



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	IT Service Delivery Manager
Pay Band:	8a
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Finance, ICT & Informatics
Department:	Digital Transformation and Informatics
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Assistant Director Digital Transformation & Informatics
Professionally Accountable to:	Executive Director of Finance, Information & IT Services
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

The post holder will work as part of a dynamic product community supporting decision makers and staff across Digital Transformation. The Service Delivery Manager role is to ensure fit for purpose and appropriate service delivery to production and continued maintenance and support of the products across the digital portfolio.

It will require ensuring reporting on agreed service metrics and developing / implementing processes and procedures that result in the continuous improvement of service quality and customer satisfaction. This is a hands-on role that leads and develops the delivery of the IT Digital Service operation, including, technical triage, escalations, service outages and continual service improvement, as well as liaising with developer, analytical and engineering teams. The post holder will help to problem solve project issues, suggest improvements to practices and processes, solve existing business problems and align priorities with the business strategy.

Proactively share knowledge and be the subject matter expert in their field while also mentoring others and owning the main stakeholder relationships.

DUTIES & RESPONSIBILITIES

Support the Assistant Director of Transformation and Informatics ensure that product development and support is planned and managed effectively and take the lead in assisting in their successful delivery:

- Delivering and monitoring an ITIL framework service model that meets or exceeds agreed SLAs and provides transparent operations and metrics with defined customer service delivery management.
- Implementing and monitoring ITIL based continuous process improvement programme productivity improvements.
- Ensure Incident/Problem/Change processes are effectively embedded and provide a root of escalation for service teams.
- Ensure Critical outages are managed through to resolution and a complete root cause analysis and action plan is mobilised and completed.
- Ensure Problem management processes are embedded and integrated to the development backlog processes.
- Ensuring all products are supported and managed, have a business continuity and disaster recovery plan in place.

- Developing and maintaining strong relationships and teams, focused on supporting growth and strategy.
- Manage the service delivery plan, progress and reporting risk and issue management.
- Liaise with appropriate functions within the Cluster and the Sector.
- Oversight and management of all aspects of the product support function including managing external suppliers that support the programme.
- Develop service model specifications with customers that lead to the robust and scalable support of the system.
- Interact with system architects and developers to ensure the system is properly maintained and monitored.
- Work in a matrix environment with other teams to ensure that technologies integrate, and that data is delivered in a usable and timely manner.
- Provide advice to teams which involves interpreting NHS (and where appropriate non-NHS) policies and strategy.
- Ensure the highest levels of clinical, staff and stakeholder engagement and involvement in the communication and delivery of all programmes as appropriate.
- Ensure robust systems of programme governance (clinical, financial, staff, audit, and risk management) are in place.
- Work closely with the Finance and Quality Departments to ensure finance and quality benefits plans, targets and ongoing measurement are established.

Project Management

Contribute to performance improvement, taking a lead for identified areas.

Provide co-ordination of and participate in relevant working groups and provide project advice, expertise and support where requested.

Provide relevant and timely specialist advice and guidance on own portfolio.

Work with members of the Team to investigate the causes of any variance from plan and proactively contribute to the implementation of solutions.

Management of a risk and issues tracking mechanism and the resolution and escalation processes.

Ensure accurate and open communication and co-ordination with a range of organisations and individuals, researching and drafting correspondence and papers and ensuring the management of specific tasks, lead reporting and analysis across a range of specialties, functions, and projects

Take ownership for completion of support activities as determined during Project Planning Phase; and highlight any risks / impediments for timely delivery to Project/ Programme Managers.

Identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes.

Support teams to manage and visualise outcomes, prioritise work and work to an agreed minimum viable product (MVP), print and scope.

Communication

Ensure highly effective communication mechanisms and processes are in place to negotiate and consult with relevant stakeholders (internal across all levels of the organisation and externally) to achieve demonstrable and measurable project/programme outcomes.

Develop and implement stakeholder engagement and communication plans.

Maintain an open, proactive, and collaborative culture across Digital Transformation & Informatics by effective two-way communication systems and processes that promote awareness and contribute to high levels of staff satisfaction.

Manage, motivate, persuade, and influence multiple stakeholders and patients to ensure the timely completion and delivery of programme/project outcomes.

Communicate effectively with staff throughout PTHB in relation to areas of responsibility. Deal with highly contentious and controversial matters with tact and diplomacy, while ensuring that decisions are made in an open and transparent manner based on the evidence available.

Present highly complex information to a wide range of stakeholders both within the Health Board and externally to ensure compliance with performance targets and strategic objectives.

Requires the highest level of interpersonal and communication skills to influence change and engage with challenging targets. Use a wide range of communication skills to win hearts and minds on highly sensitive change issues, overcoming barriers to acceptance.

Maintain constructive relationships with a broad range of stakeholders.

Participate in relevant working groups/projects, services, and initiatives to provide, information and analytical advice and expertise.

Develop and implement data collection systems that will provide accurate and timely data.

Present information and issues, explaining highly complex issues, to a wide range of stakeholders.

Financial & Physical Resource

Ensure the financial objectives of projects/programmes are planned, monitored, and delivered, which will include budget holder responsibilities for some project/programme budgets.

Ensure that the project/programme is delivered within its financial budget and contingencies, and against the requirement of the Digital Transformation Board, monitoring revenue and capital variance from start to finish.

Produce dashboard performance reports, reporting on project/programme progress, next steps, deliverables, resource requirements, risks, and issues.

Provide oversight and monitoring of all aspects of Team budgets.

People Management

Provide effective leadership in the coordination of training, development, and recruitment activity across the Team.

Manage staff, undertake appraisals, and manage any employee relations issues.

Lead others to innovate in their work and enable them to innovate on their own.

Lead on requirements analysis and take responsibility for the investigation and implementation of changes to programme scope.

Be a key member of the team as well as supporting effective communication and stakeholder management, both internally and externally.

Information Management

Devise and provide improvements to current management information, analysing, reporting, and suggesting procedures to enhance decision making processes

Ensure timely and accurate information analysis and reporting to management on agreed areas of work.

Leadership & Transformational Change

Model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes, embedding this approach across the Directorate.

Research & Development

Contribute to the development of key performance indicators.

Delegate aspects of research and development activities, collating information, analysing, and reporting findings.

Planning & Organisation

Facilitate the setting of business priorities for change initiatives of high complexity.

Contribute to short, medium- and long-term business plans.

Contribute to the strategic planning of team projects, identifying interdependencies, and potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.

Develop, implement, and support a programme/ project management system to ensure information is properly managed and best practice is shared across the team, Directorate, and the wider NHS organisation.

Professional Responsibilities

Maintains Professional standards and codes of conduct adhering to ITIL principles, Information Governance and Data protection.

Education and Development Responsibilities.

Attend department training sessions for professional/personal/service development and highlight any specific training requirements that may be required.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to master's level or equivalent level of knowledge and experience in relevant discipline</p> <p>Educated to Degree level in a relevant subject (such as IT Service management) or equivalent level of qualification or significant equivalent previous proven experience in specialist area (such as IT, customer service)</p> <p>PRINCE2 Qualification</p> <p>IQT Bronze Award</p> <p>Comprehensive knowledge of Microsoft O365 applications</p>	<p>Further training or significant experience in ITIL, Project Management, or supporting Change Management processes</p>	<p>Pre-employment checks</p> <p>Application Form</p>
Experience	<p>Demonstrate an understanding of datasets and data sources including the quality and reliability of the data</p> <p>Demonstrable working knowledge of:</p> <p>IT System Development Process</p> <p>Data and Analytical Product support</p> <p>Business improvement process</p> <p>Effort Estimation and Planning</p> <p>Understanding / working experience on PRINCE2 Development Methodologies</p> <p>Demonstrable expert knowledge on:</p> <p>ITIL Service management</p> <p>Security Access Control</p>	<p>Understanding of the public sector</p> <p>Demonstrable experience in a Healthcare environment</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>IT Security and its application within IT</p> <p>IT Change management</p> <p>IT problem management</p> <p>High severity incident resolution and root cause analysis techniques</p> <p>Business continuity and disaster recovery processes and implementation</p> <p>Experience of working on large scale, highly complex, tight deadline projects</p> <p>At least 2 years' experience and demonstrable evidence of working as an IT Service Manager</p> <p>Experience of managing a team</p> <p>Demonstrated experience of co - ordinating projects in complex and challenging environments</p> <p>Experience of managing risks and reporting</p> <p>Experience of drafting briefing papers and correspondence at senior management team level</p> <p>Experience of monitoring budgets and business planning processes</p>		
Aptitude and Abilities	Ability to analyse very complex issues where material is conflicting and drawn from multiple sources	Ability to speak Welsh	Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	<p>Clear communicator with excellent written and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately to a diverse and varied range of audiences consisting of internal and external stakeholders</p> <p>Comprehensive knowledge of project principles, techniques, and tools, such as PRINCE2 Foundation</p> <p>Highly professional and flexible attitude to work</p> <p>Ability to deal with difficult situations and make decisions accordingly</p>		
Values	<p>Demonstrate PTHB Values</p> <p>Works well with others, is positive and helpful, listens, involves, respects, and learns from the contribution of others</p> <p>Consistently looks to improve what they do, look for successful tried and tested ways of working, and seeks out innovation</p> <p>Actively develops themselves and supports others to do the same</p>		Interview Application Form
Other	Adaptability, flexibility, and ability to cope with uncertainty and change		Application Form and Interview

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 favourable treatment on 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 **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.

- **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.

Organisational Chart



