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CYMRU  
NHS  
WALES

Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

## Iechyd a Gofal Digidol Cymru Digital Health and Care Wales

### JOB DETAILS:

Job Title	IT Development Manager
Pay Band	7
Hours of Work	37.5 (WTE)
Division/Directorate	Information Communication Technology (ICT)
Department	Client Services
Base	To be confirmed during Recruitment

### ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Client Services Operational Lead
Reports to:	Client Services Operational Lead
Professionally Responsible to:	Client Services Operational Lead

### CONTEXT

Digital Health and Care Wales is a new and ambitious organisation. Created by Welsh Government to lead on the digital transformation of health and care across Wales, providing digital-first service model for the 21st century. Large-scale developments that will make a significant difference to the people of Wales include expansion of the digital patient record and Wales leading the way by creating an innovative national data resource, improving the way data is collected, shared and used.

This new organisation builds on the digital architecture and national services put in place by the NHS Wales Informatics Service over the past decade and recognises the vital role of digital and data in modern care. By 2025, Digital Health and Care Wales aims to become an international exemplar for the digitisation of health and care.

Our values are:

- We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service
- We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others
- We **CARE** about the people we support and those we work with
- We **RESPECT** and treat everyone in the way that we would wish to be treated
- We act with **INTEGRITY** to build trust
- We are **PROUD** to be part of NHS Wales and our achievements

#### **Job Summary/Job Purpose:**

The Development Manager will be responsible for the installation, configuration and maintenance of the IT systems that support the services used by DHCW and supported clients both in physical data centre and our cloud environment. This includes but is not limited to

- Installation and management of networking infrastructure including upgrade of switch images, switch management including creation of template to ensure switch configuration is standard and working with WAN providers to ensure connectivity is established and maintained.
- Management and implement policies for a secure web gateway.
- Patch compliance for all client services supported devices, including the management of Windows Update services and SCCM to ensure compliance with the patching targets.
- Management of SCCM infrastructure, including the distribution of software to SCCM servers. Creation of groups and policies to deliver software and updates seamlessly to clients. Ensuring the health of all distribution points.
- Management of the security products (AV) for all supported hardware within the client services portfolio. Ensure all devices are up to date with latest AV and definitions.
- Installation and management of the physical server estate for DHCW and supported clients.
- Implementing and managing services in a cloud environment.

Act as the point of contact for expert support of these systems to the IT technicians including senior technicians.

To manage the delivery and installation of hardware with System Suppliers.

Responsible for ensuring these systems perform at the levels defined in the SLA arrangements with supported clients through defining, agreeing and monitoring Key Performance Indicators (KPIs) and conducting regular internal Service Reviews.

To line manage senior IT technicians, providing mentoring and team training to team members.

Work with the Infrastructure Design architect to help design infrastructure that meets the needs of our service. This will involve keeping abreast of the latest technologies to ensure we meet the needs of our clients as they evolve. Recommending the most suitable environment for the service whether it is on premise or cloud based.

The job will include meeting with peers from within NHS Wales. Meeting with senior managers to discuss the business requirements and explain how the proposed system will meet their needs.

## DUTIES/RESPONSIBILITIES:

Provide expert advice across a range of technologies and assist with the development of strategies to address IM&T issues.

Lead on implementing key IM&T policies and targets for our supported clients, including, DHCW, NWSSP, HEIW and NWSSP.

Membership on several national service management groups including Nadex service management board, Networking and telecoms service management board and change advisory boards for DHCW, GP's and NWSSP, providing expert advice and assessing impact of proposed changes.

Assist in the development and delivery of service improvements and changes.

Work in conjunction with working groups and clinicians to propose changes to modernise services, policies and improve performance in line with service policy Which could inform policy of how Client services configure service for clinicians.

Keep abreast of national projects and ensure that strong links are made to related initiatives.

Act as a source of professional knowledge with regards to all supported infrastructure.

You will be responsible for various aspects of infrastructure that is key to the operation of IT systems for DHCW, NWSSP, GP's, HEIW and other supported clients. You will be required to communicate with senior managers within these organisations, having to explain service outages or presenting complex design ideas for improvement to their services.

Give formal presentations regarding infrastructure installation, upgrades and maintenance to non-technical end user groups, senior NHS managers or IT teams for the organisation we support. You will be required to communicate highly complex information and design ideas regarding the IT infrastructure to these groups at a level appropriate to the audience, demonstrating the advantages of proposal.

Communicate highly complex information to target audiences of directorate managers, end user groups and finance teams using persuasive and negotiating skills to highlight the benefits of service improvement to promote acceptance and buy-in.

Work closely with the relevant customers to monitor and report details progress of complex IT installations. This will involve discussions with suppliers and our clients to ensure that the installation is progressing as expected and any issues are picked up on and acted upon early.

Maintain good working relationship with Customers/Service Managers/Staff/Suppliers to facilitate the exchange of information relating to projects/service improvements.

Responsible for producing and circulating documentation to support new installations of infrastructure, updating existing documentation to reflect any changes made. Provide training and background information to the teams who will be supporting the service following implementation.

Build professional relationships with our clients which include directorates in DHCW, NWSSP, GP community, HEIW, Community Health Councils and healthcare provision within prisons.

Liaise with external consultants and contractors to maintain overview of projects/service improvements and to ensure compliance with NHS Wales objectives.

Analyse, interpret service issues and identify appropriate resolution whilst meeting the needs of each of the service requirements. Where there are issues reported with any service we support, you would be responsible for collating and comparing highly complex information from a range of networking statistics, performance monitoring from user workstations and server, to decide on a course of action to resolve.

Manage competing resource and service requirements across multiple work streams. You will need to make a judgement on what resources will be required for project work and operation issues, ensuring hardware and staff resource is adequate and appropriate for the service needs

Prepare high level systems specifications for replacement/improving new and existing services. If the equipment is being replaced, making judgements on which approach should be taken to replacing. You would be expected to analyse and investigate what technology would be the best fit, including assessing and judging new technologies to see if they offer benefits/improvements.

Apply expert knowledge and skills to make recommendations and to develop appropriate solutions to IM&T problems. Assessing the overall business and information requirements then transfer customer requirements into a technical specification for system developments.

Analyse system problems and resolve issues, where possible, and provide an effective interface between the customer and the supplier.

Work with the wider Project Team and Supplier's Project Manager develop a detailed and complex implementation plan for the successful roll-out of each project on behalf of the customer. For example, there may be a need to replace the entire switch infrastructure for a customer, replace the underpinning server infrastructure for multiple services for our clients. You would need to plan these projects so there is minimal risk and downtime for the client. Work with the client to devise key dates, test plans and "go live" processes so the project completes successfully.

Once the planning work is completed in conjunction with project managers you would need to organise the resources to meet the project plan. There will be multiple projects running where you will be responsible for organising resources and be able to adjust this resource as priorities change.

Ensure full engagement and meaningful communication from all stakeholders to ensure all requirements for the service are considered.

Monitor own and team workload to ensure priorities are met and disruption to users is minimised.

Be responsive to the changing needs of the service working with both individuals and teams.

Monitor the resolution of problems and apply escalation procedures to problems that are not progressing towards a satisfactory outcome.

Routine skills in using Personal Computer, accessing and updating databases. Advanced keyboard skills with a need for speed and accuracy.

Working in the GP surgeries and on hospital sites may lead to occasional, incidental interaction with patients.

Responsible for resource allocation to ensure developments are delivered on time and within budget with the flexibility to reallocate team resources as and when required.

Responsible for the installation, maintenance and repair of physical assets

Ensure that financial arrangements are consistent with project and public probity and that clear lines of management are in place.

Identify and understand procurement process to be followed (if appropriate).

Responsible for recruitment of Senior IT technicians within the department

Line management of senior IT technicians including disciplinary processes in accordance with DHCW and NHS Wales HR Policies. Provide mentoring and training to the team so that they comfortable supporting new systems and technologies as they are deployed within our infrastructure.

Motivate and lead the senior IT technicians ensuring that work is allocated appropriately to them.

Manage and develop staff, where required, ensuring that staff undergo appraisals annually and personal development plans are devised.

Provide guidance and monitor the performance of staff against agreed objectives.

Responsible for managing the technical requirements of a project and the implementation into an operational service. Gathering requirements from NWSSP, GP's, HEIW, DHCW and all supported clients for new information systems, e.g file servers, SharePoint sites and then designing infrastructure to meet these requirements.

Responsible for the adaptation, operation and security of these systems and ensuring they meet the service level agreed with the client.

Responsible for ensuring support teams can identify appropriate information resources.

Continually seek innovative ways of using technology to support working practices and streamline processes.

Analyse, research and evaluate new Information Technologies to establish their benefit to the services we support. Prepare papers to outline the benefits to the client services management team and appropriate teams within NWSSP, GPs and supported clients.

Benchmarking to gain in depth knowledge and understanding of complex third-party solutions and where appropriate integrate them with existing systems to add value to the services provided by DHCW. To liaise with third- party suppliers where necessary to facilitate service delivery and improvement.

Responsible for ensuring that any new software/hardware deployment has negligible impact upon operational service wherever introduced.

Responsible for liaison with technical teams from all suppliers and ensuring outputs meet the requirements of the customer.

Responsible for continually updating own knowledge base with regards to technical developments.

The postholder will work autonomously within Client Services, ICT and NHS Wales policies, best practice and regulations. Some guidance may be required and provided by peers however the postholder will interpret how objectives will be best achieved.

Implementation of DHCW Corporate policies.

Ensure all problems and service/management issues are resolved to the satisfaction of our supported clients and DHCW management, using agreed service management processes. Monitor support systems to ensure team respond and resolve user queries in a timely and accurate manner. To resolve problems from first principles and past experience and knowledge. Liaise and meet, as necessary, with NHS staff at all levels to resolve faults across NHS organisations or external companies.

Maintain SLAs and OSAs to ensure they reflect current service delivery requirements.

Take responsibility to ensure all documentation and SOPs are kept up to date and relevant for the services within your remit.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.

This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and/or Knowledge</b>	<p>Educated to Degree level or equivalent experience</p> <p>Evidence of post graduate development – education and/or training and CPD or equivalent experience</p> <p>ITIL v2/3 Foundation Certificate in Service Management or demonstrable equivalent experience</p> <p>PRINCE2 Practitioner or demonstrable equivalent experience</p>	<p>Registered with a relevant informatics professional body</p>	<p>Application form, Interview and pre employment checks</p>
<b>Experience</b>	<p>Experience of implementing ITIL practices in the Public Sector</p> <p>Significant experience of planning and managing a number of projects ranging in complexity and value</p> <p>Demonstrable experience of in system/business analysis within a healthcare setting</p> <p>Experience of managing change within a complex environment</p> <p>Experience of managing a Team</p> <p>Track record of delivering services in a customer focussed environment</p> <p>Experience of working with a wide range of NHS partners and other key stakeholders</p> <p>Understanding of the structures and key stakeholders within NHS Wales</p>	<p>Experience of managing IT projects into operational service</p> <p>Detailed understanding of GP System Suppliers, system functionality and use</p> <p>Relevant experience in a Primary Care setting</p>	<p>Application form and interview</p>
<b>Aptitude and Abilities</b>	<p>Ability to engage and communicate effectively with a broad range of stakeholders</p> <p>Effective leadership skills</p> <p>Excellent written and communication skills</p> <p>Effective interpersonal and influencing skills</p>	<p>Ability to Speak Welsh to Level 1</p> <p>Skilled in the monitoring of KPIs</p> <p>Technical knowledge of Pharmacy and dental systems</p>	<p>Interview</p>

	<p>Effective organisational skills</p> <p>Well developed team-working and networking skills</p> <p>Ability to deliver complex IT systems to a defined list of requirements</p> <p>Ability to analyse and interpret complex facts and information so that it can be made easily accessible to stakeholders</p> <p>Knowledge of NHS Wales organisations and wider NHS Wales strategic context, eg, application of ITIL strategy</p> <p>Ability to demonstrate an understanding of Primary Care IT strategy within the NHS</p> <p>Understanding of national policies and protocols relating to governance and data quality</p> <p>Extensive technical knowledge of GP Systems</p> <p>Influential</p> <p>Excellence in problem solving</p> <p>Highly proactive approach</p> <p>Ability to co-ordinate resources to deliver programmes of work to deadlines</p> <p>Self motivated</p> <p>Flexible approach to working</p>	<p>Knowledge of CTV coding system and its implementation within GP Systems</p> <p>Knowledge and understanding of the role of DHCW</p>	
<b>Values</b>			<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>Ability to travel across sites within Wales.</p> <p>Able to work flexibly.</p>		<p>Application form and interview</p>
<p><b><u>GENERAL REQUIREMENTS</u></b></p> <p>Include those relevant to the post requirements</p> <p><b>Values:</b> All DHCW employees 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.</p>			



**Registered Health / Informatics 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 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/Trust Disciplinary Policy.

**Quality:** DHCW is committed to delivering the highest quality IT systems and services to the NHS in Wales. Our aim is to be recognised by our customers as a centre of expertise and innovation in the provision and operations of specialist IT, Information and Support Services. The post holder is responsible for supporting this aim by working to, and continually improving, the organisation's Integrated Management System Quality Standard that aligns professional and IT best practice.

**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, Diversity, Inclusion 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:**

The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.

**Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

**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 sites, including buildings and grounds, are smoke free.

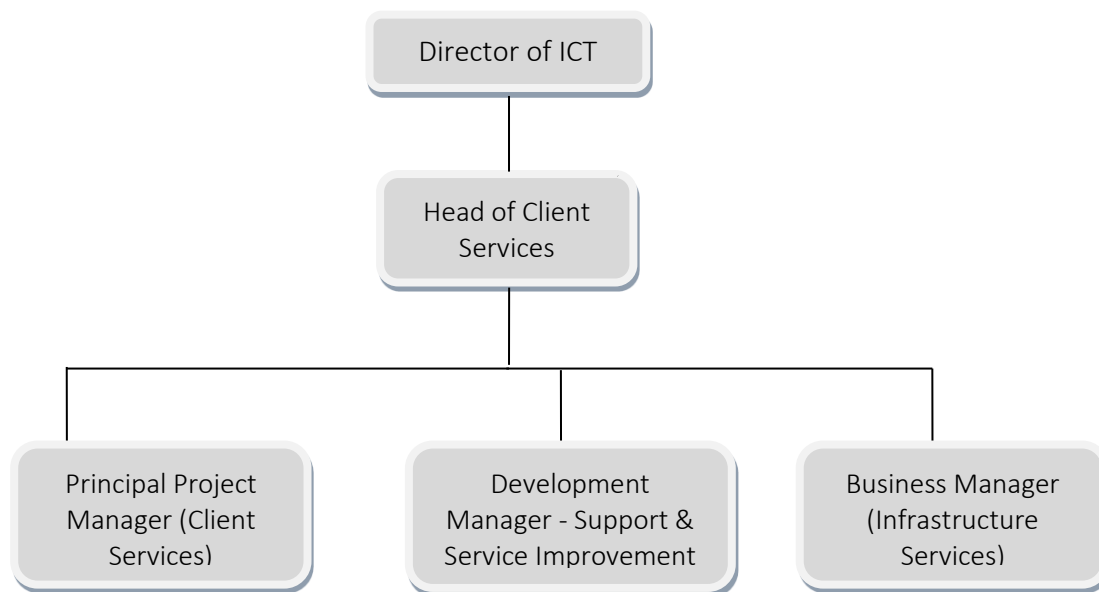
**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: \_\_\_\_\_

### Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: \_\_\_\_\_

### Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

#### **Physical Effort**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office	Daily	7 hours	
You will be predominately sitting/standing at a desk working at your laptop.	Daily	7 hours	
A few times a month you will be moving and installing servers, switches, etc. into racks or cabinets in GP practices and supported sever rooms.	2-3 times a month	2-4 hours	

CAJE Reference/Date: [RQF/2022/0094](#)

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

‘Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is occasional requirement for prolonged concentration. You will be writing reports for supported clients on performance of their services, incident reports if the service failed to meet the SLA for any reason.	1-2 times a week	2-3 hours	
Preparation and attendance of directorate meetings where you would be expected to prepare and present a report outlining the current position of the services you are responsible for.	2 times a week	3-4 hours	

CAJE Reference/Date: [RQF/2022/0094](#)

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to emotional and distressing circumstances – staff matters, confrontational clinicians/senior managers, frustrated service users when I.T. failures take place	Weekly	1-3 days	

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU for most of the day.	Daily	5-6 hours	
Able to travel to other sites and across Wales when required. Must have the ability to respond promptly to the need to travel and be flexible in terms of prioritisation of tasks and developments	2 times a week	1-4 hours	
Occasional need to work in unpleasant environments. Tracing cables in a roof space or installation of a switch in a plant room where the environment may be dusty and dirty.	1-2 times a month	1 hour	