

JOB DESCRIPTION

JOB DETAILS	
Job Title	One Devon People Digital – Operations Manager
Reports to	Assistant Manager One Devon People Digital
Band	8a
Department/Directorate	People Directorate

JOB PURPOSE
<p>The One Devon People Digital Operations Manager is a key role in the One Devon People Digital Services which delivers the Workforce Systems & Data Projects, Intelligence and System Support in the wider One Devon People Digital services. As the One Devon People Digital – Operations Manager you will own and be responsibility for the successful delivery of HR and Workflow system management and enhancement optimisation.</p> <p>A key part of the role will be supplier management and as the owner you will have responsibility for ensuring all aspects of the service meet accessibility, security and data governance and other standards as well as ensuring acceptance criteria are met. While your focus will be on product management and service ownership you will need to guide and coach the service team around a broader range of digital work areas including service design and you will need to work closely with colleagues in stakeholder engagement, enterprise architecture, programme management, and business intelligence functions to ensure successful delivery of the service.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

Product Leadership

- Using agile working practices to lead the service team, determining the best processes to use, setting service outcomes, prioritising work and working to a defined minimum viable product (MVP);
- Owning, managing and prioritising a backlog of activities which contribute to the product roadmap;
- Communicating and reviewing the product roadmap with stakeholders;
- Relationship management of third-party suppliers and representation of the service team in contract management processes;

Service Ownership

- Maintaining the service vision, roadmap and strategy - pivoting the strategy as needed to ensure delivery of the vision;
- Participating in the governance of the service, including acting as a point of escalation for the delivery team;
- Conducting competitor analysis and market scanning, and creating actions and recommendations;
- Identification and analysis of service stakeholders and development and working closely with the communications and stakeholder engagement leads to develop and implement stakeholder communications;

Service Management

- Line managing members of the service team;
- Recruiting members of the service team, promoting the continual professional development of the service team and managing performance as needed;
- Defining, updating and continually improving operational processes within the service team;
- Contributing to the wider development of effective team working in the wider Stakeholder Engagement and Communication directorate.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: The post will involve leading and coaching the service management delivery team & Workforce Product managers to ensure the delivery of a user-centred service that delivers the intended benefits and goals, and operational management of the service processes and resources within the wider workforce systems (such as ESR, Rostering platform(s), Staff Expenses, Job Planning, Attraction System, Learning Management, EVA and HR Helpdesk system and Interface and API Management.

No. of Staff reporting to this role: This role will have multiple direct reports.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and suppliers. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Examples below are not exhaustive)

INTERNAL for Entire One Devon Partners:

- Chief Officers, Site Directors, Deputy Directors, Associate Directors and Heads of Departments who are the lead customer relationship for the workforce systems they sponsor.
- Procurement & Finance
- Governance, Risk Management, Health and Safety and Complaints Teams
- Clinical Leads and Clinical Services Managers
- Senior clinical staff

- Other members of the multi-disciplinary professional teams Information Governance, Data Security, Communications & Digital Services
- Staff at all levels involved in individual case investigations

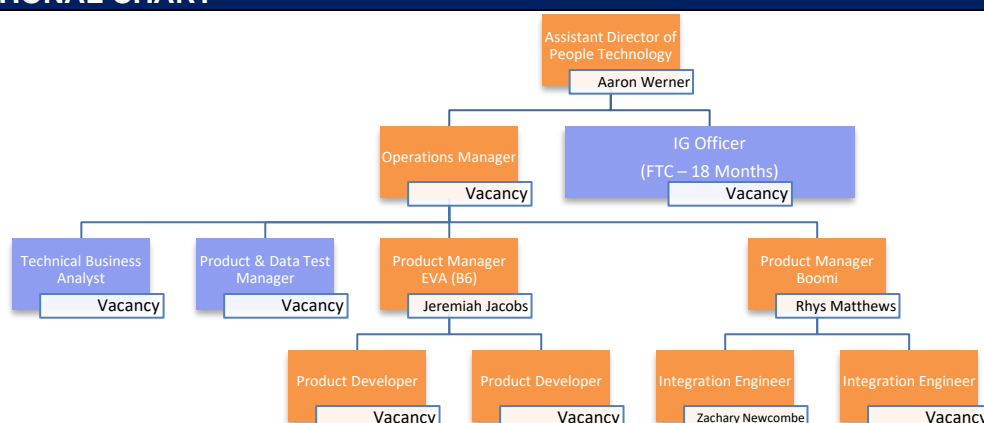
EXTERNAL:

- NHS - England
- NHS - Digital
- NHS - BSA

Supplier Management (not an exhaustive list)

- Rostering providers Recruitment system provider Expenses system provider Learning Management system provider ESR and IBM

ORGANISATIONAL CHART



The following sections outline the dimensions of the role so that the job evaluation panel can understand the scale, scope and impact of the role.

FREEDOM TO ACT

Works to achieve agreed objectives and strategy and is given freedom to do this in own way of working within broad professional policies (ie Information Governance Policy, Information Security Policy etc; acts with minimum reference to manager; acts as a lead specialist in that area; works autonomously, guided by national policy and regulations but has to interpret these.

COMMUNICATION/RELATIONSHIP SKILLS

Provides and receives highly complex, sensitive or contentious information (system architecture requirements) where agreement or co-operation is required; presents complex, sensitive or sometimes contentious information to large groups (stakeholders and other senior management colleagues). Communicates Workforce Systems service issues to a wide range of internal and external staff, guiding them to a certain course of action; conveys workforce systems concepts clearly; develops and delivers formal, complex workforce presentations to large groups – potential inability to meet requirements within forecasted financial envelopes, risk management and articulation to non-system experts.

ANALYTICAL/JUDGEMENTAL SKILLS

Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options. Highly developed knowledge in their field. Analyses, interprets and resolves highly complex workforce systems and operational usage problems where there is no precedent and where other leading opinions may conflict.

PLANNING/ORGANISATIONAL SKILLS

Plan and organise broad range of complex product/system activities; formulates, adjusts plans or strategies. Leads on annual business continuity exercises, requiring some engagement with product suppliers and users. With the Head of HR Systems, Data and Insight formulates long-term, strategic plans on HR technology which could impact across the whole Organisation requiring change. Prepares plans for workforce systems aspects of service provision.

PATIENT/CLIENT CARE

Incidental contact within NHS service users.

POLICY/SERVICE DEVELOPMENT

Responsible for developing policy and procedures within Workforce Systems services, which will impact across the whole organisation such as usage of LMS, ATS, ESR, Service Now and Boomi for workforce data and interprets and implements national policies and practices such as new reporting codes for positions for national reporting, erostering changes to ensure levels of attainment against national guidelines etc.

FINANCIAL/PHYSICAL RESOURCES

Holds a delegated budget for the Workforce Solutions Product Services team

HUMAN RESOURCES

Day to day line management for Workforce Solutions Product Services Team including but not limited to recruiting, mentoring, development and capability

INFORMATION RESOURCES

Responsible for the operation of one or more information systems for several product services. Develop and manage information systems across the organisation as a major job responsibility

e.g ESR, e-Rostering Products x2, recruitment system.

RESEARCH AND DEVELOPMENT

Undertakes surveys or audits for own work/designs. Testing of Workforce Systems databases and processes proposed for use within the organisation, including applications & supplier hardware.

PHYSICAL SKILLS

Requires advanced keyboard skills/manipulating complex data

PHYSICAL EFFORT

Combination of sitting, standing, walking i.e Light physical effort

MENTAL EFFORT

Frequent concentration with an unpredictable work pattern covering multiple products to support across the Trust. Concentration required when analysing Workforce Systems issues, interruptions to answer queries from staff, customers and suppliers

EMOTIONAL EFFORT

Occasional distressing or emotional circumstances, which may impact safety of patients i.e e-Rostering/ Industrial Action. Deals with staff performance and disciplinary issues.

WORKING CONDITIONS

Exposure to unpleasant conditions is rare. Office conditions. Weekend/unsocial/Night working is rare but may be required in system downtime escalation or enhancement go-live project procedures.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	Operations Manager – One Devon People Digital
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to masters level or equivalent experience	E	
Specialist knowledge of database management and supplier management practice involved in workforce systems management to post-graduate diploma level or equivalent experience is essential	E	
KNOWLEDGE/SKILLS		
knowledge of agile working with the ability to determine the best approaches and coach teams in agile working practices;		D
Knowledge of web accessibility and experience of assessing access barriers to a service and addressing these;	E	
Knowledge of key constraints within the health research landscape and how these may impact delivery of a digital service e.g. regulatory, financial etc	E	
Excellent communication skills at all levels	E	
Ability to analyse and communicate complex system matters		D
Presentation skills	E	
NHS workforce system knowledge	E	
Advanced knowledge of IT databases and computer systems/comprehensive PC skills (databases, word-processing, email)	E	
Excellent planning and organisational skills		
Ability to prioritise workload to respond to changing demand	E	
Ability to liaise and communicate with staff at all levels	E	
Ability to promote good working liaisons	E	
Extracting information/listening skills	E	
Ability to handle complex enquiries	E	
Ability to deal with challenging behaviour	E	
Able to work independently	E	
Ability to deal with members of a multi-disciplinary team	E	
Good decision-making skills	E	
EXPERIENCE		
Experience of developing a business case including benefits, based on user needs;	E	
Experience of supplier and contract management, with the ability to develop strong working relationships to deliver agreed outcomes to acceptable standards;	E	
Expert problem management skills with ability to anticipate and identify problems, and plan and lead problem-solving;	E	
Experience of line management and performance management and supervision of service teams within a matrix-management approach;	E	
Experience of working with senior stakeholders and leaders, providing expert advice, and challenge and guidance as needed;		D
Experience of managing a sprint including setting goals and leading a sprint review;	E	
Experience of leading a product and teams through the full product life cycle, managing risks as the product progresses through each cycle;	E	
Experience of budget management;		
PERSONAL ATTRIBUTES		

Evidence of highly developed oral and written communication skills with proven ability to persuade, influence and negotiate to achieve successful outcomes Demonstrated commitment to user-centred service design, with knowledge of a range of approaches to user research and testing and ability to advise on best approaches; Pragmatic demeanour in setting and achieving goals; Team working Being a self-manager Excellent interpersonal and organisational skills Ability to be empathetic, handle difficult or emotional situations Ability to engender confidence Motivation and negotiating skills Ability to work under pressure Ability to understand problems quickly, assimilate information and respond calmly to requests for advice	E E E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				F
Heavy manual handling (>10kg)	N				
Driving	N	R			
Food handling	N				
Night working	Y	R			
Electrical work	N				
Physical Effort	N		O		
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	Y				F
Challenging behaviour	Y		O		