



Job Description

Job Details	
Job Title:	Process Development Manager
Business Unit:	Corporate Services - Finance
Department/Ward:	NEP
Location:	Trust wide
Pay Band:	Band 7
CAJE No:	ADM8226
Main Purpose of the Job	
<ul style="list-style-type: none"> The Process Development Manager is responsible for the implementation and development of complex solution developments, quarterly updates and enhancements as well as providing specialist advice on the core applications of the integrated NEP Cloud Solution. The post holder is responsible for project managing delegated programme of work items, ensuring all project scopes and project plans are comprehensively detailed and managed effectively, ensuring there are no conflicts. They are required to undertake analysis of complex data in relation to the design, testing and implementation of proposed developments and enhancements to the NEP Cloud solution. The post holder should be able to assess, rigorously test and provide expert guidance on the impact of proposed implementations, within each application area, whilst ensuring full compliance with the project scope and formally reporting significant risks or issues to the Programme Manager and / or NEP Operational Management Team (OMT). The Process Development Manager is required to provide on-going support and guidance to NEP Colleagues, NEP Consortium Organisations and Partner Organisations to ensure clear dissemination of information and continuity of service of the NEP Cloud Solution. To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. 	



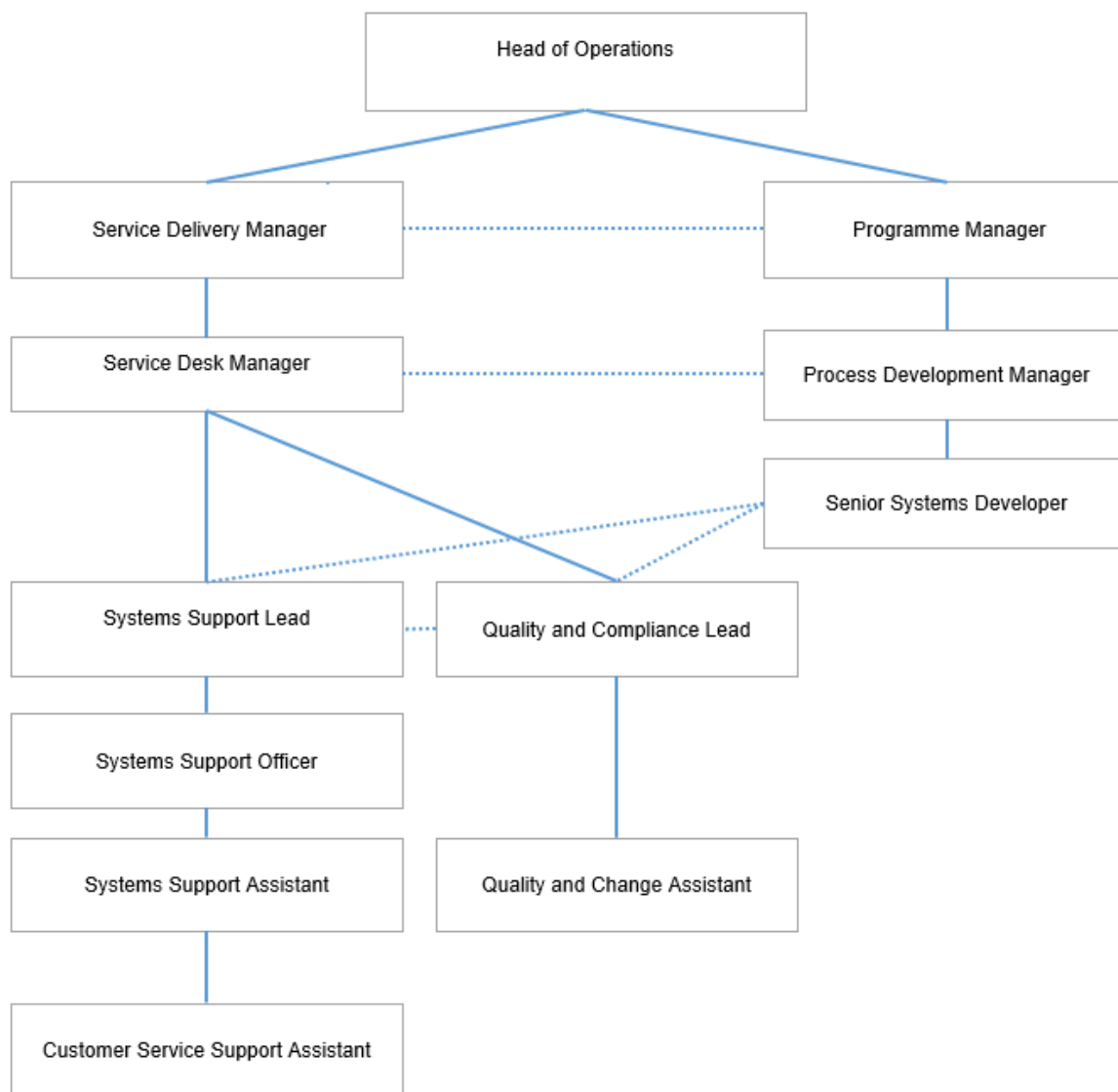
Dimensions

- NEP is a not-for-profit NHS Consortium that provides a centrally serviced, shared Finance and Procurement Cloud ERP system, that fully supports the NHS National Agenda as well as incorporating Shared Services, NHS Procurement Strategy and Future Focus Finance Initiatives.
- We are the largest Consortium within the NHS, ran by people who really understand and care about the NHS. Our Finance and Procurement Cloud solutions and services have been designed specifically for the NHS by the NHS.
- The NEP Cloud team delivers' the day-to-day management, maintenance and development of the NEP Cloud solutions. The NEP Cloud team is headed and managed by the Associate Programme Director who is responsible for the corporate management, delivery and development of this highly complex service.
- The NEP Cloud team comprises of Technical, Applications, Business / Account Management and Support specialists who are responsible for the overall design and build of the system and for the delivery of a programme of continuous development and enhancement, including the management of training for NEP Consortium personnel.
- A dedicated Customer Service team provides front line support and Service Desk facilities for all NEP Consortium Organisations.



Organisational Chart

- The Process Development Manager reports directly to the Programme Manager and are responsible for the day to day management and supervision of the Senior System Developers.
- The post holders will be on occasion be led by the Service Delivery Manager, the Client Programme Manager or Operational Management Team on specific Programme of Work items, but will also work closely with the System Support, Service Desk and Account Manager teams well as having a strong working relationship with the rest of the NEP team, offering guidance, support and mentorship where necessary.





1. Communications and Relationships

- The Process Development Manager is responsible for the implementation and development of complex solution developments, quarterly updates and enhancements as well as providing specialist advice on the core applications of the integrated NEP Cloud Solution.
- It is therefore critical to the NEP Business that the Process Development Manager has excellent communication skills, ensuring the very latest information is readily available and effectively and transparently communicated to the Programme Manager, the wider NEP Team and any other key stakeholders.
- Must be able to demonstrate the English language proficiency level required for this post.
- It is essential that the post holder has the ability to build relationships with varying levels of professionals within a work-based environment, as communication within this post will be with a wide variety of people both internal and external to the NEP Consortium. For Example;
 - The Host Trust - Northumbria Healthcare NHS Foundation Trust.
 - The NEP Consortium, including Management Boards, local Project Teams and User Groups, departmental managers and operational personnel
 - NEP Partners and other External Organisations and Agencies.

The Process Development Manager must possess;

- Highly developed inter-personal and communication skills to assist and deliver complex, business critical developments and enhancements, from point of project initiation through to project completion including the management and continuous monitoring of risks and issues associated with project implementation.
- The ability to be diplomatic and professional when providing and receiving complex or contentious information, and also developed negotiation and persuasion skills to provide complex or contentious information to Project Boards and Project Teams.
- The ability to effectively manage and motivate the Project Team members, which could include both internal and external stakeholders, gaining co-operation whilst effectively managing and overcoming resistance to change and barriers to understanding by discussion, explanation and demonstration.
- Excellent presentation skills to support the post holder to undertake presentations to internal NEP Cloud team members, NEP Consortium members and other key stakeholders to convey what could occasionally be deemed to be contentious information in a major area of change that could impact the whole NEP Consortium.



2. Knowledge, Skills, Training and Experience

Essential

The Process Development Manager must be educated to masters level within a Financial or Procurement related study area, or equivalent qualification and / or demonstrable relevant experience.

The Process Development Manager must also;

- Have highly developed specialist knowledge of Financial Management, Financial Services or Procurement, underpinned by experience and knowledge of people and service management.
- Have detailed working knowledge of Procurement to Pay, Accounting to Reporting and Order to Cash Applications. Including but not limited to; General Ledger, eRequisitioning, Procurement, Accounts Receivable, Fixed Assets, Cash Management and Reporting.
- Have working knowledge of project management methodology, including a formal qualification and / or equivalent experience.
- Significant experience and understanding in systems development and systems related Project Management.
- Strong and developed Customer Relationship Management skills, including the ability to provide solutions and issue resolution to a wide and varied customer and client base, both within the NHS and externally.
- Strong leadership and management skills.
- Robust and clear communication skills
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development.
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients.
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients.
- Accountability for the leadership of post holders staff / teams / departments.
- You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.

Desirable

- Working knowledge of Project Management methodology or equivalent.
- Detailed working knowledge of NEP Cloud Solutions.
- Although not essential it would be beneficial if the post holder had a detailed understanding of NHS working practices and procedures
- Knowledge of or experience in coaching and mentoring practices and tools.
- Knowledge of or experience in Quality improvement tools, techniques and methods.



3. Analytical Skills

- The Process Development Manager is required to undertake the complex analysis of data in relation to the design, testing and implementation of proposed developments and enhancements of the NEP Cloud solution therefore attention to detail and advanced analytical skills are an absolute must in this role.
- The post holder should be able to assess, rigorously test and provide expert guidance on the impact of proposed system developments, enhancements and quarterly upgrades, within each application area, whilst ensuring full compliance with any associated project scopes.

The Process Development Manager must also be able to;

- Support the wider NEP Team with specialist expert knowledge to interpret and resolve enquiries from operational users, using best endeavours to ensure the NEP support teams meets Service Level Agreement targets in responding to and resolving Service Desk calls and other complex IT developer enquiries e.g. System errors, unusual data trends and breaches of security and confidentiality.
- Take a pro-active role in the complex analysis, evaluation, testing and implementation of systems and /or system functionality upgrades, to maximize the business benefit and cost reduction opportunities resulting from the introduction of new and developed technology.
- Evaluate both internal and external processes and recommend alternative value-added best practice procedures.
- Prioritise activities during periods of peak activity.

4. Planning & Organisational Skills

- The Process Development Manager is responsible for the planning and organising of delegated complex activities to support the successful implementation / adoption of updated or enhanced services that impact the full NEP Consortium.
- The post holder should also ensure successful communications are established with all parties involved in, or impacted by, each project and all relevant information is communicated in a timely manner.

The Process Development Lead must be able to;

- Manage and plan specialist projects and uses own knowledge and skills to re-configure current business processes to fall in line with new business objectives and to maximise added value.
- Use own initiative, to analyse, evaluate and to present a broad range of complex business and technical activities, including the analysis of alternative processes or technical configurations, and the evaluation and recommendation of change management to achieve the implementation of best practice processes or system setup and technical configuration.
- Configure detailed and technically accurate training plans and deliver appropriate training to colleagues in line with the NEP internal protocols and processes.
- Motivate, mentor and support Senior System Developers and other colleagues as required.



<p>5. Physical Skills</p> <p>The Process Development Manager must have;</p> <ul style="list-style-type: none"> • Standard data entry, data management and keyboard skills, including detailed knowledge of Microsoft Office and other data management tools, including Project, Word, Excel and PowerPoint, and working knowledge of project management methodologies. • Excellent written, verbal and presentational skills, including the delivery of sales presentations, training packages and user manuals.
<p>6. Patient/Client care</p> <ul style="list-style-type: none"> • The Process Development Manager will support the process development function within the NEP Business, as such consultation will need to be undertaken with the Client NEP Consortium Organisations, as well as managing any issue escalations from NEP colleagues. This role will therefore include incidental Client contact.
<p>7. Policy & Service Development</p> <ul style="list-style-type: none"> • The Process Development Manager is responsible for implementing, communicating and managing the implementation of solution changes and the recommendation of system developments and enhancements, that not only benchmark the internal business processes to industry best practice, but enable each NEP Consortium Organisation to realise added value within everyday work processes. • The enhancements recommended by the Process Development Manager would be to develop processes that would undoubtedly map across full NEP Consortium Organisation, meaning any implementation would impact many different disciplines within the organisation and Change Management process would need to be undertaken to limit disruption and support adoption throughout the whole of the Organisation.
<p>8. Financial & Physical Resources</p> <p>The Process Development Manager is responsible for;</p> <ul style="list-style-type: none"> • The safety and integrity of resources assigned to the post holder's personal care, including computer equipment entrusted to the post holder's care for use at home. • Responsible for the safe/secure use of IT equipment by users and leads on the purchasing of IT hardware equipment, software and services including installation, repair and maintenance of IT equipment for new projects within the NEP Programme of Work.
<p>9. Human Resources</p> <ul style="list-style-type: none"> • The Process Development Manager will be directly responsible for the day to day management of the Senior System Developers providing support, guidance and mentorship on a daily basis. • The Process Development Manager will provide Training and Mentorship to other members of the NEP team, which will include existing and new members of the team, and develop and facilitate in depth training programmes across multiple disciplinary areas, but specialising in their own area of expertise.



10. Information Resources

- NEP provides a centrally serviced, all-encompassing shared Finance and Procurement system to the public sector. As such it is expected that the Process Development Manager will have a specialised area of systems expertise, whilst having a good understanding and working knowledge of other system application areas, and will lead with internal projects including System Updates, Developments and to support and / or manage Key Programme of Work Items.
- The Process Development Manager is also responsible for the monitoring of own project plans, contingency plans and amendments to plans using Microsoft Project tools.
- You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)

11. Research & Development

- The Process Development Manager is required to lead and initiate evaluations of benefits realised and lessons learnt, to ensure NEP Cloud implementation process provides an efficient transition to the NEP Cloud Solution for all NEP Consortium Organisations.

12. Freedom to Act

- The Process Development Manager is expected to work independently and on own initiative within the defined objectives of the Programme Manager and / or the Operational Management Team, including major activities of delegated Work Packages under the NEP Cloud Programme of Work.

The Process Development Manager should also;

- Manage own time, priorities and priorities of Senior System Developers whilst working under own initiative, within the parameters set by the Associate Programme Director.
- Works without direct supervision on the initiation and management of specific projects, with responsibility for ensuring delivery of key objectives and the interpretation of corporate and national policies within agreed timescales.



Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.



Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical

- *The Process Development Manager will have very light physical effort requirements. On a day to day basis there will be a combination of sitting, standing, walking and driving with light physical effort of carrying a laptop to and from the office / client organisations.*

Mental

- *Due to the range and scope of services covered within this role, the post holder is required to maintain a flexible approach the reorganising of priorities, due to short notice tasks of complex nature, which require extended periods of concentration.*
- *Frequent concentration is required for information analysis and judgements on service provision, along with inputting, checking and testing information and making judgements as to the success or failure of results.*
- *Focus is also required for presenting and delivering training to audiences of mixed skills and abilities.*
- *There is also a requirement for the post holder to work independently from home.*

Emotional

- *Exposure to distressing or emotional circumstances is a rare occurrence for the Process Development Leads.*
- *There will be an occasional requirement to impart what could be considered as unwelcome or unwanted news to stakeholders e.g. where performance is below standard and performance reviews are required. The role will also occasionally require the management of conflicting priorities of NEP Consortium Organisations, NEP Partners and / or internal NEP Colleagues, which could result in conflict and engaging in challenging conversations.*

Working Conditions

- *Due to the nature of this post there is frequent use of keyboard and VDU.*
- *There is the occasional requirement for weekend working where necessary for the resolution of priority activities.*
- *There may be a requirement to work in a variety of locations – home, remote, office based.*



Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations		X
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other	X	

If any hazard is identified above, please give details below:

- 10 – Constant use of keyboard and VDU
- 28 – Working at home without supervision and unaccompanied

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.



Person Specification

Job Title:	Process Development Manager	
Department:	NEP	
Location:	Stokesley, North Yorkshire	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> The Process Development Manager must be educated to masters level within a Financial or Procurement related study area, or equivalent qualification and / or demonstrable relevant experience. 	<ul style="list-style-type: none"> Working knowledge of Project Management methodology or equivalent.
Experience and knowledge	<ul style="list-style-type: none"> Have highly developed specialist knowledge of Financial Management, Financial Services or Procurement, underpinned by experience and knowledge of people and service management. Detailed understanding of Financial and Procurement working practices and procedures Experience in systems development or systems related project management. Detailed general understanding of ERP solutions, specialised working knowledge of all system Applications. Working experience within a managerial or supervisory role 	<ul style="list-style-type: none"> Detailed working knowledge of NEP Cloud Solutions. Although not essential it would be beneficial if the post holder had a detailed understanding of NHS working practices and procedures



Skills and abilities	<ul style="list-style-type: none">• Able to analyse and evaluate business processes, making judgments and recommendations for process change to meet best practice requirements.• Able to receive, provide and present complex information and business concepts to audiences of varying staff grades and abilities, so as to motivate individuals, to gain co-operation and to overcome resistance to change.• Standard keyboard skills, and a working knowledge of Microsoft Office tools, including Project, Word, Excel and PowerPoint• Excellent communication skills• Highly developed planning and organisational skills to meet conflicting objectives and deadlines.• Able to initiate and manage a number of projects simultaneously.• Must be able to demonstrate the English language proficiency level required for this post.	
Personal attributes	<ul style="list-style-type: none">• Able to prioritise and manage own work, and to work with a broad level of autonomy to fulfil each project• Able to prioritise and manage the work programmes of others• Learning agility and commitment to self-development	
Other requirements	<ul style="list-style-type: none">• You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.	