



JOB DESCRIPTION

Job Title:	Technical Project Manager / Business Analyst
Band:	Band 7
Responsible to:	IT Programme Manager
Accountable for:	Digital Specialist Trainers, Project Support Officer

Our Vision

“We will work closely with our health and social care partners to give patients more control over their own care and find necessary treatments more readily available. We will support people with multiple health conditions, not just single diseases, and deliver care as locally and conveniently as possible for our patients. We will develop our current and future workforce and introduce innovative ways to use technology.”

JOB PURPOSE

Providing business analysis and project management skills in support of the organisation’s digital agenda and project delivery, to include the delivery of the Integrated Care Record.

Providing in association with other members of the Digital Services Team a responsive and client focused service that delivers high quality project support services to our clients, both internal and external.

Guided by principles and broad occupational policy, the postholder will contribute to the successful delivery of the Organisations’ objectives and will interpret and advise on policy and guidelines.

Working both autonomously and as part of the Digital Services Team the postholder will be required to deputise for the IT Programme Manager and act independently, exercising significant discretion in respect of their lead areas of specialism including strategic and programme planning and decision making.

COMPETENCY BASED KEY RESULT AREAS

These are key result areas which will be applicable to the area of responsibility outlined above and are commensurate with the grade of the post.

Vision

Provide specialist business support and advice to other departments within the Organisation, including investigating a complex range of business issues and opportunities and identifying and delivering business and technical solutions; including:

- To work with a variety of stakeholders across multiple organisations to help fulfil the Sustainability and Transformation Partnership (STP) vision of deploying an Integrated Care Record across the local health economy.
- To lead the continuing deployment of a range of operational software systems and applications within Shropshire Community Health NHS Trust, to support the Organisations' strategic plans by providing specialist and highly complex advice to operational services.
- Using business analysis, stakeholder engagement, change management, project and programme management knowledge and skills to deliver a variety of projects on time and within budget to a variety of services.
- To provide day-to-day support and guidance on IT Systems, Business Analysis, Change and Project Management approaches across the Trust.

Delivery

- Identify and record critical success factors.
- Arranging and facilitating workshop sessions and recording outcomes.
- Perform feasibility analysis, scope projects, and work with the project management team to prioritise deliverables, and interpret product functionalities.
- Participate in Integration Testing and User Acceptance Testing (UAT) and Functional Testing, and assist in the preparation of user and system test plans
- To analyse, document and propose solutions for large and/or complex business areas and to prepare functional specifications.
- Collecting, understanding, and prioritising the business requirements for the project, and translating these into functional specifications and detailed test plans.
- To design and execute user test scenarios and test scripts.
- Work with designated stakeholders to analyse, research and document requirements.
- Resolve problems where there is a lack of precedent which calls for innovation and creative thought to develop appropriate options; anticipate problems and initiate solutions which take into account the strategic implications for Shropshire Community Health NHS Trust and which do not limit future choices.
- Assist in the development of tender documentation.
- Interpret the business processes and requirements for organisation wide systems and services.
- Document requirements including business, functional, non-functional, and reporting.
- Liaise with a number of projects that are aligned with Shropshire Community Health NHS Trusts' Strategy and Business Plan.

- Create a detailed Business Requirement Document (BRD) and translate it into functional specifications.
- Able to deal with the wider Digital Services Team, Operational Services and external third parties to ensure co-ordination of development work.
- Ensure products are compliant with the agreed Project Management Office frameworks ensuring that process maps and full business/functional requirements are produced, and agreed for all relevant projects.
- Use established Project Management methodology to deliver Project activity, ensuring all:
 - resources are allocated
 - risks and issues are identified and managed
 - work packages are completed on time and to correct quality
 - documentation is completed accurately and on time
 - stakeholders and relevant parties receive the right communication at the right time
 - Work with the project lead to a predefined project plan.
- Co-ordinate, plan and ensure the timely provision of project resources when working with external suppliers in areas of lead responsibility.
- Deputise for the IT Programme Manager this will include contributing to the Employee Development Reviews (EDR) of the Rio Support Team staff.
- Keep abreast of developments within the NHS at local and national levels.
- To pass on knowledge and expertise through informal and formal training sessions to other Teams.
- Provide line management and supervisory roles to Team members.

Understanding and Managing in Context

- To take personal responsibility for maximising opportunities to improve the use of resources and the quality of services that you provide and to ensure that your line manager is engaged in any plans for improvement, particularly where support is required to make the change happen effectively.
- To take personal responsibility to learn lessons and build these into future plans.
- To offer thoughts and ideas to your manager to enable most effective use of resources for the benefit of patients.
- To demonstrate and deliver a client focused service to ensure the current working relations are maintained and enhanced.

Relationship building

- To actively engage with, listen to and seek views of patients (as appropriate), staff and key stakeholders (including Informatics Department team members, Directorate support staff within Shropshire Community Health NHS Trust, other NHS organisations and external agencies) to influence and improve accessibility and inclusiveness of service delivery.
- To provide evidence and assurance to the IT Programme Manager that appropriate standards are being constantly met.

Team and People Development

- To actively engage with other team members to achieve results.

- To contribute to a culture of development, improvement and learning by actively participating in a personal development and appraisal systems, with clear and explicit expectations and targets, to enable continuous improvement in performance standards, training and development.

Emotional Intelligence

- Behaves consistently with the values and beliefs of the organisation and promotes these on day to day basis.
- Behaves consistently with the NHS Code of Conduct for Managers.
- Maintains emotional resilience and maturity with the occasionally exposure to highly distressing or highly emotional circumstances for example in the conduct of serious disciplinary cases.

Personal Development

- To take responsibility for keeping up to date and reviewing your personal development needs, objectives and establishing performance standards for the role, on a regular basis including participating in reviews with your manager at least a 12 monthly basis.
- In agreement with the IT Programme Manager, maximise opportunities for development across all areas of the Finance Directorate.

Corporate Responsibilities

- To ensure that your actions and behaviours are in line with, and consistent with, our values
- Matters of a confidential nature, regarding both staff and patients may be available to the post holder; divulgence of information or even of the knowledge of such information must only occur in the proper exercise of the above duties.
- All members of staff must ensure that information security is maintained at all times, taking personal responsibility to be aware of and ensure that their actions and behaviours are in line with, the Trust’s information governance policies.
- The post holder will be required to comply with regulations relating to the Health and Safety at Work
- The post holder will be required to comply with regulations relating to Infection Prevention and Control (IPC) including adherence with IPC policies challenge poor IPC practices of others and to report any breaches, using appropriate Trust mechanisms e.g. incident reporting policy
- The post holder will be required to comply with policies and procedures issued by and on behalf of the Trust.
- The Trust is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.
- This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

Post Holder’s Name:	
Post Holder’s Signature:	Date:
Manager’s Name:	
Manager’s Signature:	Date:

PERSON SPECIFICATION

JOB TITLE	Technical Project Manager / Business Analyst
BAND	7

	ESSENTIAL
TRAINING AND QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to relevant Degree level e.g. Degree in Information Technology, Degree in Information Science, Degree in Business Studies or NVQ Level 5 in the above subjects. <p>or</p> <ul style="list-style-type: none"> • Equivalent combination of IM&T knowledge/qualification (e.g. BTEC, HND/OND) supplemented with appropriate advanced vocational courses (e.g. AGILE, Six SIGMA, Business Analysis Certification, PRINCE2), and a number of years' experience in a similar business environment normally associated with a Degree level qualification. <p>and have additional knowledge:</p> <ul style="list-style-type: none"> • Demonstrable specialist knowledge and expertise in Stakeholder Engagement, Business Process Mapping, Project and Change Management
EXPERIENCE	<ul style="list-style-type: none"> • Extensive experience of managing workshops and other requirements gathering activities • Extensive experience of articulating business and IT needs and relaying them to various project audiences to ensure a complete understanding of a deliverable, its capability and limitations • Demonstrable experience of working with a variety of users at all levels within the organisation • Experience of process mapping • Experience in presenting formally to management groups • Demonstrable experience of rapidly gaining understanding of more than one complex area and ability to interpret and identify relevant/improved ways of working • Experience of preparing business cases • Extensive experience of delivering training materials and training to help embed the product into the business as usual activities. • Experience of managing UAT testing and business process related issues • Experience of people related project change management frameworks • Proven ability to take a strategic view • Expert knowledge of different project management methodologies including Agile and waterfall
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Demonstrable ability to critically evaluate information gathered from multiple sources and extract pertinent detail from low-level information / decompose high-level information, to ensure comprehensive understanding is reached • Ability to understand complex processes and map them using Visio

	<ul style="list-style-type: none"> • Stakeholder and matrix management skills • Significant experience of analysing stakeholder objectives and the underlying issues arising from investigations into business requirements and problems and identifying options • Extensive first-hand practical experience of investigating operational requirements, problems and opportunities and seeking effective business solutions • Proven ability to embrace, champion and manage change and be proactive and deliver within a complex, constantly changing environment; • Project Management Skills • Highly developed organisational skills, including a proven ability to take a strategic view and constructive problem solving approach to issues, linking plans to the overall aims and strategic objectives • Excellent written and oral communication skills, including highly developed presentation and influencing skills, using tact and diplomacy to reconcile a variety of perspectives and gain consensus • Ability to work autonomously, including the ability to balance, organise and prioritise own workload. • Proven in-depth technical understanding of business analysis methodologies
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Ability to communicate effectively across different levels of the organisation • Ability to develop and maintain effective working relationships with team members and other staff • Can demonstrate initiative, creativity, flexibility and a personal ethos of continuous improvement • Show an ability to gain an understanding of other professionals 'problem solving' requirements. • Demonstrate willingness to develop effective working relationships • Willingness to identify own training and development needs and undertake further training as necessary • A positive, professional, enthusiastic and helpful attitude • Flexible, reliable and adaptable • Analytical in approach to tasks • Neat and precise methods of working, including ensuring accurate filing and record systems are maintained • Good time management skills
EMOTIONAL EFFORT	<ul style="list-style-type: none"> • Ability to maintain emotional resilience and composure when undertaking the role • Ability to work sensitively when influencing stakeholders and ensuring engagement
MENTAL EFFORT	<ul style="list-style-type: none"> • Ability to focus, concentrate and accurately complete tasks within given timeframes whilst dealing with unscheduled interruptions e.g., changing priorities.
PHYSICAL SKILLS	<ul style="list-style-type: none"> • The ability to sit or stand at the front of an audience for prolonged periods of time whilst leading the session • This post requires the occasional light manual handling of equipment used in meetings and workshops such as laptops, documents, projectors, flip-charts etc.
REQUIREMENTS DUE TO WORKING	<ul style="list-style-type: none"> • Ability to meet the travel needs of the post. (The postholder will be required to travel to any location as required by the organisation). • Operate from a designated fixed workstation using VDU/PC for the

ENVIRONMENT

majority of the working day.