



Moorfields  
Eye Hospital  
NHS Foundation Trust



# Job description and person specification

Analyst – Application Operations



## Job description

<b>Job title:</b>	Analyst – Application Operations
<b>Department:</b>	IT Operations
<b>Grade:</b>	Band 5
<b>Responsible to:</b>	Lead Analyst
<b>Accountable to:</b>	IT Service Manager
<b>Location:</b>	All sites
<b>Hours:</b>	37.5 hours per week, with on-call rota

### MY JOB MAKES LIVES BETTER BY...

Ensuring that our applications portfolio is running smoothly, making sure our applications continue to meet the needs of our users. I also keep at the forefront of digital technology initiatives, ensuring that our digital solutions put people at the heart of all that we do.

### THE POST

We are at a pivotal stage of our digital journey and have an ambitious portfolio of digital technology initiatives ahead of us, all grounded around – empowering patients and service users; improving the experience navigating the healthcare system and joining up systems and data across to better meet the needs of citizens.

This role is part of the Application Operations team (an integral part of IT Operations), who are responsible for:

- Maintaining our applications, keeping the lights on and ensuring they remain supported, fit-for-purpose and meeting the needs of our end users
- As application subject matter experts, contributing to the design and development of new products and services
- Improving user experience in our systems and processes



- Proactively maintaining our application portfolio and reducing technical debt

There are a number of different teams within Application Operations, aligned to specific user needs / functions.

As an analyst, you will be responsible for:

- Performing user and security administration for a portfolio of applications – covering Joiners, Leavers, Movers (JLM), role-based access control (RBAC) based on least privilege, and other build / configuration activities
- Identify, troubleshoot and resolve incidents and problems affecting our applications and end users
- Contributing to, and supporting the delivery of continuous improvement initiatives

An example of some of the applications you will support (but not limited to, as business requirements evolve / change):

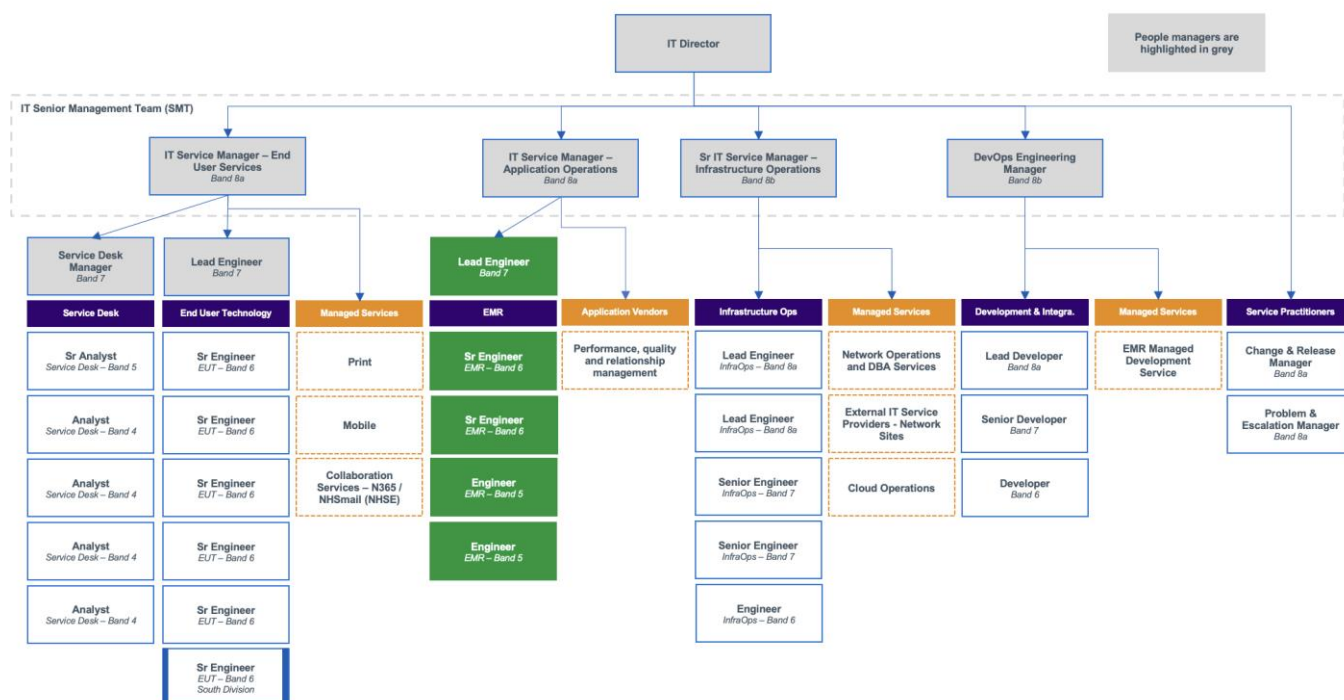
- Electronic Medical Record (EMR) platform
- Patient Administration System (PAS)
- Voice Recognition and Digital Dictation
- Clinical Documentation and Workflow systems
- Theatres Scheduling and Workflow
- Regional and National Integrated Systems

You will put people at the heart of everything you do – with a relentless focus on user experience and ensuring all our user needs are met across sites at Moorfields Eye Hospital NHS Foundation Trust.

With the ever-increasing need and interest in the use of digital technology in healthcare, you will be part of a team of Digital, Data and Technology experts that delivers service improvements and keeps at the forefront of new technology.

## ORGANISATIONAL CONTEXT

This role is part of the Application Operations team, highlighted below:



## KEY WORKING RELATIONSHIPS

- All staff
- Patients and service users
- Digital, Data and Technology teams
- External suppliers

## KEY ACCOUNTABILITIES FOR THIS ROLE

### Skills needed for this role

- **Incident management.** You can identify and register incidents, gathering the required information and allocating it to the appropriate channel.
- **Problem management.** You can investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical, operational). You can contribute to the implementation of remedies and preventative measures.



- **Change management.** You can implement simple changes based on requests for change. You know how to apply change control procedures.
- **Asset and configuration management.** You can maintain secure configuration and accurate information, controlling IT assets in one or more significant areas, and verifying location and state of assets.
- **Availability and capacity management.** You know how to manage service components to ensure they meet business needs and performance targets.
- **Continual service improvement.** You can implement policies and propose process efficiency and common ways in which processes are optimised. You can support specific activities to improve processes. You can spot or identify obvious deficiencies.
- **Financial Management** – personal duty of care in relation to IT equipment, resources and authoriser for small payments.
- **Ownership and initiative.** You can own an issue until a new owner has been found or the problem has been mitigated or resolved.
- **Service focus.** You can take inputs and establish coherent frameworks that work.
- **Technical specialism.** You can assist in technical support activities and carry out agreed / routine maintenance and administration tasks.
- **Technical understanding.** You know about the subject matter and have an understanding of what it involves. You will have an understanding of Application Lifecycle Management (ALM) and experience in supporting one, or more applications.
- **Testing.** You can execute test scripts under supervision. You understand the role of testing and how it works.
- **Service Reporting.** You ensure the service management platform is up-to-date at all times with Customer Service activities. You can collect data from repositories and provide basic reporting.
- **User focus.** You can identify needs and engage with users or stakeholders to collate user needs evidence. You understand and can define research that fits user needs. You can use quantitative and qualitative data about users to turn user focus into outcomes.

**Other Duties:**

- Participate in the on-call service
- Occasional work may be required outside of core business hours to support major projects / programmes
- All other reasonable requests



## GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.



9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.



## Person Specification

Requirements	Essential / Desirable	How Tested
<b>Education / Qualifications</b>		
Degree, or equivalent level of experience	E	AF, I
Relevant application qualification or equivalent experience	E	AF, I
Service management qualification or equivalent experience (example: ITIL)	E	AF, I
Management / leadership qualification or equivalent experience	D	AF, I
Delivery management qualification or equivalent experience (Agile, PRINCE2, etc)	D	AF, I
<b>Experience</b>		
Experience of being part of user/customer-centric teams and delivering on continuous service improvement initiatives	E	AF, I
Experience of working within a Service Management Framework (ITIL, etc) and expert working knowledge of key practices (incident, problem, change, service request, etc)	E	AF, I
Experience of managing IT systems / applications, and Application Lifecycle Management (ALM)	E	AF, I
Experience of solving complex problems for users through the use of technology	E	AF, I
Experience of supporting the transition of products from Delivery into Live Service	D	AF, I
Demonstrates own activities to new, or less experienced employees, day-to-day supervision, coaching and mentoring of other team members	D	AF, I
Understanding of managing financial budgets for your team (pay, on-call, consumables)	D	AF, I
Experience of management products / services in healthcare (NHS)	D	AF, I
<b>Skills and knowledge</b>		
Be part of the day-to-day service provision – covering Service Management practices (incident, problem, change, service request, etc)	E	AF, I
Contribute and support the delivery of service improvement and re-design initiatives	E	AF, I
Contribute to the training needs analysis and professional development of the team	E	AF, I
Implement policies and propose changes to practices for your own area	E	AF, I





Requirements	Essential / Desirable	How Tested
<b>Skills and knowledge (continued)</b>		
Able to prioritise work	E	AF, I
Meet set targets or metrics	E	AF, I
Autonomous working and can delegate appropriately	E	AF, I
Good communication skills – tailoring your message for your audience, able to communicate complex technical information in a simple way to stakeholders	E	AF, I
Good technical knowledge	E	AF, I
Use Service Management, Quality Assurance Testing, and Delivery Management tooling	E	AF, I
Systematic and methodical approach to problem solving	E	AF, I
<b>Personal qualities</b>		
Relentless focus on user needs and experience	E	AF, I
Problem-solving mindset – focusing on improving outcomes	E	AF, I
Seeing the bigger picture - understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders	E	AF, I
Able to work well within a busy environment	E	AF, I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

