

PERSON SPECIFICATION

Post Title: Business Relationship Manager (AFC C1609)

GROUP/Department: Operations/Informatics

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Experience Specify the relevant experience required to be competent in role. <i>Eg: No experience necessary Under 12 months required Over 2 years experience required</i>	<ul style="list-style-type: none"> ✓ Significant experience in IT / digital preferably within a healthcare setting ✓ Experience of creating, communicating and managing stakeholder expectations ✓ Experience of managing challenging stakeholders ✓ Ability to manage conflicting priorities 	A/I	✓	
Qualifications Specify the qualifications required to be competent in role: <i>Eg: Professional, Management, Training, Vocational</i> <i>Have or be willing to complete the A1 & A2 Assessor award.</i>	<ul style="list-style-type: none"> ✓ Degree in relevant subject or significant experience ✓ ITIL Foundation or willing to train to achieve qualification ✓ Project management foundation or willing to train to achieve qualification 	A	<ul style="list-style-type: none"> ✓ ITIL Practitioner ✓ Practitioner in project or change management 	A
Personal Qualities <i>Eg: Able to work as part of a team Use initiative, Be creative – innovation skills.</i>	<ul style="list-style-type: none"> ✓ Genuine passion for technology, understanding how things work, and for applying technology to bring value to businesses/customers ✓ Continuous learner, able to demonstrate a familiarity with current trends ✓ Capable to take a 'hands on approach' to experiment and try things if needed 	A/I	✓	
Management / Supervision / Coordination skills Specify the level/type of skills required: <i>Eg: Able to co-ordinate work flows, determine staff rota's.</i> <i>Able to supervise the work performance and attendance of a team. Sickness absence return to work interviews, may assist on interview panels.</i> <i>Be able to manage all aspects of work including: identifying training needs, carrying out appraisals, full management of sickness absence; conduct; and capability cases of a department.</i>	<ul style="list-style-type: none"> ✓ Able to influence across a range of business roles and stakeholder seniorities ✓ Effective team working ✓ Good facilitating workshops and meetings, and negotiating ✓ Ability to work unsupervised managing own workload and priorities 	A/I	✓	

<p>Written skills</p> <p>Specify the level of written skills, requiring the use of English, routinely required by the post-holder</p> <p>Eg: Able to follow basic written instructions.</p> <p><i>Proficient in reading and writing, routine note taking.</i></p> <p><i>Able to comment on complex documents such as policies/reports.</i></p> <p><i>Be able to write complex reports and formulate policies.</i></p>	<ul style="list-style-type: none"> Clear written and verbal communication skills Ability to write technical reports, project reports and understandable reports to a non-technical audience 	A/I	,	
<p>Communication/Verbal skills</p> <p>Specify the extent and frequency the post holder will be required to use a range of communication skills.</p> <p>Eg: <i>Able to speak and understand basic English.</i></p> <p><i>Able to speak, receive and issue instructions in English without risk of misunderstanding</i></p> <p>Specify the main type(s) of communication the post holder will be required to use.</p> <p>Eg: <i>Face to face contact, Telephone contact, E-mail, Internal and external meetings</i></p>	<ul style="list-style-type: none"> Can communicate effectively with technical and non-technical stakeholders at different levels Ability to build effective relationships with customers, matrix teams, suppliers, partners etc Can communicate effectively with technical and non-technical stakeholders at different levels 	A/I/P	,	
<p>Responsibility for financial and physical resources</p> <p>Specify the extent to which the post holder has responsibility for financial resources and physical assets.</p> <p>Eg: <i>Able to manage a non-pay budget, pay budget or manage income generation targets (indicate - size and complexity)</i></p>	<ul style="list-style-type: none"> Responsible for ensuring projects are delivered within agreed finances and resources 	A/I	,	
<p>Knowledge</p> <p>Specify any specialist knowledge the post holder will be required to hold</p>	<ul style="list-style-type: none"> Ability to translate operational and clinical objectives into an IT project portfolio Understanding of how IT solutions can support operational and clinical objectives 	A/I	,	
<p>Physical skills</p> <p>Specify the extent and frequency the post holder will be required to use physical skills.</p> <p>Eg: <i>Have a typing speed of 120 words per minute</i></p>	<ul style="list-style-type: none"> Standard keyboard skills 	A/I	,	

<p><i>Able to record blood tests results accurately</i> <i>Able to quickly and carefully pass surgical instruments to surgeons</i> <i>Able to safely manipulate patient joints</i> <i>Able to safely carry out manual handling of patients. (Please specify the range of weights and duration/frequency of manual handling undertaken)</i></p>				
<p>Mental Effort</p> <p>Specify the extent the post holder will be required to concentrate for prolonged periods and cope with regular interruptions.</p> <p><i>Eg: Able to deal with frequent telephone enquires</i> <i>Able to accurately analyse high volumes of slides</i> <i>Able to research complex information</i></p>	<ul style="list-style-type: none"> Concentration required when analysing Able to manage interruptions and respond to queries as required. 	A/I		
<p>Working Conditions</p> <p>Specify the extent / frequency the post holder will be required to work in challenging working conditions.</p> <p><i>Eg: Able to work in an environment with unpleasant smells, or noisy/dusty/hot environment.</i></p> <p><i>Post at risk of coming into contact with body fluids and/or of being exposed to physical / verbal aggression.</i></p>	<ul style="list-style-type: none"> Office working conditions 	A/I		
<p>Emotional Effort</p> <p>Specify the nature, frequency and duration the post holder will be required to deal with distressing or emotionally demanding duties.</p> <p><i>Eg: Able to take responsibility for imparting bad news to staff, patients or relatives in a sensitive manner.</i></p>	<ul style="list-style-type: none"> Ability to effectively manage staff performance and manage and response to disruption to service/project performance issues. 	A/I		
<p>Other</p>	<ul style="list-style-type: none"> Incidental contact with patients/clients Undertakes surveys/audits to support service development 	A/I		