy	<p>Ability to work and prioritise within set trajectories</p> <p>Strong drive for results</p> <p>Flexible</p>	<p>(E)</p> <p>(E)</p> <p>(E)</p>
Equality and diversity	Commitment to Equality and Human Rights	(E)

