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JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Product Manager - EEL |
| **Reports to**  | Associate Director of People Technology – One Devon  |
| **Band**  | Band 6 |
| **Department/Directorate**  | One Devon People Technology |

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| **JOB PURPOSE**  |
| The post holder will provide effective systems configuration and development support for Workforce System and other employment or workforce related systems. Proactive working with a number of other departments will be required, to ensure there is a collaborative approach to the use of various systems and future developments.Specialist systems knowledge, guidance and advice will be provided both internally to the Trust users and externally.System and workflow knowledge required in Service Now HR Service Module. The post holder will be responsible for assessing new & updated system functionality and ensuring that workforce information (WI) systems are utilised to their full potential.Involvement with internal & external projects and developments for Recruitment systemsThe post holder will be expected to have high level involvement with any new Trust-wide projects. Examples of which include the recently implemented interface to the learning platform. Working closely with the Workforce Systems Product Owner, you will help ensure the smooth running of the team on a daily basis. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Provide Product management support for the Product Owner for the Workforce Products Team, to ensure tasks/Products are planned, managed and delivered effectively.
* Generate and update Product management materials including: creating comprehensive Product plans; producing and distributing minutes of meetings; monitoring and updating an action log; maintaining a risk register and issue log; developing and maintaining a communication strategy and plan.
* Provide Product support to the work streams including:; digital requirement;; pathway design; service user involvement; and reporting.
* Define the scope, objectives and resources for each Product in conjunction with the Product Leads.
* Develop, manage and monitor a detailed Product plan for each Product and its associated work streams, with defined internal milestones.
* Proactively monitor and support the delivery of actions across work streams, ensuring that all agreed milestones are achieved.
* Highlight to the Product Leads any key risks or areas of concern, and identify actions to resolve potential problems.
* Set the agenda for Product work streams meetings, and Product board/team meetings, ensuring the timely circulation of agendas, relevant papers and accurate minutes; and chair Product meetings as required
* Support the facilitation of workshops and away days with relevant stakeholders to co-produce service design.
* Ensure compliance with all relevant Trust policies and procedures
* Critically evaluate the success of each Product and own role in it in order to contribute to continuous improvement and development of Product management best practice.
* Draft an evaluation report and business case on completion of the Products to present to the ICB and ISDN. Business case development, planning, risk and issue management, monitoring and co-ordination tasks, negotiation and conflict management, representing the Product manager at board level meetings.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: The postholder will be part of the One Devon People Technology Team. They will coordinate and monitor the Product deliverables, but may have direct responsibility for other members of staff.No. of Staff reporting to this role: 1 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 across our 6 Partners with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * LMS Product team colleagues and Senior Workforce Solutions Product Owner
* Recruitment
* Learning Technology Team
* IM&T Staff & training teams
* Clinical Training teams
* Learning & Development Training Teams
* Workforce Information & Systems Team (WIST)/HR Informatics
* Subject Matter experts
* HR integration team
* HR Business Partners
* Trust LMS users
 | * Supplier Management
* External Trusts
* NHS-England
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Be the specialist lead on specific Products, with autonomy to work within broad organisational policies.
* Take responsibility for managing Products, progressing actions, managing action plans and meetings without direct supervision.
* Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Communicate with a range of senior stakeholders concerning their views in relation to complex Products/plans.
* Facilitate collaborative working between stakeholders in a number of organisations in order to achieve Product objectives; this will require developed negotiation and motivation skills to deal with highly complex and highly contentious information.
* Communicate effectively with a wide range of people, presenting information in a variety of ways to both large groups as well as on a 1:1 basis.
* Provide relevant and timely specialist advice and guidance on functional and information matters.
* Support the development of internal and external communications where required by regular contact with the teams, stakeholders and Communications team.
* Responsible for preparation of correspondence and complex papers, as directed by the Product Leads.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Analyse complex performance data and trends in order to assess and interpret the impact on Product plans.
* Maintain processes to ensure product management documentation, reports and plans are relevant, accurate and complete.
* Track and report on product portfolio performance including progress and risks reporting across both product providing a real-time, comprehensive, and prioritised view of all projects.
* Assist with establishing stakeholder management plan and implementation of the communication framework for the programmes of work.
* Work with the stakeholders at various levels to quickly identify areas of the projects that are not performing as expected and develop possible solutions for discussion with the product Team.
* Support delivery against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines by monitoring against KPIs.
* Monitor and tracking risks and issues tracking mechanism and its proactive resolution and escalation processes.
* Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested.
* Ensure that data collected is analysed, reported by the team as appropriate and monitor the processing of data and information
* Work with members of the team and key stakeholder to investigate the causes of any variance.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Manage their own day to day activities as well as delegating and re-allocating work to team members.
* Be the lead person responsible for the planning and organising of a broad range of complex programmes which form part of the overall product plans to achieve product outcomes. The adjustments and formulation of these plans will have an impact beyond the post-holder’s own area of work.
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| **PATIENT/CLIENT CARE**  |
| * Not be responsible for direct patient care.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Work within organisational policy to oversee the delivery of the service improvements outlined within the CARE.
* Have awareness and understanding of relevant policies and standards related to HR and Workforce Systems
* Develops protocols for own work area/proposes product changes which impact across other areas.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Will have a delegated budget for the specific projects and need to ensure that projects are delivered within budget.
* Support and inform teams on the targeting of resources, monitoring, implementing, evaluating and delivery of plans by providing sophisticated, high quality information and analysis.
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| **HUMAN RESOURCES**  |
| * Provides training on own projects to clinicians, management and staff at all level.
* Participate in the recruitment and interviewing of staff required for the projects.
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| **INFORMATION RESOURCES**  |
| * Responsible for maintaining project information systems and collate information and opinions on project plans, gathering data in order to make decisions for the future.
* Input, store, modify, analyse, process and present the information using a range of IT applications.
* Develop reports based on relevant project information to use to inform key stakeholders of ongoing developments.
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| **RESEARCH AND DEVELOPMENT**  |
| * Actively supports and contributes to the development of KPIs for the successful assessment of project and programme performance.
* Collates and evaluates project data to inform service development.
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| **PHYSICAL SKILLS** |
| * Standard keyboard skills are required to produce reports, presentations and project plans.
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| **PHYSICAL EFFORT** |
| * Office based work involving sitting and standing, with little requirement of physical effort. Occasionally will be required to travel to other sites for meetings (monthly).
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| **MENTAL EFFORT** |
| * Frequent concentration required for checking documents, writing reports, and analysing data.
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| **EMOTIONAL EFFORT** |
| * Rare exposure to distressing situations, if needs to negotiate with stakeholders in difficult circumstances.
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| **WORKING CONDITIONS** |
| * Predominantly office based/working from home conditions, with occasional requirement to travel to visit other sites.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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.  |

PERSON SPECIFICATION

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| **Job Title** | Product Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Educated to degree level or relevant experienceRelevant project management qualification e.g. Risk Management, ISEB PPSO, management qualification, PRINCE 2 qualification to post graduate diploma level or relevant experience.  | XX |  |
| **KNOWLEDGE/SKILLS**Understanding of the principles and frameworks of successful product management from a support perspective.Significant knowledge of IT systems and software applications, specifically Service Now HR Service Module.Understanding of evaluating and measuring the performance of health services.A good understanding of the health and social care environment and roles and responsibilities within it.Prioritisation skills with ability to manage multiple strands of work.Clear communicator with excellent oral and writing, report writing and presentation skills; capable of constructing and delivering clear ideas and concepts concisely and accurately for diverse audiences and comfortably to large groups.  | XXXXXX |  |
| **EXPERIENCE** Facilitating focus/stakeholder groups.Demonstrable Product Management, Product Analyst or Coordinator experience.Demonstrated capability for problem solving, decision making, sound judgment, assertiveness and translate it into understandable knowledge.Evaluating and measuring the performance of health services, with ability to analyse and interpret information, pre-empt and evaluate issues, and recommend and appropriate course of action to address the issuesCommunications and stakeholder management. | XXXX  | X |
| **PERSONAL ATTRIBUTES** Strong relationship building and interpersonal skills for effective networking and team working.Able to work on own initiative, with good organisational skills and attention to detail.Independent thinker with demonstrated good judgement, problem-solving and analytical skills, who is able to work as a team member and respond to unexpected demands. | XXX  |  |
| **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.  | XX |  |

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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 | Y |  |  |  |  |
| 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 | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y | x |  |  |  |
| Mental Effort  | Y |  |  |  | x |
| Emotional Effort  | Y | x |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |