



Job description

Title: Digital Delivery Manager

Band: Band 8A

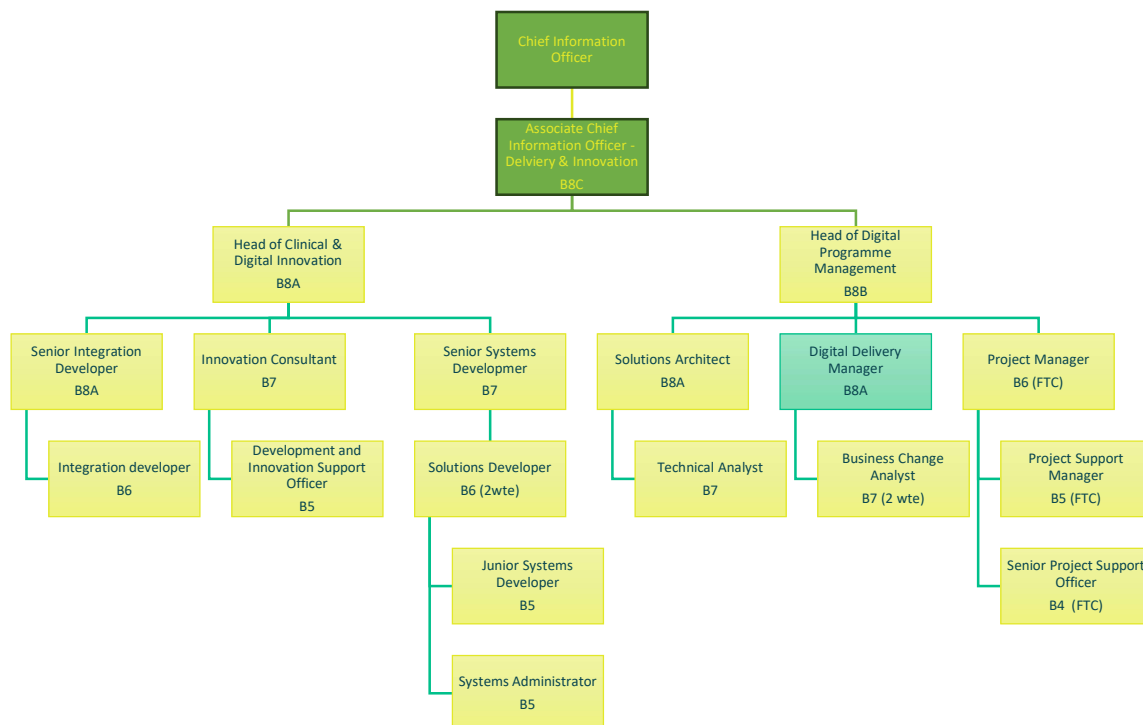
Location: North West – Parkway, Estuary Point, Broughton

Organisational relationships

Reports to: Head of Programme Management

Responsible for: Business Change Analysts

Organisational chart



Our purpose: to be there when people need us most.

NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.
2. Being at our best.
3. Making a difference in service to our people, patients and communities.

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Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

Job purpose

The Digital Delivery Manager will be responsible for delivery of the Digital Portfolio ensuring we are delivering the right thing, to the right people at the highest quality. Through collaboration with all the teams within Digital, creating delivery plans with relevant leads and holding teams to account for delivery against the plans. The post holder will work across the organisation bringing teams together to deliver the digital portfolio collaboratively.

The post holder will be responsible for actively addressing the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists. The post holder will be expected to remove obstacles in the achievement of plans, think innovatively on how to solve problems and ensure continued focus on what is important to the delivery of the digital portfolio.

The post holder will lead the business change analyst team in delivering a robust, responsive, and sustainable service. Leading the development of the service to support all digital teams in translating complex requirements from our end users into tangible digital deliverables, plans and tasks balancing cost versus value. The team will be critical to ensuring the development of the right solutions.

The role requires effective supplier liaison and close working relationships with Trust staff at all levels within the organisation, as well as other external stakeholders.

All leadership roles at NWS at every level are required to promote and role model our Be Think Do Philosophy. NWS is committed to attracting managers and leaders who are more than subject matter experts, but exemplary in demonstrating their experience and commitment to; values-based leadership; challenging workforce and health inequalities; operating successfully in ambiguity, complexity and uncertainty.

Core duties and responsibilities

Digital Delivery

- Responsible for the delivery of the digital portfolio including risk and issue management, reporting and milestone achievement.
- Support the Head of Programme Management in the continuing development of the digital portfolio ensuring new requests/changes etc are passed through the relevant governance groups
- Responsible for utilising the governance groups to maintain the appropriate prioritisation of deliverables within the portfolio ensuring that it is reflective of the organisational strategy and meets the needs of clinical, operational and corporate teams
- Responsible for developing and maintaining a demand and capacity model to support the digital teams understanding resource constraints in delivering the digital portfolio
- Hold relevant leads to account for delivery of work to acceptable standards. Working with leads to ensure delivery is realistic and deliverable.
- Manage a range of activities to formulate plans that have effect across multiple disciplines.
- Anticipate and resolve problems before they arise in an environment with ambiguity within their projects.

Analytical and Judgemental

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- Lead on initiatives in own domain to design and implement solutions that enable effective and efficient processes
- Ability to deal with competing pressures within their work and have the ability to prioritise and respond to situations on a daily basis
- Ability to assess problems and obstacles that arise in the achievement of the delivery of the digital portfolio and be able to think innovatively on the potential solutions
- Make judgements on multi-stranded or complex digital problems which may have no precedent or where there are conflicting opinions. E.g. finding solutions to ensure delivery against an issue that has not been experienced before utilising knowledge sources in and outside of the Trust and utilising skills to determine best outcome;
- Analyse, interpret and resolve highly complex issues which may be unique to the Trust's way of working and which may need to be communicated to diverse audiences.
- Analyse, interpret and advise on data or information the impact it could have on the achievement of the deliverables within the digital portfolio

Communication

- Act as an ambassador for the Digital team by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality service to achieve the organisations objectives
- Excellent oral and written communication skills, including the ability to explain Technology solutions in business terms, establish rapport and persuade others as to appropriate courses of action
- Produce reports for senior management forums including Trust Board and Executive management team and attend Board Committees as required to contribute to the Trust's strategic planning processes and provide assurance.
- Provide assurance reports on the status of the digital portfolio
- Communicate highly complex and potentially contentious information to staff at every level of the organisation.
- Ensure understanding of the Digital portfolio and engage with relevant directorates to persuade, influence and support the delivery of the digital portfolio.
- Analyse, interpret and resolve highly complex issues which may be unique to the Trust's way of working and which may need to be communicated to diverse audiences.
- Use creative approaches to engage staff at all levels.
- Build and maintains strategic relationships within the trust to achieve agreed objectives

Leadership & Management

- Line management and leadership for the teams providing support, guidance and development as appropriate.
- Providing clear guidance in delegation of tasks and activities whether to direct reports or to leads responsible for delivery items within the portfolio.
- Provide professional supervision demonstrating advanced levels of knowledge, judgement and decision making.
- Establish and maintain individual performance management systems aligned to an agreed appraisal system ensuring every Manager and member of staff has an active Personal Development Plan and is working to appropriate KPIs and objectives.
- Undertake grievance, disciplinary and performance management processes in line with Trust policies and procedures.
- Develop strategies for avoiding poor performance and address poor performance issues agreeing the appropriate course of action necessary to achieve this.

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- Lead in the development and maintenance of a culture of continuous improvement in within the team
- Provide specialist training for staff from own or other disciplines on own subject area, when required.
- Supervise, allocate work and direct others in a matrix management structure within their workstreams
- Promote learning within the Team, using project and service activities to promote cross departmental training and good practice, delivering on the job training and coaching where required for new systems and solutions to facilitate effective support and maintenance.
- Promote an open, honest, collaborative and participative culture and values. Uphold the Trust's values and behaviours and behave in a manner fitting with the responsibility of the position.
- Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person he/she comes into contact within the course of his/her business
- Contribute to the development of a co-operative and supportive team environment by leading by example.

Financial Responsibilities

- Ensure Trust procurement processes and procedures are followed in a timely and efficient manner and participate in the procurement process where relevant providing assistance for the development of procurement documentation as required
- Liaise and negotiate with external agencies, suppliers and contractors ensuring delivery of service is in line with agreed contracts
- Support the development of associated Business Cases, including defining hardware and software requirements as well as internal technical resource requirements and project plans/timelines.

Governance

- Responsible for implementing policies for own work area and for proposing changes to policies, in line with legislation, Trust and NHS policies and guidelines across the Trust, where appropriate.
- Pro-actively lead in ensuring that digital services delivered within the Trust reflect best practice with respect to organisational, NHS and legislative requirements and guidelines including IT Infrastructure Library (ITIL), General Data Protection Regulation (2016), Data Protection legislation, Information Standards, Information Security and compliance with NHS Information Governance.
- Participate in the adherence and compliance to internal governance standards and procedures.
- Participate in quality management system, undertaking audits designed to improve IT systems and services.
- Ensure that there is a proactive and comprehensive approach to risk management and be responsible for service continuity for own area and participate in the Digital service continuity planning.
- Ensure change management is applied in own areas and follows implemented policies and procedures.
- Ensure all documentation relating to own area is complete and fit for purpose and all releases

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relating to hardware, software and documentation is controlled.

Corporate responsibilities

- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

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Safeguarding children

- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding adults

- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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Person specification

Note: Essential Criteria only.

Skills / competencies

- Ability to deliver at pace in complex environment. Strong delivery focus, with the ability to drive progress forward and a passion for results and achieving goals - **App/Int/AC**
- Excellent planning and organisational skills **App/Int/AC**
- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging and meaningful information regarding the future direction- **App/Int/AC**
- Able to build collaborative relationships and solve issues by engaging the right people at the right time - **App/Int/AC**
- Lead the team, accepting responsibility for achievement of objectives and creating a shared sense of ownership for service delivery - **App/Int/AC**
- Engage widely with end users to seek input into setting strategic objectives and identifying new ideas and improved ways of working - **App/Int/AC**
- Effective at engaging with a broad range of stakeholder from digital, clinical and operational teams and ensure communication is clear and understood by all **App/Int/AC**
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others **App/Int/AC**
- Ability to actively address the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists. **App/Int/AC**
- Able to identify innovative ways to solve problems **App/Int/AC**
- Ability to make judgements on multi-stranded or complex IM&T problems which may have no precedent or where there are conflicting opinions **App/Int/AC**
- Ability to provide and receive complex, sensitive or contentious information, where developed persuasive, motivational, negotiation, training, empathic or re- assurance skills are required **App/Int/AC**
- Ability to manage, motivate and develop staff - **App/Int/AC**
- Demonstrates a collaborative approach and good team working - **App/Int/AC**
- Demonstrable compassionate and inclusive leadership - **App/Int/AC**
- Experience in the application of HR processes - **App/Int/AC**
- Demonstrable experience of line management responsibilities - **App/Int/AC**

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Qualification and knowledge

- Educated to Masters level or equivalent demonstrable knowledge and experience to Masters level in a relevant field **App/Int/AC**
- Recognised qualifications in agile and traditional project and delivery management methodology e.g Agile Project Management, PRINCE2 OR equivalent experience in agile project management and digital delivery **App/Int/AC**
- Demonstrates commitment to own continued professional development (CPD)

Experience

- Experience of leading complex deliverables in the public sector motivating multi-disciplinary teams, including working with complex governance and external assurance bodies - **App/Int/AC**
- Experience leading and managing teams in a matrix management style and achieving the right outcomes **App/Int/AC**
- Highly developed implementation experience in complex activities that have enable significant organisational change in a successful manner utilising technology **App/Int/AC**
- Understanding the environment, prioritising the most important or highest value tasks, managing complex internal and external dependencies **App/Int/AC**
- Experience of removing blockers or impediments that affect plans, ensuring teams plan appropriately for their own capacity **App/Int/AC**
- Experience of building successful delivery teams **App/Int/AC**
- Experience of communicating and influencing at a senior level and of giving presentations at local/national levels **App/Int/AC**
- Ability to work with minimal supervision and to meet deadlines **App/Int/AC**

Values and behaviours

- Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable – **App / Int**
- Being at our best – professional and adaptable and takes pride in work - **Int**
- Making a difference – act with compassion, kindness and integrity towards everyone – **Int**

Key: App – application form Int – interview AC – assessment centre

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