

JOB DESCRIPTION

JOB TITLE:	DIGITAL DEVELOPMENT MANAGER
BAND:	8A
DEPARTMENT:	SYSTEMS & DEVELOPMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SYSTEMS & DEVELOPMENT LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Digital Development Manager is a key member of the Systems and Development team. The role is responsible for the delivery, management and support of the Trust's integration engine (TIE) ensuring that the function is delivered in accordance with the service level agreements whilst maintaining high levels of system availability and customer satisfaction

The role will lead the technical delivery for the Trust's integration engine and be responsible for the support and documentation of the TIE. The postholder will provide specialist advice and strategic planning to the Trust for the full range of specialist areas which fall under the remit of 'software' development.

The role will work closely with the Systems & Development Team, other Digital Leads and external suppliers to interface applications through the TIE then test and maintain the robustness of the interfaces.

KEY RESPONSIBILITIES

- Lead on the technical support for the Trust's integration engine (TIE) and provide support for Junior Developers.
- Provide specialist advice and strategic planning to the Trust for the full range of specialist areas which fall under the remit of 'software' development.
- Deliver Technical and Functional Requirements specifications for software developments.
- Responsible for implementing policies, standards and processes, covering a range of areas including information governance standards, technical, development and design, product assurance, testing and access controls
- Interface applications through the Trust's integration engine and to work closely with the Testing Team to ensure robustness of interfaces before release.
- Support the administration, maintenance and development of the Trust's enterprise architecture, implementing robust middleware and effective interface governance.
- Support the development of aggregate applications to sit on top of existing data stores to meet required functionality
 - Deputise for Systems & Development Lead as required
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values



MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	<ul style="list-style-type: none"> • Implement HL7 FHIR interfaces, enabling Trust wide system integration. • Develop and maintain in-depth specialist knowledge of the relevant programming languages and methodologies as appropriate to deliver the Trust strategy. • Ensure all developments are compliant with IG requirements for data security, auditing, etc. • Support, develop and maintain the Trust's enterprise architecture; allowing the Trust to govern its own interface and flexibly incorporate changes in the application portfolio. • Enhance the capability of the Trust to quickly meet software requirements in support of IM&T Programme goals • Support in the business and planning processes throughout department to deliver services to required standards and within the available resource base • Develop processes in collaboration with other team leads to jointly manage the business, delivery and development of services • Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. • Work with the Systems & Development Lead to define the digital strategy and manage continual service improvement • Develop and maintain good relationships with both clinical and non clinical staff involved in negotiation to align work priorities within the organisation in relation integrating clinical systems •
Human Resources	<ul style="list-style-type: none"> • Work collaboratively with the Digital Leadership team to ensure effective workforce planning that meets the needs of both current or future service developments. • Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust •
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Responsible for operational maintenance of Trust integration, middleware and supporting the development and interface lead on Digital projects. <ul style="list-style-type: none"> ➢ Monitoring the message warehouse and escalating accordingly. ➢ Developing and testing new interfaces between applications. Escalating, resolving and liaising issues between relevant parties. ➢ Design, development, coding, debugging and operation support for trust messaging platform. ➢ Responsible for specification development of

	<p>applications required to support the Digital Programme;</p> <ul style="list-style-type: none"> ➤ To assist with product evaluation against specification. • To advise on interoperability and interface requirements within the Digital Programme. ➤ Use specialist judgement in the analysis and interpretation of complex data which may be both sensitive and multi-stranded and the development to present this data to healthcare professionals in accordance with the Trust's IG policies. ➤ To advise on and implement solutions for interfacing data between software applications used within the Trust, using a wide variety of techniques such as HL7 FHIR messaging, stored procedures etc. ➤ To ensure that the interface requirements are correctly specified and understood for business cases presented to the Digital Solutions Board. ➤ To produce rigorous documented test plans, including regression testing, of any interface development occurring as part of the Digital Programme. • Develop strategies and tools which allow the Systems and Development Team to proactively monitor the health of all in-house software applications in order to rectify issues in a timely and professional manner. • Develop database reports from persistent data stores as directed. • Querying various databases for data using SQL and it's amalgamation to produce meaningful reports and extracts. • Act as a technical advisor on Trust wide application development issues and to provide support for BAU, working closely with the System Admin Team to resolve issues. • Responsible for delivering and developing performance information and reports at specified milestones to the digital systems project board • Monitor, measure, analyse and report on issues, project performance against plan and evaluation metrics. • Responsible for planning and organising own workload for their areas in accordance with the requirements of the job. • Establish and develop processes for the setting of standards of service and manage changes that needs to occur to achieve these. • Liaise with external companies providing 3rd party support. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Lead a culture within Systems and Development team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the Systems & Development Lead and other team leads in the delivery of the governance plan for the department
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	<ul style="list-style-type: none"> • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place • Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile • Work collaboratively with colleagues to address complaints and incidents appropriately, lead the learning from such events to ensure that learning is achieved across the department <p>Corporate</p> <ul style="list-style-type: none"> • With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives • Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation
Financial and Physical Resources	<ul style="list-style-type: none"> • Identify and manage areas of potential cost-savings, and to implement systems to realise savings and contain prescribing costs. • The role has budget responsibility in relation to the management of operational activities and is responsible for ensuring sufficient resource is forecast and budgeted for. • Ensure that budgets are managed in accordance with the Trust's Standing Financial Instructions, working collaboratively with the finance lead, taking action where necessary to prevent or address variance in performance, and to incorporate recommendations of internal and external audit • Support the Systems & Development Lead to develop capital and business plans
Personal Skills and Qualities	<ul style="list-style-type: none"> • Good analytical and problem-solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands • Ability to work independently and make autonomous decisions • Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders • Ability to embrace, lead and drive change

	<ul style="list-style-type: none"> • Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role • Demonstrates a strong desire to improve performance and services
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
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Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
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Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
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No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on
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	duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to nts/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical

	<p>and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
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PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/DESIRABLE	SELECTON METHOD (S/I/T)
Education/Qualification/Training	• Educated to Masters degree level or equivalent experience	E	S/I
	• Postgraduate qualification in an		
	• IT related area or equivalent	E	S/I
	• relevant experience (3+ years)		
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continuing professional development	E	S/I
Experience	• Digital Service Management qualification or equivalent experience	D	S/I
	• Experience of using tools appropriate to interface design, development and testing	E	S/I
	• Produces detailed interface specifications and translates these into detailed designs for development, testing and implementation	E	S/I

	<ul style="list-style-type: none"> Experienced in the provision of well-informed advice, typically on more than one topic, taking steps to ensure that it is properly understood and appropriately exploited 	E	S/I
	<ul style="list-style-type: none"> Experienced in identifying and documenting interface requirements for a large application or suite of applications 	E	S/I
	<ul style="list-style-type: none"> Proven ability in offering programmes alternative interface requirements that deliver similar capabilities for reduced cost/risk/timescales 	E	S/I
	<ul style="list-style-type: none"> Demonstrable responsibility for supplier technical interface documentation in conjunction with the Trust's strategic objectives and standards 	E	S/I
	<ul style="list-style-type: none"> Demonstrable responsibility for levelling comment responses from technical interface perspectives and working with the supplier to satisfactory resolution, escalating where necessary 	E	S/I
	<ul style="list-style-type: none"> Experience of ensuring documentation reviews follow the correct process, issues are resolved and appropriate risk mitigations are identified and implemented 	E	S/I
	<ul style="list-style-type: none"> Demonstrate a broad understanding of the commercial IT environment, how the organisation sources, deploys and manages internal and external partners 	E	S/I
	<ul style="list-style-type: none"> Experienced in the selection of suppliers and was responsible for the "point technical" liaison between the organisation and designated supplier(s) for interface matters 	E	S/I
	<ul style="list-style-type: none"> Demonstrable evidence of participating in meetings for contracts and suppliers and liaising with supplier senior technical staff and establishing supplier respect for the Trust's 	E	S/I

Knowledge and Skills

	<p>them</p> <ul style="list-style-type: none"> • Strong computer skills, including Microsoft Office suite • Ensures change control processes are in place and executed • Knowledge and experience of large system deployment within a healthcare environment • A track record of delivery within budget and timescales • High level understanding of NHS systems and environments • Proven knowledge of designing and managing highly secure and complex systems • A working understanding of PRINCE 2 Project • Management Methodology Project plans, manages and controls to budget and time • A working understanding of ITIL Service Management and Methodology Processes • Excellent problem solving and high level negotiation skills 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
Personal	<ul style="list-style-type: none"> • Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands • Ability to work independently and make autonomous decisions • Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders • Ability to embrace, lead and drive change • Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

	<ul style="list-style-type: none"> Demonstrates a strong desire to improve performance and services 	E	S/I
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S: Shortlisting I: Interview T: Test