



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Digital Services Client Lead
Pay Band:	8a
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Community Health Council
Department:	Digital Transformation & Informatics
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Chief Technology Officer
Professionally Accountable to:	Chief Technology Officer
<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 Digital Client Services Lead at Powys Teaching Health Board will oversee the Health Board's Digital Services Service Desk and Client services teams. Delivering the initial point of contact for users combined with the responsibility for technical Field Services Engineers the postholder will have significant freedom to act to ensure staff receive a positive digital support experience and issues are resolved quickly and professionally.

Responsible for contributing to the development of and implementation of ITIL practices to ensure their teams follow well defined and measurable operating and escalation procedures. Prepare reports recording Key Performance Indicators to demonstrate performance and the effectiveness of improvements over time.

Responsibility for ensuring first and second line teams provide an efficient, professional, and timely digital support for staff working within the Health Board.

The role requires that the post holder is continuously improving the efficiency of the teams for which they are responsible, implementing structured and iterative improvements to procedures and working practices of their staff.

Act as the initial point of escalation for digital incidents and problems for the Health Board, as such will need to be technically astute and have a high-level understanding of all core services operated by the Health Board, external NHS organisations and private sector organisation.

As part of this role, the post holder will be required to participate in the department On-Call rota.

DUTIES & RESPONSIBILITIES

Oversee, manage, and lead the Client Services Team composed of the Service Desk & Field Service Engineer Teams.

Develop and implement processes and procedures to continuously enhance the digital experience of all staff working in the Health Board.

Act as a point of escalation for staff working in the Health Board who have on-going issues with services required to deliver their role.

Monitor service quality and performance metrics, identifying areas for improvement and implementing necessary changes.

Provide or organise training for staff to ensure best practices for service delivery are maintained over time.

Develop documentation to ensure that the client service departments have robust and documented business as usual operating procedures.

Contribute to policies and procedures at a departmental and directorate level to ensure that the Client Services department can support their implementation.

Communications

The post holder will be the initial escalation point for staff who are experiencing digital issues for Digital Services; dealing 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.

Ensure that all escalations are either dealt with or escalated as appropriate to a responsible person within digital services. All relating to client services will be owned throughout the escalation process to ensure that communications with customers is maintained until a suitable resolution is found.

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

Evaluation

Respond to complex queries relating to PTHB Digital systems and services and be the technical lead for such requests.

Identify and diagnose system problems, providing resolution or temporary workaround options.

Provide expertise to the implementation and ongoing support of PTHB infrastructure network systems.

Planning

Plan and manage the delivery of projects as set out by the senior colleagues to time and within budget.

Prioritise own time whilst ensuring delivery of targets set out by the Chief Technology Officer.

Plan activities and adapt these to avoid or minimise disruption to PTHB systems and services.

Adhere and contribute to the creation of departmental change control procedures, providing feedback to senior colleagues where appropriate.

Work flexibly and adjust work schedules to meet departmental, PTHB and service user requirements.

Participate in internal forums, meetings and standing committees as required and to contribute information regarding digital services.

Create technical documentation with a clear understanding of the business and user needs.

Acquire and maintain detailed knowledge of the Digital infrastructure and technologies so that enquiries can be clearly and quickly addressed.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Digital Infrastructure.

Policy & Service Development

Develop, in collaboration with senior colleagues Disaster Recovery/Business Continuity plans for PTHB systems and services and to ensure testing of procedures.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Digital Infrastructure.

Adhere to PTHB policies and procedures relating to the operation and security of systems.

Development and maintaining of standard operating procedures and policies in relation to Digital systems.

Lead on the creation or review of Digital policies affecting the whole PTHB.

Ensure organisational policies are applied in own work environment.

Financial

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 PTHB, monitoring revenue and capital variance from start to finish.

Provide oversight and monitoring of all aspects of Team budget.

Human Resources

Lead the team of specialist staff providing clear leadership and management.

Ensure appraisals and target setting is conducted for direct reporting staff.

Deliver complex material/training to a non-technical audience.

Ensure business continuity plans are followed in relation to the support and maintenance of PTHB Service Management Procedures.

Information Resources

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

Create service delivery documentation with a clear understanding of the business and user needs.

Create and maintain high quality technically detailed project documentation, such as highlight/progress/exception/completion reports etc. as appropriate.

Understand, document, and support the needs of National applications where they have dependences with PTHB Digital Infrastructure.

Ensure any process put in place maintains data integrity, security, and quality.

Research & Development

Maintain specialist knowledge in Digital infrastructure that may be beneficial to the PTHB and participate in piloting and testing of these where appropriate.

Maintain a thorough awareness of current and emerging technologies that may be beneficial to PTHB and undertake the piloting and testing of these where appropriate. Able to produce documentation and positioning papers when required.

Maintain an awareness of associated National policies and initiatives.

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>ITIL Foundation</p> <p>Comprehensive knowledge of Microsoft O365 applications</p>	<p>PRINCE2 qualification</p> <p>IQT Bronze Award</p>	<p>Pre-employment checks</p> <p>Application Form</p>
Experience	<p>Significant experience working in a complex ICT environment</p> <p>Experience of managing staff, including appraisals and target setting</p> <p>High level of technical knowledge spanning networking, server, and telephony</p> <p>Experience of planning and implementing highly complex technical changes within a 'critical infrastructure' environment</p> <p>Ability to translate strategy into operational plans to deliver ICT solutions</p> <p>IT Security and its application within IT</p> <p>IT Change Management</p> <p>IT problem management</p> <p>Experience of managing a team</p> <p>High severity incident resolution and root cause analysis techniques</p> <p>Business continuity and disaster recovery processes and implementation</p>	<p>Understanding of the public sector</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	<p>Experience of working on a large scale, highly complex, tight deadline projects</p> <p>Significant experience and demonstrable evidence of working as an IT Service Manager</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	<p>Ability to analyse very complex issues where material is conflicting and drawn from multiple sources</p> <p>Clear communicator with excellent written and presentation skills</p> <p>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>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	Ability to deal with difficult situations and make decisions accordingly		
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.
- **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



