

JOB DESCRIPTION

JOB DETAILS	
Job Title	Digital Services Governance Manager
Reports to	Digital Business Continuity Manager
Band	Band 7
Department/Directorate	Digital Services

JOB PURPOSE
The Digital Services Governance Manager is responsible for ensuring the effectiveness of and compliance to governance standards across Digital Services, including statutory, regulatory and organisational requirements relating to digital services, digital governance, risk management and digital assurance. The post holder provides business continuity support ensuring that digital resilience, service continuity, emergency preparedness and disaster recovery arrangements are maintained and tested. The post holder will act as deputy to the Digital Incident & Business Continuity Manager, providing leadership and coordination of business continuity and incident management activities during periods as required. The post holder will lead and coordinate digital governance activities across the Trust, providing specialist advice to senior managers and operational teams. They will ensure appropriate governance processes are in place to support digital programmes, projects and operational services, whilst maintaining oversight of digital risks, compliance requirements, policies, audits and assurance activities. The role will also support the Trust's Digital Business Continuity function, ensuring that digital business continuity plans, disaster recovery arrangements and resilience processes are developed, tested, maintained and embedded across Digital Services and operational areas that depend on digital systems, in line with the Digital Business Continuity Framework.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Lead the development, implementation and continuous improvement of Digital Governance activities, processes and documentation. • Manage digital governance processes including risk management, policy review, assurance reporting and compliance monitoring. • Coordinate governance requirements for digital programmes, projects and operational services, ensuring alignment with organisational and national standards. • Prepare reports, dashboards and assurance papers for Trust committees, boards and governance groups. • Develop, maintain and monitor Digital Services policies, standards and procedures. • Act as subject matter expert on digital governance, providing specialist advice and guidance to managers, colleagues and project teams. • Coordinate internal and external audits relating to digital governance and assurance activities. • Support compliance with NHS standards, Data Security and Protection Toolkit requirements, cyber security frameworks and other regulatory requirements. • Coordinate and support digital service resilience exercises, lessons learned reviews and business continuity improvements. • Work collaboratively with operational services to ensure critical digital dependencies are identified and appropriately managed. • Maintain governance registers including risks, actions, decisions, exceptions and policy records. • Deliver training, awareness and engagement activities relating to digital governance and business continuity.

- Contribute to service planning and continuous improvement initiatives across Digital Services.
- Manage the support and administration team the deliver governance support in o Digital projects and the wider digital team.
- Take a lead role in the Digital Governance Group, driving the agenda, drafting papers, presenting reports and providing recommendations.
- Support and sometimes lead the development, review and testing of Digital Business Continuity and Disaster Recovery arrangements.
- Support the management of Digital Services incidents, major incidents and service disruptions, ensuring governance, reporting and lessons learned processes are completed.
- Act as deputy to the Incident & Business Continuity Manager, assuming responsibility for agreed business continuity and incident management functions as required.
- Participate in emergency preparedness, resilience and response activities, representing Digital Services at relevant meetings, exercises and incident response groups as required.
- Support the identification, assessment and management of risks relating to service continuity, resilience and operational readiness.
- Ensure business continuity considerations are embedded within digital governance processes, project governance, system implementation activity and service change programmes.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

Digital governance, assurance, compliance, risk management, digital business continuity, policy development and governance reporting.

Represent Digital Services where appropriate at Trust wide governance meetings and within OneDevon governance forums.

Number of Staff Reporting to this Role:

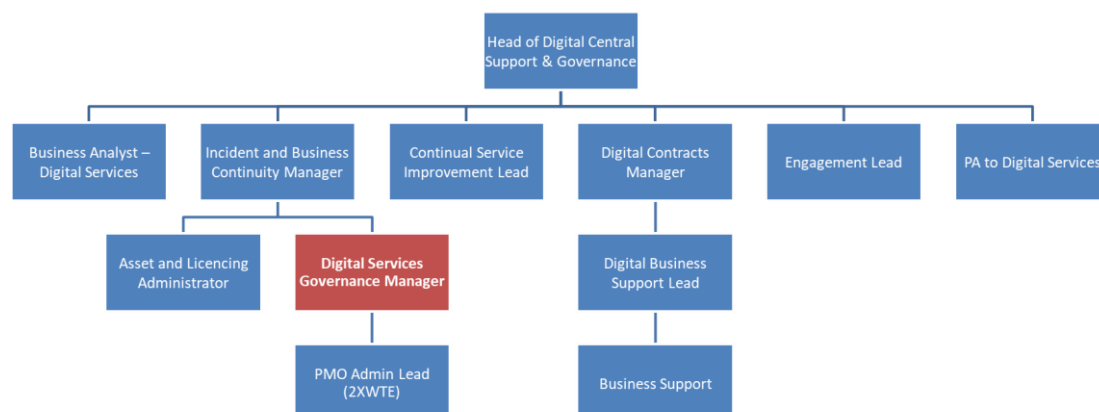
2/3 staff

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 the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Chief Clinical Information Officer • Head of Digital Central Support and Governance • Incident & Business Continuity Manager • Digital Service Managers • Information Governance Team • Cyber Security Leads • Clinical Divisions • Clinical Digital Governance Manager • Corporate Governance Team • Risk Management Team • Emergency Planning Team • Programme and Project Managers	• OneDevon • NHS England • Integrated Care Board partners • External auditors • Digital suppliers and system partners • Cyber security agencies and support organisations • Professional networks and benchmarking groups

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder works independently within broad organisational policies and strategic objectives. They are expected to interpret national guidance, regulatory requirements and Trust policies to determine the most appropriate governance approach.

The role has delegated authority to manage governance processes, advise managers on compliance requirements, coordinate assurance activities and recommend actions to mitigate risks. Complex or high-risk issues are escalated to the Head of Digital Central Support & Governance, or the Incident & Business Continuity Manager as appropriate.

The post holder will exercise independent judgement when assessing resilience risks, business continuity arrangements and incident governance requirements. During periods acting as deputy for the Incident & Business Continuity Manager, the post holder will coordinate agreed business continuity activities and escalate significant operational risks through established governance arrangements.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder provides and receives highly complex, sensitive or contentious information matters relating to digital governance, compliance, risk and service resilience (such as incidents, compliance failures, risks, audit findings), presenting to large groups, official governance boards / committees and senior leadership teams.

The role requires highly developed communication, influencing and negotiation skills to secure engagement with governance requirements, gain consensus on risk mitigations and challenge non-compliance where necessary, communicating with a wide range of staff at all levels of the organisation.

The post holder will communicate complex and occasionally urgent information relating to service disruption, operational incidents, resilience risks and business continuity arrangements. This may require rapid engagement with senior managers, clinical services, technical teams and corporate functions during actual or potential service interruptions.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder regularly analyses complex information from multiple sources including audits, incidents, risks, policies, cyber assessments and assurance reports.

The post holder will frequently analyse incident reports, outage information, business impact assessments, continuity plans and resilience testing results to identify risks, trends and improvement

opportunities. Judgements will frequently involve assessing options, evaluating risk and available resources, and making informed recommendations where precedent may not exist.

Judgements often involve balancing operational, financial, clinical and regulatory considerations.

PLANNING/ORGANISATIONAL SKILLS

The post holder will plan and coordinate multiple complex governance, assurance and business continuity activities simultaneously, including complex, fast paced business continuity exercises and recovery testing activities involving multiple stakeholders across Digital Services and the wider Trust.

They adjust plans in response to changing targets and priorities and incorporate unplanned business continuity emergencies / Priority 1 / high priority incidents (P1s).

The post holder develops annual governance work plans, coordinates audit programmes, schedules policy reviews, manages business continuity testing exercises and ensures reporting deadlines are achieved, as well as adjusting plans in response to changing information / emerging situations.

PATIENT/CLIENT CARE

The role contributes indirectly to patient care by ensuring digital services are safe, reliable, resilient and compliant with regulatory requirements. Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

The post holder is responsible for developing, implementing and reviewing Digital Services governance policies, procedures and standards.

They contribute significantly to organisational service improvement by identifying governance gaps, recommending improvements and supporting changes to working practices.

They interpret and apply policy and governance standards frequently in day-to-day governance and business continuity decisions.

FINANCIAL/PHYSICAL RESOURCES

The post holder has responsibility for the effective use of Trust resources and may contribute to business cases relating to governance, resilience and assurance initiatives.

They will have delegated responsibility for expenditure relating to governance activities within agreed limits.

The post holder is an authorised signatory of over £1,000 per month on a number of digital budgets.

HUMAN RESOURCES

The post holder has line management responsibility for administrative and governance support staff.

They provide specialist advice, coaching and training in annual session and ad hoc as required to managers and staff on governance and business continuity requirements.

The role contributes to interview and appointment of staff, induction, appraisal, development and disciplinary matters.

INFORMATION RESOURCES

The post holder manages highly sensitive and complex governance information including risk registers, audit findings, business continuity plans, compliance documentation and assurance records.

They are responsible for analysing, maintaining and presenting extensive complex governance data/information using a range of digital systems and reporting tools.

The post holder is responsible for the modification and development of systems, processes & reports relating to governance and business continuity.

RESEARCH AND DEVELOPMENT

The post holder regularly undertakes audits, benchmarking, service reviews and governance evaluations.

They monitor national guidance and emerging best practice to support continuous improvement in digital governance and resilience arrangements.

PHYSICAL SKILLS

Advanced keyboard, presentation and information management skills are required with a high degree of accuracy. During incident / business continuity events they are also required information at speed, under pressure.

PHYSICAL EFFORT

Occasional movement between sites for meetings, training and business continuity exercises.

Light physical effort including a combination of sitting, standing, walking.

MENTAL EFFORT

Frequent concentration is required when checking documents, analysing governance information, reviewing risks, drafting policies and preparing reports.

The post holder is required to manage competing priorities and tight deadlines.

Work pattern can be unpredictable with unplanned urgent interruptions in relation to business continuity incidents.

EMOTIONAL EFFORT

Occasional exposure to stressful situations involving significant operational risks, cyber incidents, audit findings, service disruptions or governance failures.

WORKING CONDITIONS

Predominantly office-based or hybrid working environment.

Frequent VDU use.

Exposure to challenging situations and behaviours, including high pressure incidents / service disruptions where individuals may be upset and under stress / pressure.

Occasional travel between Trust sites and partner organisations.

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 (DSE) 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 1:1s / 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Degree of equivalent experience in Digital, Governance, Business Continuity, Business Management or related discipline.	E	
• Evidence of continuing professional development	E	
• Project management (Prince2 / APM), ISO27001, Business Continuity, governance or risk qualification or equivalent experience.	E	
• Business Continuity Institute (BCI) qualification or equivalent.		D
• ITIL Service Management qualification.		D
• Emergency Preparedness, Resilience and Response (EPRR) training.		D
• ISO 22301 Business Continuity awareness or practitioner qualification.		D
KNOWLEDGE/SKILLS		
• Specialist knowledge of governance, risk management, assurance frameworks, NHS standards, policy development.	E	
• Specialist knowledge of incident management, business continuity and disaster recovery within a Digital and NHS environment.	E	
• Strong report writing and presentation skills.	E	
• Advanced Microsoft Office skills, including Word, Excel, PowerPoint, MS Teams/SharePoint, AI.	E	
• Knowledge of NHS DSPT, Cyber Assessment Framework, NHS Digital governance requirements and emergency planning arrangements.	E	
• Ability to think and plan strategically, prioritising work in the face of competing demands.	E	
• Skilled in continual service improvement, looking beyond current ways of working, boundaries and organisations to continually innovative service delivery.	E	
• Proven data management skills; able to analyse and interpret highly complex data and information, to provide reporting and inform decision making.	E	
• Developed leadership and influencing skills with the ability to listen, collaborate, negotiate, persuade, enthuse, motivate and involve individuals at all levels, to ensure they understand and align to governance, compliance and business continuity standards and expectations.	E	
• A good understanding of the NHS, how it is changing and the challenges it is facing.	E	
• Excellent organisational skills.	E	
• Understanding of incident management processes and major incident response arrangements.		D
• Ability to undertake business impact assessments, resilience reviews and service continuity planning.		D
EXPERIENCE		
• Significant experience in governance, assurance, programme management office, risk management, compliance or digital management environment.	E	
• Experience of preparing papers for senior boards and committees.	E	
• Experience of developing and implementing policies and procedures.	E	

• Experience working within an NHS, public sector or complex regulated organisation, within a Digital Services environment.	E	
• Experience of business continuity planning and disaster recovery testing.	E	
• Experience of live incident management, service restoration and/or operational risk management processes.	E	
• Line management experience.		D
• Experience coordinating audits, exercises, assurance activities or lessons learned reviews.		D
• Experience leading cross-organisational improvement initiatives.		D
PERSONAL ATTRIBUTES		
• Analytical and solution focused.	E	
• Able to work independently and collaboratively as part of a team.	E	
• High attention to detail.	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to travel to other locations as required.	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				
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)	Y				F
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	Y	R			
Challenging behaviour	Y	R			