

## Job Description and Person Specification

<b>Job Title</b>	IT Services & Operations Manager
<b>Directorate</b>	Resources
<b>Department/Team</b>	Technology & Data
<b>Location</b>	London
<b>Grade</b>	3.3 / Band 8c
<b>Reports to</b>	Head of IT
<b>Contractual notes</b>	

### 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.

This role is responsible for the effective management of operational services to agree service levels to support business need, ensuring benefits are realised and end users satisfied through proactive service management with transparent reporting.

NHSI is reliant on analysis of complex data, regularly updated in a complex parallel data warehouse. The role is responsible and accountable for ensuring consistent, high quality performance, data quality and updates. This complexity necessitates that the role is filled by a senior grade engineer with experience of working across multiple environments and contractual arrangements to harmonise technology as appropriate.

This role is responsible and accountable for managing the live application systems environment and operational data management for NHSI; ensuring business systems operate to the agreed performance specification and are updated as required to meet changing user needs. A key accountability is to operate the change management process of managing requests for change, making the change, testing and implementing it safely.

The role must be effective in managing contracts and external resource as well as managing internal staff and troubleshooting complex technical issues. The role must proactively monitor services (across internal and external suppliers) to provide an efficient, effective, value for money service for the organisation and must provide advice on future looking strategies to support changing business needs in a changing technical context.

The role provides support for staff to ensure that end users maximise the benefits of IT and acts to resolve technical issues when they occur.

### **Key Accountabilities**

- Responsible for enacting and driving benefit from strong service level reporting and management across all business systems and data driven applications.
- Provide single focal point of accountability for all systems supported through a combination of internal teams and external vendors.
- Manage support contracts with NHSI's application development partners and ensure bugs, fixes and enhancements are completed in agreed timeframes;
- Manage the day-to-day interactions with external service providers delivering applications and services across multiple legacy applications;
- Maintain operational and service level agreements for all live applications and ensure these are agreed with system owners and are consistent with business requirements;
- Act as single point of contact for prioritising IT system and service issues and take responsibility for triaging and prioritising resolution of issues;
- Responsible for ensuring that the quality and performance of services provided by both internal and external IT providers are monitored to ensure they remain appropriate and provide value for money;
- Accountable for the day to day operations of the application systems environment to ensure it continues to support the business requirements to agreed service levels. This comprises principally the Microsoft suite of server applications (SharePoint, Dynamics CRM and SQL Server) and Microsoft Office on the desktop along with the Data Warehouse and related business intelligence and reporting systems;
- Provide underlying data updates and DBA support for NHSI's Analytics Hub including the monitoring and support for the parallel data warehouse (APS);
- Provide responsive and effective, application support and configuration to end-users on NHSI's IT systems across multiple locations and networks;
- Responsible for enforcing appropriate security controls are in place to manage applications in line with information governance policies and procedures;
- Responsible for trouble-shooting complex issues and investigation solutions with external IT providers, escalating where necessary to ensure satisfactory resolution;
- Responsible for ensuring that a set of standard technical processes and procedures are developed and maintained to support business applications;
- Set up and implement a change management process, which ensures that any change to a system is properly managed to ensuring that any change does not unexpectedly and adversely impact any production system;
- Provide strategic advice into the forward looking business application and service support needs of NHSI as it develops as an organisation;
- Jointly lead the technology transfer process with the relevant technical lead and Product Manager to ensure the support team fully understands how to support and administer the application;
- Work closely with the IT team to ensure sufficient IT capacity is available to support the live applications;
- Provide operational services advice to NHSI's development teams;
- Maintain relationships and manage the quality, performance and costs of services

provided by the external application providers;

- Raise business cases to improve support for the evolving business applications landscape;
- Contribute to continuous improvement projects to constantly improve ways of working across the team and organisation;
- Demonstrate NHSI's competencies in line with the role level and be a role model for NHSI's values.

<b>Role Dimensions</b>
<b>Key Relationships (External)</b> <ul style="list-style-type: none"> <li>• Outsourced Delivery Partners</li> <li>• Outsourced Application Development Partners</li> </ul>
<b>Key Relationships (Internal)</b> <ul style="list-style-type: none"> <li>• All staff / system users</li> <li>• Data and application development teams</li> <li>• Project / Programme Steering Groups</li> </ul>
<b>Numbers and types of staff managed</b> <ul style="list-style-type: none"> <li>• 7</li> </ul>
<b>Budget Managed</b> <ul style="list-style-type: none"> <li>• Circa 1M (internal and external combined budget)</li> </ul>

<b>Person specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to masters level or equivalent level of experience of working at a senior level in a specialist area;</li> <li>• Extensive knowledge of specialist areas, acquired through post graduate qualification / professional accreditation or equivalent experience;</li> <li>• Relevant professional (Microsoft) qualifications;</li> </ul>	<ul style="list-style-type: none"> <li>• Prince 2 Practitioner;</li> <li>• ITIL service delivery;</li> <li>• Agile devOps training;</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• In-depth knowledge of complex information management systems</li> <li>• Highly developed,</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in supporting a highly mobile, distributed workforce;</li> </ul>

	<p>specialist knowledge and experience of working with a broad range of technology and technical services;</p> <ul style="list-style-type: none"><li>• Experience of leading and managing teams to be successful and motivated;</li><li>• Evidence of continued professional development;</li><li>• Experience in the delivery of complex work, incorporating multiple inputs and stakeholders, management of fluctuating workflow and associated resource management;</li><li>• Experienced in technical change management processes as applied to production systems;</li><li>• Experienced in end to end testing of complex applications;</li><li>• Has a background in application design and development;</li><li>• Broad understanding of technology, sufficient to install and troubleshoot the broad range of services within NHSI;</li><li>• Strong experience of the Microsoft stack (Office, SharePoint, SQLServer, CRM), virtualised desktop and server infrastructures, and VPN;</li><li>• Experience of managing outsourced service providers including negotiating and managing outsourced contracts;</li><li>• Experience of business client and customer relationship management;</li><li>• Understanding of information governance and IT security (cyber);</li></ul>	
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	<ul style="list-style-type: none"> <li>• Understanding of public sector procurement regulations and processes;</li> <li>• Strong technical problem solving skills and ability to diagnose technical problems quickly;</li> <li>• Experience of undertaking and leading on complex technical analysis;</li> <li>• Strong analytical skills and capability;</li> <li>• Strong organisational skills with the ability to plan and prioritise own workload with competing priorities;</li> </ul>	
<p><b>Skills, Abilities and Attributes</b></p>	<ul style="list-style-type: none"> <li>• Strong problem-solving skills;</li> <li>• Excellent communication skills (both oral and written) in order to influence different audiences and explain complex terminology and initiatives in straightforward terms;</li> <li>• Highly numerate with excellent analytical skills;</li> <li>• Established stakeholder management skills;</li> <li>• Strong track record as a technical problem solver in an operations role;</li> <li>• An ability to demonstrate empathy and patience with users;</li> <li>• Excellent organizational skills and ability to co-ordinate, prioritise and deliver multiple tasks to time;</li> <li>• Excellent time management skills with the ability to re-prioritise;</li> <li>• Passionate about the</li> </ul>	<ul style="list-style-type: none"> <li>• Front line clinical or operational experience gained in the NHS or other healthcare system;</li> </ul>

	<p>work and the goals of the company, maintaining high levels of productivity and a positive impact;</p> <ul style="list-style-type: none"><li>• Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales;</li><li>• Developing policy and procedures in a particular specialist technical area;</li><li>• Highly proficient with Microsoft Office, and relevant information systems and applications;</li><li>• Comfortable with both working on their own and as part of small multi-disciplinary teams, displaying interpersonal skills and utilising resources effectively;</li><li>• Excellent interpersonal skills to build rapport quickly and effectively manage the expectations of system users;</li><li>• Confident approach, with proven leadership skills;</li><li>• Strong attention to detail, consistency and accuracy;</li><li>• Ability to exercise sound judgement, maintain discretion and use initiative;</li><li>• Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement;</li><li>• Should have an appreciation of the relationship between the Department of Health, NHSI, other Arm's Length Bodies</li></ul>	
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	and individual provider and commissioning organisations;	
<b>Other</b>		