



Job Description

Job Details	
Job Title:	Technical Projects Support Lead
Business Unit:	Corporate Services - Finance
Department/Ward:	NEP
Location:	Stokesley, North Yorkshire
Pay Band:	Band 5
CAJE No:	ADM7374
Main Purpose of the Job	
<p>The Technical Projects Support Lead is to assist the Technical, Projects and Development teams, to effectively deliver all aspects of the NEP technical development and support and to maintain and develop the technology-related infrastructure and operations within NEP.</p> <p>The post holder is expected to work closely with the NEP Programme Managers and Process Development Team on process and system developments, system patching and upgrades as well as supporting NEP Clients with issue resolution. The post holder will be the first point of contact for the resolution of system and technology-related Service Desk calls, working with the relevant service providers to ensure the effective and timely resolution of all technical and system-related issues.</p> <p>It is also expected that the post holder will work closely with Northumbria IT Department to maintain the NEP IT network infrastructure and resolve issues as and when required.</p> <p>To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries.</p>	
Dimensions	
<p>NEP is a not-for-profit NHS consortium providing a centrally serviced, shared Finance and Procurement system that supports the NHS "Shared Service" National Agenda. We are a strong, well established non-commercial organisation, run by people who really understand and care about the NHS. Our solutions and services have been designed specifically for the NHS.</p> <p>It is essential that the Technical Projects Support Lead has a solid technical understanding of a variety of business software and hardware, and can demonstrate excellent verbal and written communications skills including the ability to clearly convey complex technical information in a way that non-technical colleagues can fully comprehend.</p> <p>The Technical Projects Support Lead must be able to demonstrate the ability to make balanced and sound decisions by understanding issues, problems and opportunities; comparing data from different sources to draw conclusions; evaluating the probable consequences of alternative solutions and then recommending the most promising alternative to ensure service provision meets the expectations set out in the NEP Consortium Agreements.</p>	

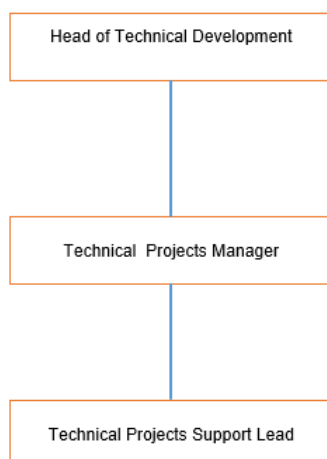


The post holder would be expected to have a good customer service ethos, excellent communication and organisational skills and have a proven ability to work well individually and alongside NEP colleagues.

Organisational Chart

The Technical Projects Support Lead will directly report to the Technical Assurance & Projects Lead and subsequently the Specialist Technical Manager; however, the post holder will also be led by the NEP Programme Manager for specific Projects and Programme of Work tasks and the Technical Development Manager for specific tasks.

The Technical Projects Support Lead will be responsible for providing day to day technical support and guidance to the wider NEP team and as such should develop and maintain strong working relationships with all NEP colleagues.



1. Communications and Relationships

The Technical Projects Support Lead must have a flexible approach and be able to communicate efficiently, effectively and to an extremely high standard with NEP Colleagues, NEP Consortium Organisation members, NEP Partners and 3rd Party Suppliers.

The post holder must also be able to provide and receive complex and / or sensitive information, providing advice and training when required to overcome technical issues both locally within the NEP team and across the wider NEP Consortium. They must also effectively overcome barriers to understanding and conflicting priorities to ensure the timely resolution of technical issues and the effective management of technical issues, barriers to understanding could include:

- Establishing and verifying system specifications and requirements.
- Communication of complicated and difficult to explain Technical issues that may affect or be raised by Financial Management, Financial Services and Procurement staff.
- Liaising between technical and non-technical key stakeholders to ensure full and equal understanding.
- Disputed information that needs to be rationally discussed between internal and external key stakeholders and judgments robustly defended.

The post holder must have strong and developed Customer Relationship Management skills and the ability to appreciate the scope of the relationship between NEP and the wider NEP Consortium, understanding their needs, wants and motives, and to properly manage all interactions with NEP



Consortium Organisations and their personnel.
<p>2. Knowledge, Skills, Training and Experience</p> <p>The Technical Projects Support Lead must possess a professional qualification in IT Systems Management to degree or equivalent level or relevant experience.</p> <p>The post holder must have a broad range of operational experience and be appropriately trained in a range of technology platforms, covering a number of the following: MS Windows, Oracle Developer, PL/SQL, MySQL, SQL Server, BI Publisher, Unix, Unix Shell Scripting, Oracle Database, PHP, javascript, OTBI, .Net, MS Office templates and visual basic macros, SQL Loader and XML together with skills in the use of database tables.</p> <p>The Technical Projects Support Lead must also have;</p> <ul style="list-style-type: none"> • A detailed understanding of the technical functionality of web-based technologies and applications, including the design, set up and maintenance of websites. • Experience and a detailed understanding of project management or system / business development. A qualification in the use of project management methodologies is desirable. • A detailed understanding and working knowledge of ERP systems, including Applications system tools, Custom Library and Report Writing <p>Practical experience of working within an NHS IM&T Department and / or a detailed understanding of NHS business processes would be highly beneficial.</p> <ul style="list-style-type: none"> • To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development • To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients • To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients <p>You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role</p>
<p>3. Analytical Skills</p> <p>The Technical Projects Support Lead must be able to analyse and evaluate a range of technical and IT-related business processes, including the investigation and resolution of user and system errors.</p> <p>The post holder will be responsible for the second line technical support to the NEP Consortium which includes the investigation and resolution of Service Desk calls related to system or operational issues, analysing and resolving problems, and providing advice to system users on the resolution of issues.</p>



4. Planning & Organisational Skills

The Technical Projects Support Lead is required to proactively work with system providers to analyse and resolve connectivity, system and database problems, ensuring the integrity and availability of the system infrastructure.

The Technical Projects Support Lead is responsible for the creation of complex reports, using multiple system reporting tools, covering transactional and statistical activity and data within each system utilised by NEP, including the monitoring and reporting of system usage at peak times

The post holder is also responsible for creating and providing statistical reports related to the activities of the Customer Service Support Team, including Organisation-related data within the Oracle ERP Cloud and the Service Desk

5. Physical Skills

The Technical Projects Support Lead must have appropriate technical knowledge and skills, gained through practical experience and training, in the use of tools and equipment to carry out the installation and maintenance of IT servers, PCs and other technical, computer and electrical equipment in use at NEP, including the maintenance of wireless networking equipment and other technical infrastructure.

The Technical Projects Assistant must also have excellent keyboard skills, working knowledge of Microsoft Office tools, including Project, Word, Excel and PowerPoint, working knowledge of project management methodologies, together with excellent written, verbal and presentational skills.

Uses written and oral communication, including the delivery of technical specifications, presentations, demonstrations, training packages and user manuals for Colleagues, NEP Consortium members and NEP Partners.

6. Patient/Client care

The Technical Projects Support Lead is responsible for the second line technical support to the NEP Consortium and is one of the main points of contact for technical support to the NEP Partners. This role will therefore include incidental Client contact.

7. Policy & Service Development

The Technical Projects Support Lead must possess appropriate skills to participate fully in the delivery of the NEP service, including:

- The processing and input of operational system data, using bulk loading tools where appropriate, in support of the Reporting Strategy, including the setup of system configuration data to prepare the operating system for use by others
- Working with the NEP Technical Projects and Development Managers to ensure the optimum system performance and the effective operation of the technical infrastructure of the NEP Cloud solution
- Working with the NEP Technical Projects and Development Managers, within delegated Work Packages, to undertake specific development and enhancement projects related to the system infrastructure, including customisations and workflow changes
- Working with the NEP Programme Management Team, within delegated Work Packages, to maintain, develop and improve the NEP Website, including the recommendation of developments to ensure the optimum configuration and presentation of the Website service
- Provide business support to the Technical Projects, Business Development, Process Development and Service Delivery Teams.



<p>8. Financial & Physical Resources</p> <p>The Technical Projects Support Lead is responsible for;</p> <ul style="list-style-type: none"> • The safe/secure use of all IT equipment. • The safety and integrity of resources assigned to the post holder's personal care, including computer equipment entrusted to the post holder's care for use at home. • Responsible for ensuring the recovery of all costs for chargeable activities undertaken by the post holder
<p>9. Human Resources</p> <p>The Technical Projects Support Lead is responsible for;</p> <ul style="list-style-type: none"> • The allocation of work to support staff engaged in technical or data input activities, providing supervision, advice and training as appropriate • The preparation and issuing of Work Packages to support staff with specific activities, ensuring the timely and effective delivery of delegated activities to agreed standards and timescales • Participating, on a rostered basis, in arrangements for ensuring the security of the NEP building, including being on-call for out-of-hours callout to deal with security incidents
<p>10. Information Resources</p> <p>The Technical Projects Support Lead is responsible for the production and maintenance of technical and functional implementation and change control documentation, including BR100s, MD050s, Oracle Unified Method (OUM) functional and technical documentation, Service Delivery Notifications, Change Control notifications and audit reports, in line with NEP and Audit guidelines and standards.</p>
<p>11. Research & Development</p> <p>The Technical Projects Support Lead should undertake regular system audits, including the investigation, testing and analysis of network, equipment, system database and computer platform-related issues, and subsequently make recommendations for system improvements and the resolution of technical issues.</p> <p>The post holder should also take an active part in conducting technical surveys and investigations with IM&T professionals within NEP Consortium Organisations, with responsibility for the analysis and publication of survey results and related conclusions.</p>



12. Freedom to Act

The Technical Projects Support Lead must be able to work independently following their own initiative on day-to-day operations and issue resolution, including making recommendations for appropriate corrective or remedial action to address faults and problems and deciding, when necessary, to refer to Technical Projects or Development Managers for advice and guidance

The post holder should also work independently following their own initiative within delegated Work Packages and Projects under the NEP Programme of Work, taking advice from Technical Projects and Development Managers, Programme Managers and other NEP colleagues as and when required.

It is important that the post holder can initiate and manage specific projects, maintaining responsibility for ensuring delivery of key objectives within agreed timescales.



Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - To deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control - It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety - Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attends appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement - Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient Carer & Public Involvement. Managers should ensure mechanisms are in place to obtain feedback, implement lessons learnt, and share good practice throughout the organisation.

To ensure that they adhere to the principles of patient, carer and public involvement in their work area, in line with Section 11 of the Health and Social Care Act 2001 and the Trust's strategy for Patient, Carer & Public Involvement; to ensure that patients are the focus of everything they do and follow good practice shared in line with the Trust's policies and procedures, such as learning from complaints and concerns.

Safeguarding - The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability - The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.



Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical

- The Technical Projects Support Lead will have very light physical effort requirements, with a combination of sitting, standing, walking and some driving, with frequent requirement for sitting whilst inputting and analysing data
- There is a frequent requirement to move and lift computer equipment, including the repair and maintenance of servers, printers and PCs, involving the lifting of machinery and the occasional lifting of cumbersome equipment.

Mental

There will be the frequent requirement for long periods of concentration to undertake the following tasks;

- Inputting, checking and testing information and making judgements as to the success or failure of results
- Repairing computer and electrical equipment
- Presenting and delivering training to audiences of mixed skills and abilities
- Analysing complex and contradictory data on a daily basis

Due to the range and scope of services covered within the NEP Business the NEP Technical Projects Assistant is required to maintain a flexible approach to work due to frequent short notice tasks of complex nature, which require extended periods of concentration and frequently necessitate a change of activity, and the reorganising of priorities

Emotional

- Exposure to distressing or emotional circumstances is a rare occurrence for the Technical Operations Officer, however there is the daily requirement to supervise and manage personnel, including monitoring of standards of performance – which will include occasional exposure to personnel who are resistant to change, or reluctant to accept the results of service delivery.

Working Conditions

- The Technical Projects Support Lead would be required to use of keyboard and VDU for majority of the day. There may be some exposure to dust and noise when handling networking and electrical equipment within the technical computer room, including the requirement to ensure the safe use and handling of electrical equipment and power supplies.



Appendix 2

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts	X	
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other		

If any hazard is identified above please give details below.

- 2. Requirement to move servers, PC system hardware and other hardware as and when necessary.
- 10. Constant use of VDU and keyboard.
- 22. Frequent requirement to work on exposed IM&T hardware, using precision tools.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.



Person Specification

Job Title:	Technical Projects Support Lead	
Business Unit:	Corporate Services - Finance	
Department/Ward:	NEP	
Location:	Stokesley, North Yorkshire	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Professional qualification in IT Systems Management to degree or equivalent level or relevant experience. 	<ul style="list-style-type: none"> Qualification in Project Management methodologies
Experience and knowledge	<ul style="list-style-type: none"> Experience working within in a pro-active team-based IM&T environment. Working knowledge of a range of technology platforms including ERP solutions Good keyboard skills and working knowledge of Microsoft Office tools, including Project, Word, Excel and PowerPoint. Understanding of Project Management methodologies 	<ul style="list-style-type: none"> Working experience in project management or system / business development Good general understanding of NHS working practices and procedures.
Skills and abilities	<ul style="list-style-type: none"> Highly developed planning and organisational skills to meet conflicting objectives Must possess abilities in the safe use and handling of tools for the repair and maintenance of computer equipment, including the technical knowledge to successfully undertake repairs and maintenance Able to initiate and manage a number of projects simultaneously Able to analyse and evaluate business processes, making judgments and recommendations for process change to meet best practice requirements 	
Skills and abilities - Continued	<ul style="list-style-type: none"> Able to receive, provide and present complex information and business concepts to audiences of varying staff grades and abilities, so as to motivate individuals, to gain co-operation and to overcome resistance to change. 	
Personal attributes	<ul style="list-style-type: none"> Good written and oral communication skills Able to prioritise and manage own work, and to work without direct supervision 	



	<p>when necessary</p> <ul style="list-style-type: none">• Able to prioritise and supervise the work programme of others• Ability to supervise and motivate a small team of staff• Knowledge of or experience in coaching and mentoring practices and tools• Knowledge of or experience in Quality improvement tools, techniques and methods• Learning agility and commitment to self-development	
Other requirements	<ul style="list-style-type: none">• Must be willing to undertake travel as and when required• You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role	