JOB DESCRIPTION

NHS
Royal Devon University Healthcare
NHS Foundation Trust

"Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values"

JOB DETAILS

Job Title	Incident and Business Continuity Manager
Reports to	Deputy Chief Information Officer
Band	8a
National Job Profile used	IM&T Service Manager
Department/Directorate	Digital Services Division

JOB PURPOSE

The purpose of the Incident and Business Continuity Manager role is to be responsible for:

- The development and maintenance of a robust Digital Services Division business continuity framework for all Trust digital services in line with recognised best practice, working with key senior stakeholders across the Trust and external business partners. Promoting a proactive culture in the design, planning, production and testing of our systems and protocols ensuring the highest levels of service availability across our information systems.

- The development of the Trust Digital Services Division business continuity strategy, business engagement, service and policy design, development, risk management and audit of service business continuity plans, working with application Information Asset Owners (IAOs), internal teams and suppliers to document, maintain and test service resilience, identifying issues and developing solutions with stakeholders as appropriate.

- The implementation of a reporting and monitoring regime to ensure appropriate oversight of the Digital Services Division business continuity framework of plans, testing, incidents and problems by type and severity, developing improvement action plans and formulating service protection options where appropriate, supporting the effective delivery of the digital service optimisation and Business As Usual (BAU) operations. Effective co-ordination of Higher Severity Service Incidents (HSSI) will be undertaken, thereby deploying additional management focus to ensure that service quality is not compromised and that any risks to clinical (patient) safety, security or information governance (IG) are reduced or avoided.

The post holder will be part of a dedicated management team responsible for the direction, implementation and service management of all underlying Trust infrastructure and platforms, which include digital application services, desktop computing, network infrastructure, storage, telephony and programme delivery. Close communication with the entirety of the Digital Services Division user base and external solution providers, together with internal Digital Services Division teams will be critical to ensuring that the application

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environments and solutions are appropriately operated against agreed Service Level Agreements (SLA).

The post holder will have strong leadership and communication skills, holding specialist knowledge and experience of the management of Digital Services Division Business Continuity preferably in a digital 24 hours a day / 365 days a year, healthcare provider setting and with a recognised qualification in Business Continuity or ITIL.

KEY WORKING RELATIONSHIPS

Internal to the Trust
Divisional Directors
Trust Service Managers
Information Asset Owners
Digital Services Division
Finance Department
Procurement Department
Internal Committees and Governance meetings
Trust User Base

External to the Trust
External Clients and Partners
3rd Party Service and Solution Providers
NHS Digital and NHSX
NHS England and NHS Improvement
Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART
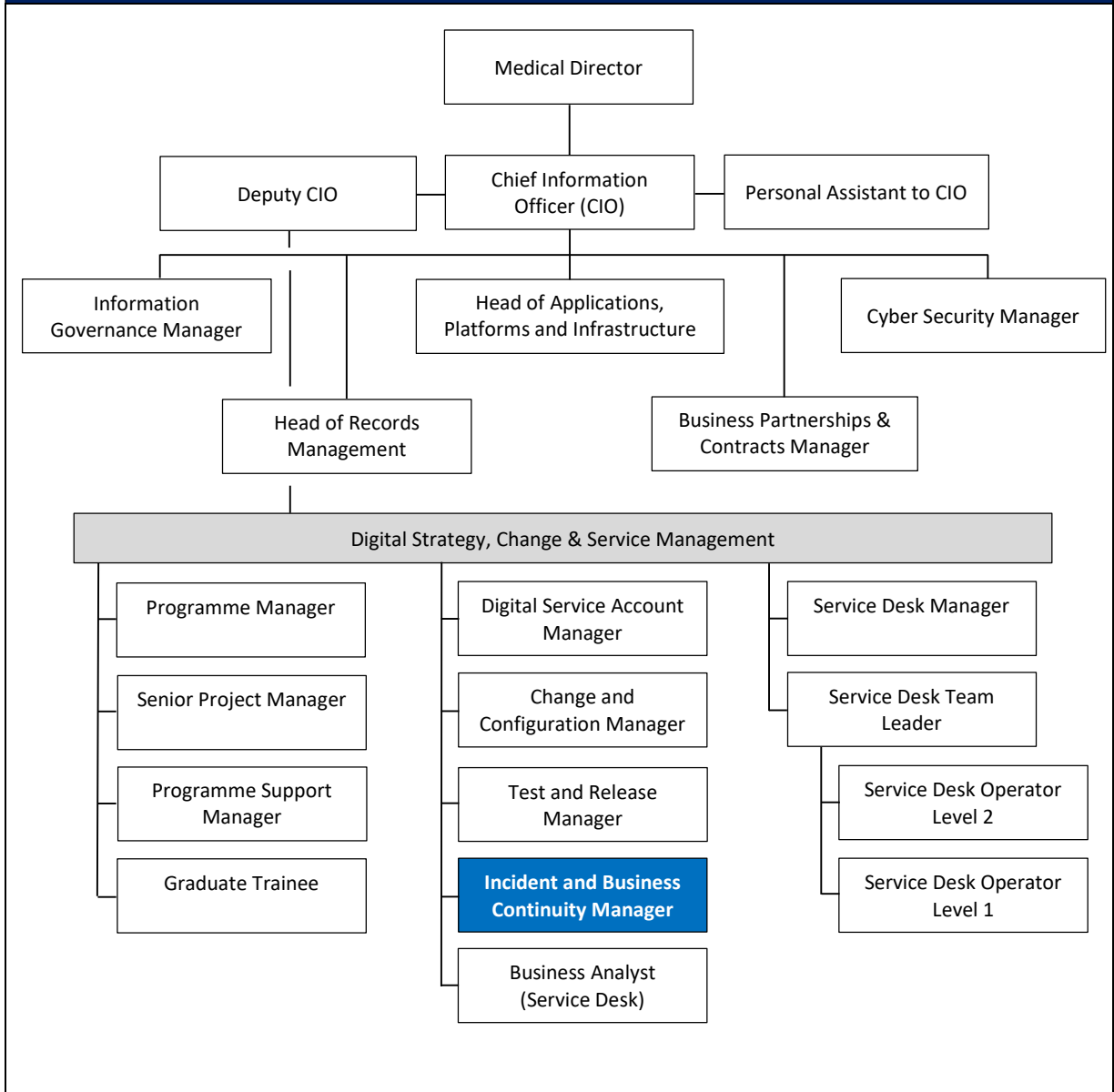
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The key result areas for the role are described in the following sections:

COMMUNICATION/RELATIONSHIP SKILLS

- Lead the establishment of the Digital Services Division business continuity planning framework, engaging with Trust IAOs, to develop, maintain and improve operational responses to maintain resilience and effective operation of core Business As Usual (BAU) technical solutions;
- Lead, develop and maintain a strong, productive working relationship with key Trust stakeholders, wider Digital Services Division team members and external business partners team to ensure that incidents and business continuity plans are integrated and co-ordinated;
- Escalate recurrent incidents, problem prioritisation and vulnerability risk assessments and their impact on the service delivery; communicating these opportunities to Digital Services Division Managers and the wider Trust / external user base;
- Receive and communicate complex information to large groups of staff at multiple levels, translating technical issues into understandable concepts, to ensure that all stakeholders have a common understanding of business requirements and change plans;
- Provide, review and update a wide range of formal controls such as supplier contracts, service level agreements, committee papers, business continuity plans, procedural and training materials.
- Ensure that there is effective development and cascade of business continuity plans, project plans, issues, risks and outcomes to the appropriate level up to an including the Digital Services Division Board;
- Liaise with Service Desk staff and service owners over incident processing handling and lead Higher Severity Service Incident (HSSI) retrospective reviews;
- Liaise with a wide range of staff during the investigation of incidents and progress incident reports through the relevant governance processes;
- Negotiate, influence and recommend process or technology changes based on clear, reasoned arguments and evidence;
- Communicate effectively and rationally in what may be very difficult situations where the work of the Digital Services Division is being impacted by system failures;
- The post holder will be required to present overall status and analysis in the most appropriate format to maximise the effectiveness of the information, this could be through spreadsheets, power point presentations, verbal and written reports to large groups of senior staff;
- Act as an ambassador for the Trust's Digital Services Division at all times.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse and modify highly complex data streams in order to monitor and report on system performance;
- Gather information from incidents, service requests, action lists, risks and exception reports to inform discussions with the suppliers and designers to optimise the technical and operational environment;
- Judgement required to know when and how to escalate uncertain issues and incidents within the Digital Services Division operational structure;
- Analyse and act upon staffing performance metrics (sick leave, absence, training attendance and compliance);
- Complex and detailed analysis required to do root-cause investigation and trend analysis of incident logs to implement process or technology change to achieve measurable business benefits.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will organise their own day to day activities;
- Lead in the complex planning and allocation of process improvement activities associated with the delivery of the effective, SLA-based incident management and business continuity planning, making agile adjustments to those plans to meet any unplanned or unexpected demand;
- Identify when change analysis, training and other skills are required for particular component of digital services and ensure that the appropriately skilled staff are involved;
- Conduct rigorous risk assessments and undertake clear and unambiguous management reporting regularly;
- Lead the development, maintenance and regular testing of the Digital Services Division business continuity and disaster recovery plans associated with the Digital Services Division service catalogue, using established technical knowledge and skills to inform the development;
- Planning rapid and agile actions and organising staff during major HSSI issues;
- Systematic review and evaluation of dynamic incident situations to inform broader strategic longer-term planning for service improvements;
- Plan and deliver root cause analysis sessions to relevant Digital Services Division teams;
- Contribute to ongoing Digital Services Division strategy development, its implementation and continuous improvement culture.

PHYSICAL SKILLS

- Ability to lift and carry IT equipment on occasional basis;
- Advanced keyboard skills.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental.

POLICY/SERVICE DEVELOPMENT

- The post holder will evaluate, maintain and update policies and Standard Operating Procedures (SOPs) on incident management and business continuity planning to and help with the development and refinement of existing Trust procedures;
- Undertake audit and compliance activities to ensure that best practice (ITIL) processes and policies are being adhered to and business continuity planning standards are being met;
- Interpret procedures, priorities and processes when deciding to escalate, demote or leave incidents and issues that are brought to their attention;
- Recommend, direct, manage and deliver technical solutions as required to meet Trust needs.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the secure and safe operation of the incident logging system;
- Responsible for the development, effectiveness and resilience of the Digital Services Division business continuity planning framework;
- Prepare and submit business cases for new developments that may arise from the process of delivering digital services;
- May have to assume responsibility for safe use of equipment used by others when investigating incidents.

HUMAN RESOURCES

- Deputise for the Chief Information Officer or Deputy Chief Information Officer in their absence;
- Direct management of allocated staff: conduct PDRs for direct reports; manage recruitment, disciplinary actions as well as practice development;

- Ensure staff have completed and keep up to date with their essential training;
- Provide ad hoc training for staff based on lessons learnt from root cause analysis of incidents and business continuity planning invocation;
- Handle HR and stakeholder engagement issues professionally, sometimes in hostile or antagonistic situations.

INFORMATION RESOURCES

- Analyse highly complex, performance monitoring data to influence service improvements;
- Inputting, storing and providing information on incidents and business continuity plan invocation;
- Modifying, maintaining, analysing and interpreting complex information to create reports;
- Monitoring the processing and presentation of extensive and complex data;
- Provide monitoring of all incidents and escalations;
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- Support the Information Governance Manager in delivering the Data Security and Protection Toolkit (DSPT) requirements relating to digital service delivery.

RESEARCH AND DEVELOPMENT

- Technical research will be required as and when;
- Digital Services Division technical competence will be required to be maintained through on-going attendance at conferences, courses and the use of eLearning;
- Audit of incident logs will be used to inform optimisation work for the Digital Services Division;
- Carry out root cause analysis/audits on incidents to support the development of the system;
- Replicate incidents in order to identify the causal factors.

FREEDOM TO ACT

- Will be responsible for establishing and implementing complex standard operating procedures for all Digital Services Division delivery areas across the Trust and its external partners;
- Will use specialised knowledge to advise and influence key Trust stakeholders based on outcomes of root cause investigation and analysis;
- Will interpret broad policy and establish standards to which accountable staff will work.

OTHER RESPONSIBILITIES

- There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota;
- Physical lifting / manoeuvring of heavy objects will be an occasional requirement;
- Ensure service conforms to appropriate national standards and escalate risks as appropriate;
- To take part in regular performance appraisal;
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling;
- To contribute to and work within a safe working environment;
- The post holder is 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.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

- Honesty, Openness & Integrity
- Fairness,
- Inclusion & Collaboration
- Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

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PERSON SPECIFICATION

POST	Incident and Business Continuity Manager
BAND	8a

Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING :		
• Degree in a relevant subject or extensive equivalent experience	X	
• Professional qualification at masters level or equivalent experience	X	
• ITIL qualified to Foundation Level or equivalent	X	
• Prince 2 and/or MSP qualification		X
• Evidence of continuing professional development	X	
KNOWLEDGE/SKILLS		
• Excellent working knowledge of ITIL	X	
• Excellent working knowledge of IT business continuity planning	X	
• Uses a combination of general and specialist IT knowledge and understanding to optimise the application of existing and emerging digital technology	X	
• Application of appropriate theoretical and practical methods to the analysis and solution of digital problems	X	
• Provide technical and commercial leadership	X	
• Demonstrate effective interpersonal skills	X	
• Demonstrate a personal commitment to professional standards, recognising obligations to society, professional institutions and the environment	X	
• Effective communicator, influencer and negotiator	X	
• Evidenced skills in highly complex solution design, costing, deployment and support	X	
• Evidenced skills in managing complex, distributed teams	X	
• Evidence of successful project management	X	
• Skills and experience of managing critical (HSSI) incidents	X	
• Evidence of supporting business critical systems	X	
• Ability to communicate clearly in agile, hostile and antagonistic atmospheres	X	
EXPERIENCE:		
• Experience of incident and SLA management in a large organisation	X	
• Experience of business continuity and disaster recovery planning in a large organisation	X	
• Experience of supporting major digital changes within an organisation		X
• Experience of the IT security and other relevant areas of NHS Information Governance and the IG Toolkit requirements		X
• Experience of customer facing support services	X	
• Experience of negotiation and contract supplier management	X	
• Experience of leading and implementing change management as a result of complex IT service delivery and in particular to end users	X	
• Data analysis and presentation of findings and	X	

• recommendations		
• Excellent customer service experience	X	
• Experience of presenting complex management information in a way that is easy to understand in both written and verbal form	X	
• Evidence of innovative approaches to problem solving	X	
PERSONAL ATTRIBUTES		
• Able to prioritise tasks, work on own initiative and manage own workload	X	
• Able to interpret National guidance and translate for Trust wide use	X	
• Excellent communication skills both written and verbal. Proven experience in the ability to interact with personnel at all levels both clinical and non-clinical within healthcare	X	
• Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change	X	
• Motivational skills to encourage collaborative working to improve services where there may be resistance to change	X	
• Ability to plan, organise and present workshops to Trust staff	X	
• Demonstrates visionary leadership, with ability to build, nurture and inspire high performing teams	X	
• Inspires a shared purpose across diverse individuals to deliver stakeholder benefits	X	
• Leads with care, ensuring staff are treated as individuals and are able to focus on delivering an exemplary service	X	
• Open and able to evaluate information to develop proposals for improvement	X	
• Connects with colleagues to collaborate effectively and recognise different organisational structures and cultures	X	
• Shares the service vision in a clear, consistent and honest way, inspiring staff to enhanced performance	X	
• Effective engagement, promoting teamwork and a feeling of pride by valuing individuals' contributions and ideas	X	
• Holding colleagues to account by creating clarity about expectations and what success looks like in order to focus people's energy	X	
• Champions learning and capability development so that staff and others gain the skills, knowledge and experience they need to meet the future needs of the service	X	
• Influences for results, using sensitivity to plan how to reach agreement about priorities, allocation of resources or approaches to service	X	
• Highly effective interpersonal, communication and people management skills when dealing with highly complex information both written and verbal	X	
• Innovative, able to problem solve and make decisions	X	
• Self-motivated and able to work on own initiative and take responsibility for decisions	X	
• Team player	X	
• Pragmatic	X	
• Methodical and logical approach to problem solving	X	
• Able to work under pressure with competing priorities	X	
• Personal credibility, with ability to quickly gain the confidence of others.	X	

• Honesty, openness and integrity	X	
OTHER REQUIRMENTS • Demonstrates ambition and clear personal career planning • Participation in Leadership Assessment Centre, 360 Degree Appraisal and Professional Registration Processes • Flexible to the requirements of the role • There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota • Requirement to travel to other sites as required • Car Driver	X X X X X X	

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)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N	X			
Challenging behaviour	Y			X	

COMPETENCY REQUIREMENTS

To be completed for all new positions
Please tick which of these essential learning s is applicable to this role
(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	☐	Blood Transfusion	BDS18 collection	☐	Consent Training	☐
	Group 2	☐		BDS 19 & 20 Preparing & Administering	☐	VTE Training	☐
	Group 3	☐		BDS 17 Receipting	☐	Record management and the nhs code of practice	☐
	Group 4	☐		Obtaining a blood sample for transfusion	☐	The importance of good clinical record keeping	☐
	Group 5	☐		Annual Update	☐	Antimicrobial Prudent Prescribing	☐
	Group 6	☐				Control & Restraint Annual	☐
Not mapped this one		☐	Safeguarding Adults Awareness	Clinical Staff	☐	Mental Capacity/DOL's	☐
	Group 8	☐		Non Clinical Staff	☐		
Manual Handling – Two Year		☑	Falls, slips, trips & falls	Patients	☐		
Equality & Diversity – One-Off requirement		☑		Staff/Others	☐		
Fire	Annual	☑	Investigations of incidents, complaints and claims		☐		
	Two Yearly	☐	Conflict Resolution – 3 yearly		☐		
Infection Control/Hand Hygiene	Annual requirement	☐	Waterlow		☐		
	One-Off requirement	☐	PUCLAS		☐		
Information Governance		☑	Clinical Waste Management	Application principles for clinical staff	☐		
Harassment & Bullying (Self Declaration – One off requirement)		☑		Application principles for housekeeping	☐		
				Application principles for portering and waste	☐		