

Job Description and Person Specification

Job Title	Product Manager (Costing)
Directorate	Resources
Department/Team	Technology & Data
Location	London
Grade	3.3 / Band 8c
Reports to	Associate Director of data Warehousing & Development
Contractual notes	

Job Summary/Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

Product Managers acting as Senior Responsible Officers (SROs) own the successful delivery of a line of technology enabled business from researching and specifying need, through securing funding to development, promotion, benefits management, training and uptake.

Working across the organisation Product Managers act as the interface between business needs and technical development. Taking an active ownership role in establishing the vision, strategy and operational delivery plans for a specific line of technical delivery.

Agile delivery focuses on delivering the right solutions to the end users with the highest quality and shortest lead time. In a dynamic environment, this requires clear authority to take responsibility for continuously defining, prioritising, and validating requirements. The Product Manager brings the voice of the customer to the development team.

The Product Manager is additionally responsible for securing resources needed to deliver the full range of services involved in meeting a business need. They must be effective at developing business cases needed to secure funding. They must be able to work effectively with Public Sector procurement. They must be able to both manage expectations of stakeholders and focus resources to deliver maximum benefit given constraints.

The role encapsulates the formal project management components expected in a public sector environment and combines these with a strong understanding of agile development

practices and business relationship management.

Product managers will take responsibility for a defined line of business and assume line management responsibilities for a dedicated, virtual team.

Key Accountabilities

- To own the successful delivery of a line of business from researching and specifying need, through securing funding to development, promotion, benefits management, training and uptake.
- Lead the delivery of the agreed programme of work, ensuring the projects meet needs & milestones and deliver the expected benefits;
- Responsible for developing and communicating programme and project vision to all stakeholders and development staff to ensure aligned expectations;
- Act as the internal voice of the customer to understand the customer need and articulate requirements and priorities to the development staff;
- Commission projects and ensure they are properly resourced, technically feasible, meet requirements and deliver the expected benefits;
- Establish the budget parameters, secure funding through effective business case development and manage the effective delivery of benefits articulated in the business case;
- Provide business requirements (high level) and product backlog items (deliverable) to clearly articulate the project components and deliverables;
- Work with external partners, such as NHS Digital, to develop and aligned vision and future proof development efforts;
- Monitor end user perceptions, ensuring that benefits are realised and customers are satisfied with solutions provided;
- On a quarterly basis, develop a clearly articulated set of quarterly objectives which will together delivery the annual business plan requirements;
- Work with the PMO to develop appropriate reporting to ensure effective delivery and to communicate dependencies, changes, timelines, risks and issues;
- Ensure that critical business deadlines are met and quality assure data processing and analysis to ensure that a high degree of accuracy and quality is delivered;
- Resolve resourcing requirements through effective negotiation with other Product Managers, through effective prioritisation or through recruitment of additional resource, following a successful business case;
- Manage and prioritise workflow, through the use of Kanban or Scrum to ensuring that the team are always focused on delivering essential, high-priority features;
- Define milestones and EPICs around which to articulate and prioritise work items to ensure that compete features are delivered in a deployable state, to high quality on a regular, short-term horizon;
- Facilitate workshops and conduct research to understand both requirements and options for delivering required solutions;
- Identify future data requirements and work closely with the data operations team and information governance manager to develop a roadmap for data acquisition;
- Work with the architecture team to align solutions to approved development patterns and inform the architecture team of new requirements to inform their direction and focus;
- Work with the Operations team using a devOps approach to ensure broader

infrastructure, deployment and operational needs are designed into solutions from the outset and made available from Sprint zero;

- Ensure that documentation is kept up to date and available at an appropriate level of detail;
- Establish continuous improvement projects to constantly improve ways of working across the team and organisation using Quality Improvement ideas, lean methods and peer review;
- Demonstrate NHSI's competencies in line with the role level and be a role model for NHSI's values.

Role Dimensions
Key Relationships (External) <ul style="list-style-type: none">• Outsourced Delivery Partners• Customers, where external, e.g. NHS Providers• NHS Digital, NHS England
Key Relationships (Internal) <ul style="list-style-type: none">• Business sponsors• Architecture and System Ops• Associate Director of Data Warehousing & Development• Project / Programme Steering Groups
Numbers and types of staff managed <ul style="list-style-type: none">• 1-9 + external delivery partners (dependent on exact role)
Budget Managed <ul style="list-style-type: none">• Circa £500k-2M per annum dependent on project

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to masters level or equivalent level of experience of working at a senior level in a specialist area; • Extensive knowledge of specialist areas, acquired through post graduate qualification / professional accreditation or equivalent experience in a technical field or other related discipline; 	<ul style="list-style-type: none"> • Product management certification; • Project management certification;
Experience & Knowledge	<ul style="list-style-type: none"> • In depth knowledge of complex health related information systems based upon patient level information systems; • Highly developed, specialist knowledge and experience of working with a number of programming languages or other technical deliverables; • Significant expertise within the domain (Product Area) for which the individual is responsible; • Considerable experience in portfolio and project management, with specific emphasis on balancing resources on multiple concurrent tasks and delivering to fixed milestones within time and budget; • Expertise with Agile development practices in the management of technical delivery using Kanban and / or Scrum; • Understanding of lean and continuous improvement; • Evidence of continued professional development • Experience in developing business cases to secure funding; • Proven level of managing complex change and strategy development 	<ul style="list-style-type: none"> • Relationship management experience with the HSCIC (NHS Digital);

	<p>programmes in a politically sensitive and complex environment;</p> <ul style="list-style-type: none"> • Expertise in resource management and benefits management; • Experience of working with multiple organisations with sometimes opposing objectives to gain consensus; • Experience in the delivery of complex work, incorporating multiple inputs and stakeholders, management of fluctuating workflow and associated resource management; • Strong analytical skills and problem solving skills with ability to present data and information in a clear and logical way; • Knowledge of information governance standards around data security and confidentiality and an understanding of their application in practice, with special emphasis on person-level healthcare data; 	
<p>Skills, Abilities and Attributes</p>	<ul style="list-style-type: none"> • An excellent communicator, both in person and in writing, with the ability to present advice and information in a clear and logical way; • Established stakeholder management (Senior Level), exhibiting excellent interpersonal skills to build rapport quickly and effectively manage the expectations of system users; • Presenting to and persuading large groups of (often senior) non-technical managers and conveying technical concepts clearly and persuasively; • Developing policy and 	<ul style="list-style-type: none"> • Front line clinical or operational experience gained in the NHS or other healthcare system;

	<p>procedures in a particular specialist technical area;</p> <ul style="list-style-type: none"> • Experience in the execution of large scale stakeholder engagement exercises, and a skilled influencer who is outcome focused; • Strong problem-solving skills; • Excellent analytical skills; • Highly proficient with Microsoft Office and other business applications; • Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales; • Ability to exercise sound judgement, maintain discretion and use initiative; • Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement; • Should have an appreciation of the relationship between the Department of Health, NHSI, other Arm's Length Bodies and individual provider and commissioning organisations; 	
Other		