

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Details

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

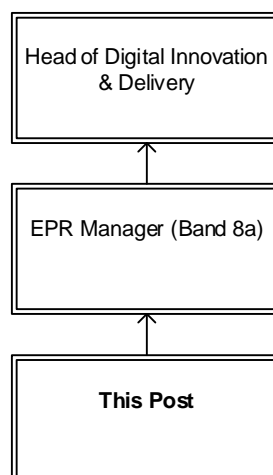
- Provides 2nd Line Support for a related range of Information Technology systems engaging directly with end users as required.
- Manage supplier relationship(s) and appropriate escalation of service issues.

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: