

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Details

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|-----------------------|-------------------------------------|
| Job Title: | Service Owner |
| Pay Band: | 6 |
| Directorate: | Information Management & Technology |
| Dept Base: | IT Department |
| Hospital site: | All |

Essential Requirements

- Possess a degree including courses in computer programming, systems analysis, system development, or systems engineering OR has acquired skills and knowledge via an extensive portfolio of practical experience.
- Have the ability to converse fluently, logically and confidently with a wide range of levels of staff.
- Be skilled in conflict management and effectively managing the most challenging relationships among partner organisations, vendors/suppliers and other team members.
- Respond to unfamiliar, undefined, unexpected, or unstable situations with the professionally prescribed standard response
- Recognise subtle problems with system design or performance and act appropriately to improve the condition, seeking validation of actions in advance as appropriate
- Have effective organisational and coordination skills, combined with ability to work to deadlines under pressure
- Have experience of realising business benefits derived from project deliverables
- Have experience in project management techniques, ideally holding a recognised project management qualification.
- Have experience in applying service management techniques
- Hands on clinical applications management experience

Desirable Requirements

- Knowledge of NHS Structures and functions.
- Knowledge of NHS Procurement Standards.
- ITIL v3/4 Foundation
- Experience of working as part of a multi-disciplinary team

2. Job Purpose

- The post holder will support the EPR Manager and serve as the Service Owner of a related range of Information Technology systems, providing system, process, and problem resolution expertise across applications and interfaces.
- Evaluate and document the Trust's operational processes, including analysis and proposed revisions to optimise current processes to achieve the maximum realisation of benefits to the Trust
- Assist with the design and documentation of system functional requirements, the development of deliverables, custom development efforts and project-based planning documents
- Work with Trust staff, partners and vendors to evaluate, develop and implement solutions, including both packaged system solutions and custom development applications
- Assure quality of information through business case and application-level testing; validates test results to business needs and benefits
- Work with Trust staff, partners and vendors to deploy applications
- Design and document system level, operations level and end user level procedures to support business applications
- Provide ongoing troubleshooting, support and maintenance of product applications
- Drive innovation and development of a related range of Information Technology systems across the Trust.

3. Dimensions

- The post holder will be required to act as System Analyst and have the following responsibilities.

Business Requirements and process analysis

- In conjunction with others, identify and specify business requirements, resources and processes for a complex sub-system or major system modification
- Use complex analytical techniques and tools to analyse and streamline business processes
- Develop detailed selection and evaluation criteria based on identified product requirements
- Develop business requirements for complex tasks
- Coordinate impact to Trust, partner and vendor workflow and activity for new processes and systems

Operations Analysis

- Evaluate and document operational performance, diagnose issues/incidents, complete service requests/problem resolution for complex business systems or processes, including performance of integrated EPR systems or data structure/warehouse
- Research and analyse operational business processes
- Provide direction to other staff regarding technical solutions to meet business requirements; anticipate impact and propose solutions
- Manage and report on supplier relationship(s)

Report Writing

- Advanced skills using specialised analysis and reporting tools, report writers and query tools

Systems Analysis

- Identify and specify technical/functional requirements, resources and processes for a complex sub-system or major system modification to meet Trust requirements
- Develop detailed selection and evaluation criteria based on identified product requirements
- Full accountability for developing requirements for complex processes
- Create prototype designs for complex/significant risk projects
- Manage relevant system upgrade(s) and enhancements

Systems Integration

- Design large scale, complex specifications and work with multiple users in modifying systems processing, data structures and designing new systems
- Manage any changes to system interfacing and identify opportunities for new interfacing to enhance data accessibility and sharing between clinical applications.

Project Management

- Work with project managers to develop realistic work estimates and project schedules
- Measure progress towards stage boundaries and goals, and revise work plan accordingly
- Review project deliverables for accuracy

Service Support Skills

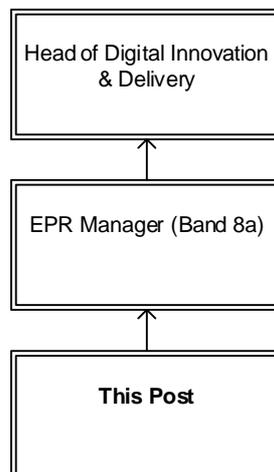
- Provides 2nd Line Support for a related range of Information Technology systems engaging directly with end users as required.
- Manage supplier relationship(s) and appropriate escalation of service issues.

4. Organisational Arrangements

Reports to: EPR Manager

Professionally accountable to: Head of Digital Innovation & Delivery

Organisational Chart



5. **Knowledge Training and Experience**

- See essential requirements

6. **Skills**

Communication and Relationships

- The post holder will provide and receive highly complex or sensitive information.
- Have the ability to converse fluently, logically and confidently with a wide range of levels of staff

Analytical and Judgmental

- The post holder will be required to analyse, interpret and compare highly complex processes and situations, comparing a range of options with considerable impact to the Trust, potentially under pressure and to deadlines.

Planning and Organisational

- The post holder will be required to plan and organise highly complex activities or programmes, which will require adjustment and formulation.

Physical Dexterity

- The post holder will have highly developed physical skills including advanced keyboard use, where accuracy is important, including the manipulation of fine tools and materials.
- Advanced keyboard skills to ensure speed and accuracy

7. **Key Result Areas**

Responsibility for Patient/Client Care

- May be required to assist patients and/or relatives during incidental contacts.

Responsibility for Policy and Service Development

- Implement IM&T policies for own area, propose changes to IM&T working practices and procedures, e.g., when planning for new projects, changes in legislation, new reporting processes, planning for new programmes impacting across the organisation.
- Adhere to national, Trust and local policies, guidelines and protocols.
- Participate in and contribute to project management meetings for IM&T projects relating to local, regional and national initiatives.

Responsibility for Financial and Physical Resources

- The post holder will be responsible for the safe use and maintenance of his or her own and other expensive equipment including installation and repair.
- Ensure IT equipment including computers, laptops, and development equipment is used and maintained in a safe and secure manner
- Report faults/repairs and progresses appropriately.

Responsibility for Human Resources

The post holder will be responsible for:

- Compliance with Trust policies, e.g. Dignity and Respect at Work Policy, Health and Safety Policies.

- Will attend mandatory updates

Responsibility for Information Resources:

- There will be a regular requirement to develop or create reports and documents, and the post holder will be responsible for maintaining one or more information systems including the adaptation to meet external specification.
- Interpret data, create reports.
- Design, develop or programme and maintain computer systems, e.g. changing modules in a reporting system, new or changed system interfacing etc.

Responsibility for Research and Development:

- The post holder will regularly undertake research and analysis of complex/significant risk business systems and processes.

8. Freedom to Act

- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies.
- Acts as a lead specialist in own area.

9. Effort & Environment

Physical Effort

- The post holder will be required to carry a laptop and projector in the performance of their duties, and will frequently be required to walk more than one kilometre at a time.

Mental Effort

- The post holder will be required to concentrate intensely for extended periods of time.
- Work pattern is unpredictable.

Emotional Effort

- The post holder may rarely be exposed to negative emotional circumstances.

Working Conditions

- Will be required to use IT equipment including computer screens and VDU's more or less continuously during their normal working week.

Signed:
(Post holder)

Date:

Signed:
(Manager or equivalent)

Date:

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Service Owner

BAND: 6

DIRECTORATE: IM&T

| <u>REQUIREMENT</u> | <u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job | <u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job | <u>ASSESSMENT</u> |
|---|---|---|-------------------|
| Qualifications & Education | <ul style="list-style-type: none"> • Possess a degree including courses in computer programming, systems analysis, system development, or systems engineering OR has acquired skills and knowledge via an extensive portfolio of practical experience. | <ul style="list-style-type: none"> • ITIL v3/4 Foundation | |
| Knowledge & Experience | <ul style="list-style-type: none"> • Have experience of realising business benefits derived from project deliverables • Have experience in project management techniques, ideally holding a recognised project management qualification. • Have experience in applying service management techniques • Hands on clinical applications management experience | <ul style="list-style-type: none"> • Knowledge of NHS Structures and functions. • Knowledge of NHS Procurement Standards. • Experience of working as part of a multi-disciplinary team | |
| Skills & Abilities | <ul style="list-style-type: none"> • Have the ability to converse fluently, logically and confidently with a wide range of levels of staff. • Be skilled in conflict management and effectively managing the most challenging relationships among partner organisations, vendors/suppliers and other team members. • Have effective organisational and coordination skills, combined with ability to work to deadlines under pressure • Recognise subtle problems with system design or performance and act appropriately to improve the condition, seeking validation of actions in advance as appropriate | | |
| Values / Behavioural / Attitudes | <ul style="list-style-type: none"> • Respond to unfamiliar, undefined, unexpected, or unstable situations with the professionally prescribed standard response | | |
| Core Behaviours | <ul style="list-style-type: none"> • Alignment to Trust Values and Core Behaviours • Take personal responsibility to: <ul style="list-style-type: none"> ○ engage with the Trust's Climate Emergency Strategy and Sustainable Healthcare in Newcastle (SHINE) initiatives; ○ assist in embedding our sustainability values into everyday practice; and ○ help ensure such practice is applied consistently by you and your colleagues | | |

**CANDIDATE:
SIGNED BY:
DESIGNATION:**

**REFERENCE NO:
DATE:**