



Moorfields
Eye Hospital
NHS Foundation Trust



Job description and person specification

DevOps Engineering Manager



Job description

Job title:	DevOps Engineering Manager
Department:	IT Operations
Grade:	Band 8b
Responsible to:	IT Director
Accountable to:	Chief Information Officer
Location:	All sites
Hours:	37.5 hours per week, with on-call rota

MY JOB MAKES LIVES BETTER BY...

Joining up systems and data to empower patients, service users and staff to deliver high-quality, patient-centered care. I also keep at the forefront of digital technology initiatives, ensuring that our digital solutions put people at the heart of all that we do.

THE POST

We are at a pivotal stage of our digital journey and have an ambitious portfolio of digital technology initiatives ahead of us, all grounded around – empowering patients and service users; improving the experience navigating the healthcare system and joining up systems and data across to better meet the needs of citizens.

This role is part of the IT Operations, who are responsible for:

- Maintaining our IT services and ensuring they remain operational, performant, supported, fit-for-purpose and meeting the needs of our end users
- As IT subject matter experts, contributing to the design and development of new products and services
- Improving user experience in our systems and processes



- Proactively maintaining our IT service portfolio and reducing technical debt

There are a number of different teams within IT Operations, aligned to specific user needs / services. Each IT service team will have a number of different services that form the service offering to end users.

The DevOps Engineering Manager leads a team of development operations engineers that support the development and operation of software through tools, environments and practices.

Some of the core services that you will lead on with your team is as follows (but not limited to, as business requirements evolve / change):

- Electronic Medical Record (EMR)
- Trust Integration Engine (TIE) – connecting clinical systems, messaging and data
- Data Warehouse
- Internal developed applications

You will have experience leading teams that develop and run services, with experience in with web, development, database and integration technologies (example: APIs). You will have an understanding for service management environments, covering incident, problem, change and release management activities.

You will ensure that:

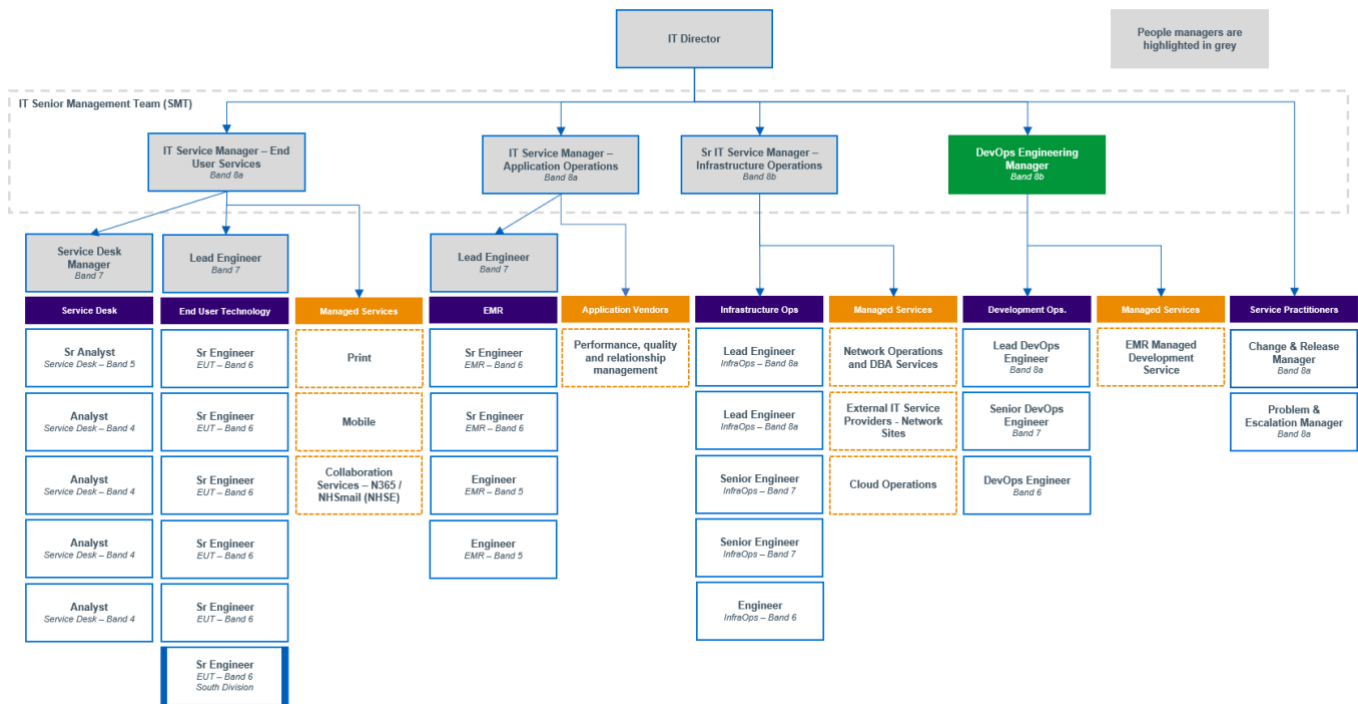
- development operations remain responsive to customer needs
- adequate reporting and service standards are met for your specific services
- all release management activities are communicated and managed, with appropriate governance
- a programme of continual service improvement is put in place across the wider development operations function

You will put people at the heart of everything you do – with a relentless focus on user experience and ensuring all our user needs are met across sites at Moorfields Eye Hospital NHS Foundation Trust.

With the ever-increasing need and interest in the use of digital technology in healthcare, you will be part of a team of Digital, Data and Technology experts that delivers service improvements and keeps at the forefront of new technology.

ORGANISATIONAL CONTEXT

This role is part of the IT Senior Management Team (SMT), participates in the IT Senior Manager On-call (SMoC) rota, highlighted below:



KEY WORKING RELATIONSHIPS

- All staff
- Patients and service users
- Digital, Data and Technology teams
- External suppliers

KEY ACCOUNTABILITIES FOR THIS ROLE

At this role level, you will:

- identify, test and champion the adoption of emerging technologies
- ensure that security, stability and capacity are embedded in the development and deployment of services



- develop a team's capability by rewarding high performers
- shape career paths and recruit the right talent
- identify skills gaps and important dependencies within technical teams

Skills required for this role

Leadership

- Provide leadership and direction to the service, including the wider directorate and business teams
- Mentor, coach and line manage the Development Operations service (including managed services) - developing their skills and capabilities to meet the needs of the organisation and healthcare partners, as well as building on existing recruiting capabilities to address new needs or skill gaps

Availability and capacity management

- Create and be responsible for Development Operations policy and strategy for service and capacity management, and the implementation of required changes
- Responsibility for ensuring the Development Operations standards and procedures are met across multiple service teams and managed service providers, identifying capacity issues, interdependencies, stipulating the required changes and instigating these.

Development process optimisation

- Set the strategy and manage resource allocation for development programmes
- Work with client functions to establish business requirements and identify, propose, initiate and lead these programmes

Financial management

- Understand how to balance cost versus value
- Consider the impact of user needs



- Budget authority and report on the financial delivery of your services (pay and non-pay)
- Monitor cost and budget for your services (pay and non-pay) and know how and when to escalate issues

Information Security

- Demonstrate in-depth knowledge of information security
- Design, quality review and quality assure solutions and services with security controls embedded, specifically engineered with mitigation of security threats as a core feature

Modern standards approach

- Demonstrate a strong understanding of the most appropriate modern standards and practices, and how they are applied
- Coach and guide others in these standards

Programming and build

- Collaborate with others when necessary to review specifications
- Use the agreed specifications to design, code, test and document programs or scripts of medium-to-high complexity, using the right standards and tools

Prototyping

- Use a variety of prototyping methods
- Share best practice and coach others
- Look at strategic service design end to end

Relationship management

- Influence stakeholders and manage relationships effectively
- Build long-term strategic relationships



- Facilitate and deliver business outcomes.

Service focus

- See the bigger picture and investigate how to get the best out of the underlying services to support the organisations' strategic objectives and business priorities

Service reporting

- You can use your data analytics skills to enhance business performance

Service support

- You can identify, locate and fix faults

Strategic thinking

- Define strategies and policies across the IT Operations teams and provide guidance to others on working in the strategic context
- Evaluate current strategies to ensure business requirements are being met and exceeded where possible
- Create, develop and maintain operating procedures and policies for Development Operations, and contribute to the development of enterprise-wide policies and operating procedures (where they span multiple teams)
- Ensure alignment of operating procedures and policies in-line with national, sector (ICS) and industry best practice – where it makes sense to do so

Systems design

- Design systems characterised by medium-high levels of risk, impact, and business or technical complexity
- Select appropriate design standards, methods and tools, and ensure they are applied effectively



- Review the systems designs of others to ensure the selection of appropriate technology, efficient use of resources and integration of multiple systems and technology

Systems integration

- Define the integration build
- Co-ordinate build activities across systems
- Understand how to undertake and support integration testing activities

User focus

- Collaborate with user researchers and can represent users internally
- Explain the difference between user needs and the desires of the user
- Champion user research to focus on all users
- Prioritise and define approaches to understand the user story, guiding others in doing so
- Offer recommendations on the best tools and methods to use

Community of Practice

- Develop and maintain a network of professionals to enable continuous learning and a community which can share, learn, and keep up to date on the application landscape.

Other Duties:

- Participate in the on-call service
- Deputise for the IT Senior Management Team as required
- Occasional work may be required outside of core business hours to support major projects / programmes
- All other reasonable requests



GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.



9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

Person Specification

Requirements	Essential / Desirable	How Tested
Education / Qualifications		
Masters degree, or equivalent experience	E	AF, I
Relevant development qualification, or equivalent experience		
Relevant management / leadership qualification or equivalent experience to masters level	E	AF, I
Relevant development qualification or equivalent experience	E	AF, I
Service management qualification or equivalent experience (example: ITIL)	E	AF, I
Delivery management qualification or equivalent experience (Agile, PRINCE2, etc)	D	AF, I
Experience		
Experience of leading multiple user/customer-centric teams and delivering on continuous service improvement initiatives	E	AF, I
Experience of running complex development operations services, leading the design, deployment and running of mission-critical services	E	AF, I
Experience with designing and developing technologies of medium to high complexity - across multiple domains – web, client & server side, integration and database	E	AF, I
Experience of measuring service performance to agreed SLAs/OLAs and creating reports for stakeholders – with supporting context / narrative	E	AF, I
Experience of solving complex problems for users through the use of technology – all with a focus on user needs	E	AF, I
Experience of supporting the transition of products from Delivery into Live Service	E	AF, I
Supervision and direct line management of multiple teams – including (but not limited to) – recruitment, capability and performance, training, leadership, motivation, sickness absence	E	AF, I
Management of financial budgets for a team (pay, on-call, consumables)	E	AF, I
Experience of management products / services in healthcare (NHS)	D	AF, I
Skills and knowledge		
Deal with complex business problems and translate into DevOps processes	E	AF, I



Design and improve of development operations processes	E	AF, I
Identify training needs and develop a professional development framework with your service portfolio	E	AF, I

Requirements	Essential / Desirable	How Tested
Skills and knowledge (continued)		
Prioritisation of work – within the team and across the wider directorate	E	AF, I
Meet set targets or metrics for service	E	AF, I
Autonomous working and can delegate appropriately	E	AF, I
Good communication skills – tailoring your message for your audience, providing and receiving highly complex, sensitive and/or contentious information, able to communicate complex technical information in a simple way to stakeholders	E	AF, I
Strong technical knowledge and ability to keep ahead of digital and technology initiatives	E	AF, I
Design and develop our Development, Service Management, Quality Assurance Testing, and Delivery Management tooling	E	AF, I
Systematic and methodical approach to problem solving	E	AF, I
Personal qualities		
Relentless focus on user needs and experience	E	AF, I
Problem-solving mindset – focusing on improving outcomes	E	AF, I
Seeing the bigger picture - understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders	E	AF, I
Able to work well within a busy environment	E	AF, I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

