

JOB DESCRIPTION.

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| **JOB DETAILS** | |
| **Job Title** | Digital Services Contracts Manager. |
| **Reports to** | DSU, PMO & Programme Delivery Manager |
| **Band** | B8A AfC (Subject to formal matching) |
| **Department/Directorate** | Digital Services Division |

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| **JOB PURPOSE** |
| The Digital Services Contracts Manager will provide strategic financial management and planning of both digital revenue and capital budgets and spend, including the management of a diverse portfolio of digital contracts.  They will lead the financial planning and management process for Digital Services, including Capital planning and monitoring, revenue forecasting, budget monitoring, and savings delivery.  They will provide effective contract and performance management to ensure that support and maintenance is fit for purpose and value for money by working with senior management and SMEs to ensure systems and services are effective and supportive of current and emerging business requirements.  They will be accountable for the management and integrity of all digital contracts, managing the lifecycle of contracts including procurement, negotiation, and risk management of highly complex, digital external supplier contracts, in potentially challenging environments.  They will work closely with procurement and finance colleagues to ensure timely and cost-effective delivery, working within Trust policy and processes.  They will demonstrate expert accounting and business knowledge through analytical support and clear presentation of highly complex or contentious financial and business information to clinical and non-clinical colleagues.  They will constructively and positively review financial and business performance and processes to ensure efficiency and effectiveness.  They will have experience in commercial and contract management, budgeting and finance, as well as a good working knowledge of procurement rules and processes.  They will act as an ambassador for the Trust, building successful working relationships with external healthcare partners and other stakeholders.  The Digital Services Division aims to develop a culture of continual service improvement. The post holder will support others to develop this culture.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Contribute to the successful overall performance of the Trust, through maximisation of commercial business partnerships and income opportunities. * To ensure that contracts and performance are managed to effective SLAs, to deliver a safe and sustainable service for patients and deliver best value for money to the NHS. * Work with the Information Asset Owners and the suppliers to review service levels and KPIs, implementing change where agreed, to ensure value for money. * Act as an advocate for the Trust, the Digital Services Division and their contribution to the local Health Service Economy through creating and maintaining effective partnerships and relationships with internal and external stakeholders across Devon STP and wider as appropriate. * Comply with corporate governance structures and in keeping with the principles and standards set out by the Trust. * Develop effective ways of working and create strong partnerships and relationships with internal and external stakeholders to support the Trust’s strategic directions. * Take the lead on identifying productivity and efficiency opportunities with providers, business partners and external clients. * Act as an expert lead working with digital managers to support the portfolio of programmes/projects & digital initiatives in demonstrating value for money tracking, managing and delivering agreed benefits in a cost-effective way. * Work with budget holders and finance to support budgetary requirements, make adjustments, identify cost pressures and deliver savings. * Support the annual Capital planning process and monitoring of Capital spend. * Support the annual revenue planning, forecasting, budget monitoring and management processes * Support the identification and sharing of best practice in commissioning to support service improvement. * Support the delivery of organisational savings targets through forecasting and identifying cost saving activities and opportunities. * Operate in a highly political and sensitive environment. * Provide specialist advice and prepare strategic reports and briefings for the Senior Management Team, governance groups and stakeholders. * Provide in depth analysis, interpretation and production of complex and multiple reports. * Continually benchmark provider performance to ensure quality and value for money objectives are being met. |
| **KEY WORKING RELATIONSHIPS** |
| No. of Staff reporting to this role: 1    Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | Immediate team  Digital Senior Management Team  Trust Service Managers  Information Asset Owners  Digital Services Division  Procurement BP  Finance BP  Internal committees and governance meetings | 3rd party support services  Supplier and vendors  Devon based NHS Trusts & organisations |   The postholder will establish and maintain good relationships with suppliers, customers and all members of the Digital Services team. |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will work autonomously managing their own workload within agreed policy and standards. They will make decisions relating to finance, budgets, staff work allocation and contracts.  The post holder will:   * Be responsible for establishing and implementing processes and procedures. * Have autonomy to make decisions, set standards, place orders and recruit within the post holders delegated limits. * Use specialised knowledge in areas of responsibility to deliver agreed objectives, referring to and advising on professional, national and regional policies where these policies may require local interpretation for their adoption. * Operate in a position where supervision is light touch with updates to line manager on service level agreements, difficult situations where advice and guidance is required and anything outside the normal post parameters. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder is required to communicate effectively with senior digital management, Information Asset Owners, procurement and finance colleagues, and external suppliers.  The post holder will:   * Be an expert in digital contractual and financial matters, providing expect support, advice and guidance. * Provide and receive highly complex, sensitive and contentious information. This will include contract and compliance information, and commercially sensitive information. * Prepare and present highly complex reports, presentations and information to large diverse groups, including governance meetings. * Lead all aspects of highly complex contractual performance management including working collaboratively with large, distributed teams to deliver required performance outcomes. * Provide effective supplier relationship management across the contract portfolio collaborating with all internal and external stakeholders including providers as appropriate. * Scrutinise highly complex documents including supplier contracts and technical information to ensure fit for purpose and delivering value for money. * Carry out complex negotiations with suppliers and interested parties, to deliver benefits and savings, while maintaining a professional approach. * Lead, develop and maintain a good, productive working relationship with key Trust stakeholders, wider Digital Services team members and external suppliers to ensure the planning and management of digital contractual and financial activity. * Lead annual financial planning activity engaging with digital leads and finance colleagues to ensure a transparent, timely and effective financial planning process, in line with Trust requirements and procedures. * Ensure client organisations and their staff are informed of all relevant changes as per the change control procedure. * Negotiate and manage digital services provision SLAs with client organisations. * Actively promote collaborative digital working at all levels within the organisation to support the Trust’s organisational development and service modernisation plans. * Chair and/or co-ordinate working groups and meetings as required, including the Digital Contracts Review Group. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder regularly interprets, compares and analyses complex financial, contractual and performance data, to make judgements and decisions formulating appropriate solutions/responses where there may be more than one course of action.  The post holder will:   * Analyse and compare ranges of options to support the identification of savings and be responsible for costing and monitoring the delivery of these savings within agreed timescales. * Challenge and provide feedback to ensure the overall needs of the business are met. * Ensure that financial and contract decisions align to and support the wider Digital Services, Trust wide and Devon wide strategic direction. * Interpret complex information from service desk and related systems to evidence and inform discussions with service providers and determine the best technical, operational and financial solution to meet client needs. * Use specialist knowledge and experience to support the development of new business cases and leverage healthcare funding streams, to deliver business improvements which deliver positive Return on Investment (ROI) for internal and external stakeholders. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will be responsible for planning and organising complex financial and contract led activity which spans over a number of years.  The post holder will:   * Support the development of annual financial plans including business partnership and contract business plan, long-term forecasts, Capital plans and budget profiles to support digital services delivery. This will involve adjusting plans and priorities in light of new information, technology and strategic priorities. * Plan, organise and lead a range of finance and contract related activities including budget prep, monthly budget reviews, contract reviews and negotiations. * Plan agendas and prepare papers for the Digital Contracts Review group. * Provide oversight of contracted digital services and their SLAs, to support the day-to-day operations of the Trust and its clients, according to the agreed priorities. * Ensure that full business partnership and contract documentation, document version management, approval processes and a robust storage repository is in place; Regularly risk assess services, respond to, and escalate issues as appropriate. * Manage their own day to day activities as well as delegating and reallocating work to team members. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient first and at the centre of all activities, though the post holder will not have direct contact with patients in the course of their normal duties. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder is responsible for evaluating, maintaining and updating policies and supporting procedures relating to finance and contract management.  The post holder will:   * Develop and maintain policies for 3rd party client provision, which impact across the organisation and its strategic partners. * Propose and draft changes to own service, challenge traditions/culture, share good practice and make recommendations. * Provide advice to the Trust and partners, and input into appropriate plans and business cases to support implementation of national and local policy and legislation. * Recommend, direct, manage and deliver business and technical solutions as required to meet service needs of the Trust. * Promote and contribute to the identity of the Digital Services Division and communicate a clear vision of its purpose throughout the Trust and wider Devon * Ensure the implementation of all Trust policies, procedures and guidelines. * Work with specialist staff in information and infrastructure security to ensure that the Trust has appropriate physical, environmental and system-level security for its systems and assets. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder is responsible capital planning, contract management and supporting revenue budget setting and savings delivery. The non-pay budgetary responsibility is circa £10m per year.  The post holder will:   * Be responsible for overseeing Capital planning & monitoring expenditure * Direct external Digital Service supplier contract management; procurements of services/systems and lead contract negotiations ensuring value for money and on-going strategic supplier relationships. * Manage the negotiation and annual renewal of digital external client contracts and ensure that operational budgets are updated to reflect changes. * Take a leading role in revenue forecasting, business partnerships, contract planning and budget setting, striving for value for money and efficiency, ensuring costs pressures, efficiencies, income opportunities and savings are identified, captured and acted upon. * Participate in the development of innovative and effective savings delivery plans for Digital Services. * Support the development and submission of business cases using the Trust process as agreed through the Trust Capital Programme. * Lead business partnership agreements and contracts matching the available budget to the appropriate staff resources and projects and for ensuring that the budget breaks even, co-ordinating and monitoring expenditure. * Negotiate and manage Digital Services provision SLAs with contracted clients * Ensure that the Digital Services financial management is operated in line with Standing Financial Instructions and appropriate rules, codes of conduct and procedures. * Provide a framework to support costed options for Statement of Works for client organisations and oversee the performance against agreed costs. |
| **HUMAN RESOURCES** |
| The post holder is responsible for management of staff within the digital financial management function.  The post holder will:   * Perform line management duties as required, including recruitment, annual appraisal, objective setting, performance and sickness management and personal development * Work with other teams across Digital Services to develop and implement a standard approach to contract management and renewal. * Undertake own CPD activity to maintain and develop competencies. * Manage the Digital Services function risks relating to income, via the Trust risk reporting system and share as appropriate with client organisations. * Provide KPIs and reports to Digital Services leadership team and escalate any issues if unable to hit targets; provide KPI and other relevant information to the Divisional Comms Cell and Performance Assurance Framework. * Undertake appropriate coaching, mentoring, training and development activities with all managed or work package assigned staff * Take ownership of problems and proactively resolve, ensuring that digital solutions continue to meet business and financial requirements. Taking full accountability for actions taken and decisions made. |
| **INFORMATION RESOURCES** |
| The post holder will establish systems and be responsible for the monitoring and management of contracts, maintenance, licencing, including hardware, software and databases; including supporting the projection of future needs.  The post holder will:   * Work with financial information and data using the Trust ERP system to analyse complex data. * Produce statistical information and progress and status reports, presenting these to the Digital Senior Leadership Team and other financial forums as required. Reporting can be as frequently as weekly for some reporting. * Define and provide scheduled client reports to support the monitoring of SLAs and CRM; * Collate as required, qualitative and quantitative information providing analysis and forecasting to support develop business cases, options papers and other documentation as required. * Benchmark supplier performance against contract to ensure quality and value for money objectives are being met. * Analyse, interpret and present data to highlight issues, risks and support decision making. * Establish processes to support excellent data quality. * Provide information as required to support digital services compliance, especially DSPT and business continuity, in relation to the management of contracts for systems, services and licencing. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will undertake surveys or audits related to digital financial and contract activity.  The post holder will:   * Maintain awareness of current and new ideas and applications throughout the NHS and beyond through partnership and regional networks. * Scan the horizon for emerging digital technology solutions to ensure that the Trust continues to take advantage of new systems as appropriate for improving patient care and efficient resource utilisation. * Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information. * Conduct technical reviews of products or solutions to compare and evaluate their applicability. * Complete regular audits of IT agreements contracts, risks, assets and licence registers. * Ensure appropriate procedures are in place for testing new IT systems and applications and ensure these comply with relevant NHS standards. |
| **PHYSICAL SKILLS** |
| The post holder will:   * require advanced keyboard skills to produce reports, documentation, presentations, policies and processes in line with operational requirements, while supporting the analysis of data and information relevant to the role. |
| **PHYSICAL EFFORT** |
| The role requires a combination of sitting, standing and walking.  The post holder will:   * predominately be sitting in their role but light physical effort for short periods daily up to 1-2 hours may be required, including standing and walking, with the additional requirement for standing for periods during presentations. |
| **MENTAL EFFORT** |
| The role requires frequent concentration and can entail and unpredictable work pattern (queries can cause the post holder to change the course of their day).  The post holder will:   * frequently be required to concentrate, when checking documents & analysing statistics and data; sometimes for prolonged periods. * Be required to manage conflicting priorities. |
| **EMOTIONAL EFFORT** |
| The post holder will occasionally be exposed to distressing and/or emotional situations which will occur as part of managing staff, supplier management and contract negotiation. |
| **WORKING CONDITIONS** |
| The post holder will;   * Have long periods of their working day in front of a computer, up to 4-5 hours but with frequent breaks and interruptions. * Work within a busy office environment. * Work around IT equipment. * Occasionally visit and work within varying Trust locations * Be frequently required to use VDU equipment. |
| **OTHER RESPONSIBILITIES** |
| The post holder will:   * Actively participate within Digital Services Team, promoting collaboration, informed decision making, appropriate challenge and prioritisation to ensure the effective delivery of Digital Services activities. * Work within existing guidelines and policy to deliver tasks, resolve complex issues and provide support with the resources available as expected by the service, with minimal supervision. * Work to agreed objectives. * 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** |
| The post holder will lead their team effectively and support their wellbeing by:   * Championing health, safety and wellbeing. * Encouraging and supporting 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. * Be a subject matter expert for all aspects of digital services partnerships and contracts for the Trust. |
| **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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| **Job Title** | Digital Services Contracts Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Masters degree equivalent level of education, knowledge and application gained through the requirements set out in this section and the Knowledge/Skills & experience Sections: -  Graduate level or equivalent academic or healthcare professional qualification or equivalent digital management experience  Significant experience within NHS at a management level  Degree in management / business / finance discipline or equivalent experience  Formal accredited qualification in project delivery (APM/Prince2), or equivalent experience (senior level)  Evidence of continuing professional development | E  E  E  E  E |  |
| **KNOWLEDGE/SKILLS**  Subject matter expertise in financial and contract management, including developing and agreeing contracts, performance reports, activity planning, trend information  Knowledge and understanding of financial processes within NHS / Healthcare environment.  Excellent written and verbal communication skills with the capability to understand, analyse, review and make sense of complex, sensitive or contentious information across a diverse range of subjects, using this to inform and influence decision making.  Ability to present complex concepts and information, across a wide range of audiences.  Demonstrate effective interpersonal skills; able to interact professionally with executives, managers and subject matter experts.  Ability to work flexibly with changing priorities, respond to sudden unexpected demands and cope with uncertainty  Comprehensive IT skills, specifically Microsoft Office (Word, Excel, Outlook, PowerPoint, Visio, Project) and financial systems  Application of appropriate theoretical and practical methods to the analysis and solution of digital problems  Proven negotiator with a track record of securing results in a digital environment  Evidence of supporting change in a technical environment and its impact upon users and patients  Strategic thinker – able to anticipate and problem solve  Proven ability to influence others in area of expertise  Strong leadership skills  Knowledge of relevant legislation, strategies and standards  Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales.  Demonstrate a personal commitment to professional standards, recognising obligations to society, professional institutions and the environment | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**  Significant experience within a digital service healthcare environment  Significant experience financial management and budgetary responsibility (both revenue and capital)  Demonstrable experience of successful contract and supplier management and negotiations, including end to end business partnerships, commercial contract and procurement processes within the NHS.  Experience of analysis of data and information to support monitoring, reporting and decision making  Experience of building effective cross functional working relationships to drive organisational agenda  Experience of people management within a high performing team environment.  Experience of DSPT and NHS Information Governance principles  Experience of working with Senior Management and senior stakeholders  Evidence of supporting development of business cases/plans and implementation | E  E  E  E  E  E  E  E  E |  |
| **PERSONAL ATTRIBUTES**  Demonstrates leadership, with the ability to build, nurture and inspire high performing teams  Demonstrates honestly, openness and integrity.  Leads with care and empathy, able to handle difficult or emotional situations, ensuring staff are treated as individuals and able to focus on delivering an exemplary service  Open and able to evaluate information to develop proposals for improvement  Connects with colleagues to collaborate effectively and recognise different organisational structures and cultures  Shares the service vision in a clear, consistent and honest way, inspiring staff to enhanced performance  Effective engagement, promoting teamwork and a feeling of pride by valuing individuals’ contributions and ideas  Holding colleagues to account by creating clarity about expectations and what success looks like in order to focus people’s energy  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  Influences for results, using sensitivity to plan how to reach agreement about priorities, allocation of resources or approaches to service  Personal credibility, with ability to quickly gain the confidence of others  High levels of stamina and the ability to concentrate on the most complex and challenging issues for extended periods of time, with minimal support  High levels of emotional resilience so as to be able to deal with sensitive and political issues e.g. in staffing, service development and commercial issues  Self-motivated with the ability to self-manage; able to work on own initiative and take responsibility for decisions  Able to work as a team member.  Pragmatic  Logical approach to problem solving with ability to innovate when needed.  Politically and environmentally sensitive and aware | E  E  E  E  E  E  E  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.  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  Car Driver  Flexible working hours at peak periods e.g. solution go-lives & occasional meetings in the early morning or evening  Ability to travel to other locations as required. | E  E  E  E  E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **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 | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | X |  |  |