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	Change, Test and Release Manager
Reports to	Deputy Chief Information Officer
Band	8a
National Job Profile used	IMT Consultant
Department/Directorate	Digital Services Division

JOB PURPOSE

The Digital Services Division aims to develop a culture of continual service improvement. The post holder will be an advocate for this culture across the service area and demonstrate continual service improvement in the services for which they are responsible.

The Change, Test & Release Manager will report to the Deputy Chief Information Officer (DCIO) and provide support to the wider Divisional team by the development and maintenance of a robust Digital Services Division Change, Test and Release framework for all Trust digital services in line with recognised best practice, working with key senior stakeholders across the Trust and external business partners.

The post holder will take ownership of the change, test and release management lifecycle, which includes forward scheduling, co-ordination and the effective deployment of releases across the Trust for its multiple applications and environments, across multiple product portfolios. The releases will comprise application updates, operating system patches, security enhancements, hardware upgrades, together with individual programme and project support.

The post holder will also be responsible for leading and managing the testing assurance programme, which is key to the successful delivery of defect free Trust solutions. They will put in place a testing strategy to achieve this including appropriate change control, communication of testing timelines, monitoring and managing testing defects and issues. They will be responsible for on-going maintenance testing, working with application Information Asset Owners (IAOs), internal teams and suppliers to identifying issues and developing effective resolutions with stakeholders as appropriate.

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 release management, preferably in a digital 24 hours a day / 365 days a year, healthcare provider setting and with a recognised qualification in ITIL, Testing or Project Management.
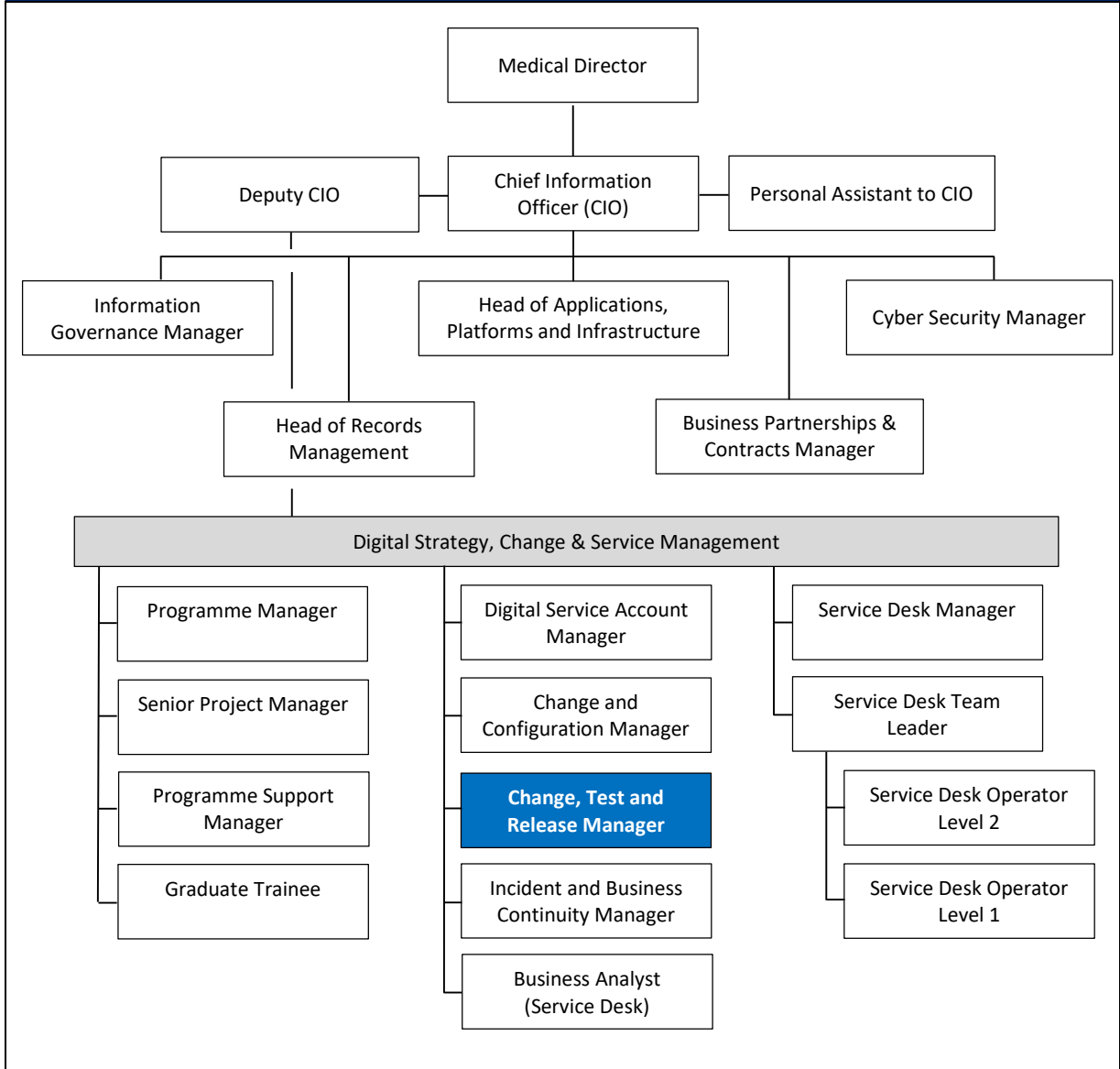
KEY WORKING RELATIONSHIPS

Internal to the Trust	External to the Trust
Divisional Directors	External Clients and Partners
Trust Service Managers	Epic technical experts and implementation team
Information Asset Owners	3rd Party Service and Solution Providers
Digital Services Division	NHS Digital and NHSX
Finance Department	NHS England and NHS Improvement
Procurement Department	Colleagues in other NHS and Social Care organisations
Internal Committees and Governance meetings	
Trust User Base	

ORGANISATIONAL CHART

- Medical Director
  - Chief Information Officer (CIO)
    - Deputy CIO
    - Personal Assistant to CIO
    - Information Governance Manager
    - Head of Applications, Platforms and Infrastructure
    - Cyber Security Manager
    - Head of Records Management
    - Business Partnerships & Contracts Manager

Digital Strategy, Change & Service Management

- Programme Manager
- Senior Project Manager
- Programme Support Manager
- Graduate Trainee
- Digital Service Account Manager
- Change and Configuration Manager
- **Change, Test and Release Manager**
- Incident and Business Continuity Manager
- Business Analyst (Service Desk)
- Service Desk Manager
- Service Desk Team Leader
- Service Desk Operator Level 2
- Service Desk Operator Level 1

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The key result areas for the role are described in the following sections:

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive highly complex, sensitive and contentious information;
- Present complex, sensitive or contentious information/presentations to large groups;
- Communicate with solution providers on a regular basis to understand change plans and agree testing and release methodologies;
- To initiate and maintain full communications between the relevant Digital Services Division teams and the organisation during a major incident.

ANALYTICAL/JUDGEMENTAL SKILLS

- Interpretation of highly complex data models and workflows in order to understand the best approaches to managing change, testing and subsequent release;
- Make judgements from a range of options on how to design and implement test plans and monitor their progress;
- Assesses competing workload generated from business as usual activities, projects and its associated risks and issues. Makes decisions on how best to mitigate the conflicting priorities;
- Develop and adhere to stringent time schedules in order to meet Service deadlines and to sequence activities logically;

PLANNING/ORGANISATIONAL SKILLS

- Manage and own the overall change, test and release framework which will cross all application areas, data conversion and infrastructure readiness and resilience;
- Produce detailed testing schedules and ensure that all resources required to complete testing are booked and available;
- Integrate testing timelines and milestones into the overall programme and project roadmaps and adjust as necessary due to project requirements;
- Develop a contingency plan for escalating major testing delays and issues;
- Manage interdependencies for effective test resource management across the program, adhering to appropriate schedule change control systems;
- Publish and maintain the change, testing and release strategy which will encompass the process to document, categorise, prioritise, assign ownership, track outcomes and feed back into change, test and release lifecycles.

PHYSICAL SKILLS

- A combination of sitting, standing and walking;
- Frequent requirement to use VDU equipment.

PATIENT/CLIENT CARE

- Ensure that the Division's services are focused on the needs of patients and clients, with the Patient at the centre of digital service delivery.

POLICY/SERVICE DEVELOPMENT

- To actively promote and secure credibility and confidence in the Digital Services Division function at all levels within the constituent organisations through the delivery of a high quality, value for money customer focused service;
- To foster good inter-directorate/multi-organisational relationships to meet their service requirements;
- The post holder will evaluate, maintain and update policies and Standard Operating Procedures (SOPs) on change, test and release management 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 change/test/release standards are being met

- Work closely with other senior Digital Services Division managers to ensure delivery of the local healthcare community Roadmap;

FINANCIAL/PHYSICAL RESOURCES
- Specification and procurement of test and release resources as required within budget limits;
- Prepare and submit business cases for new developments that may arise from the process of delivering digital services;

HUMAN RESOURCES
- Promote effective working with all members of multidisciplinary teams;
- Identify and work with all appropriate staff across organisational boundaries;
- Empower and support all staff to ensure their contribution is valued;
- Develop and maintain a confident working relationship with supplier organisations;
- Evaluate and plan utilisation of staff to provide an agile and responsive testing resource;
- Provide ad hoc training for staff based on lessons learnt from root cause analysis of defects and release deployments;
- Support and manage the development of staff within the Digital Services Division as appropriate.

INFORMATION RESOURCES
- Analyse highly complex, performance monitoring data to influence service improvements;
- Document in full the change, test and release framework, preparation steps and processes that the organisation will use for future change, testing and release management;
- Ensure all test results and system defects are documented in the appropriate issues repository, to agreed standards, for future reference and tracking outstanding items;
- Create KPIs to monitor the progress of release success;
- Provide regular assurance reports on change, test and release to the Service leads.

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;
- Carry out root cause analysis/audits on defects and incidents to support the
- development of the Service;
- Although the Change, Test and Release Manager is not required to obtain certification in an Epic application, it is recommended that, at the very least, the post holder attends an Epic Overview of Implementation course;

FREEDOM TO ACT
- Will be responsible for establishing and implementing complex standard operating procedures for all Digital Services Division areas across the Trust and its external partners;
- Will interpret broad policy and establish standards to which accountable staff will work.
- The post holder will be required to direct other members of the Digital Services Division team to participate in testing and quality assurance. This will involve managing and directing more senior staff during the testing phases;
- The post holder will work in a highly complex and unstructured multi-disciplinary environment, and be able to act with minimum guidelines and set standards for others.
- Ensure that security and confidentiality is maintained at all times within the

managed service;
- Ensure maximum security and integrity of data across network and take appropriate action when required.

OTHER RESPONSIBILITIES

- 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.
- 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.

APPLICABLE TO MANAGERS ONLY

- Be the Subject Matter Expert for all aspects of digital services delivery for the Trust;
- All managers hold the responsibility of the health and safety and wellbeing of their staff.

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 RDUH 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.

POST	Change Test and Release Manager
BAND	8a

PERSON SPECIFICATION

Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING :		
• Educated to masters level or equivalent professional qualification or experience	X	
• Knowledge of a range of specific project areas, acquired through post graduate diploma or equivalent experience and training	X	
• Prince 2 and/or MSP qualification		X
• Agile qualification or equivalent experience		X
• ITIL qualification	X	
• Certification in Testing		X
• Evidence of continuing professional development	X	
KNOWLEDGE/SKILLS		
• Excellent working knowledge of ITIL	X	
• Excellent working knowledge of Test and Release planning	X	
• Ability to identify and sequence activities logically	X	
• Proven knowledge of testing methodologies	X	
• Innovative, able to problem solve and make decisions	X	
• Working knowledge of digital strategies and complex business system solutions within the NHS		X
• Uses a combination of general and specialist IT knowledge and understanding to optimise the application of existing and emerging digital technology	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	
• Ability to influence and negotiate across a range of professionals/organisations	X	
• Well-developed motivational skills to encourage collaborative working to a prescribed programme where there may be resistance to change	X	
• Ability to analyse/interpret a range of highly complex data in order to define, control and manage outcomes	X	
• Highly effective interpersonal, communication and people skills	X	
• Strong organisational skills	X	
• Excellent people management skills including ability to influence & engage non reporting lines.	X	
• Advanced IT skills across all MS Office Applications including MS Project	X	
• Expert presenter using technology and effective communication techniques to present to staff across the organisation	X	
• Ability to plan, organise and present workshops to Trust staff	X	
• A good understanding of Risk Management methodologies	X	
• Excellent knowledge of quality management systems	X	

EXPERIENCE:		
• Significant experience of managing a large test and release portfolio of complex software which includes the delivery of test and production environments.	X	
• Knowledge of Health Service Management, including change management and workforce re-design	X	
• Proven experience of managing large scale IT projects within, which attract high financial and/or business impact	X	
• Proven experience in identifying change management and implementing policies	X	
• Experience of testing EPR and Infrastructure solutions in healthcare		X
• Working with staff at all levels across a multidisciplinary team	X	
• Demonstrable experience of successful negotiation with internal and external customers and suppliers.	X	
• Experience of resource management specifically staff management, and budget management	X	
• Significant experience of leading a distributed team	X	
• Proven experience of delivering outcomes to prescribed timelines	X	
PERSONAL ATTRIBUTES		
• 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	
• Able to prioritise tasks, work on own initiative and manage own workload	X	
• Able to interpret standards and translate for Trust wide use		
• 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	X	

improve services where there may be resistance to change		
• Ability to plan, organise and present workshops to Trust staff	X	
• Able to deal effectively with unexpected situations, taking advantage of opportunities and overcome problems	X	
• Demonstrate the ability to plan and organise effectively	X	
• Excellent interpersonal skills and professional presentation	X	
• Ability to interpret national guidelines, advising colleagues accordingly, and planning change management strategies to ensure system/organisational compliance.	X	
• Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information	X	
OTHER REQUIRMENTS		
• Demonstrates ambition and clear personal career planning	X	
• Participation in Leadership Assessment Centre, 360 Degree Appraisal and Professional Registration Processes	X	
• Flexible to the requirements of the role	X	
• 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	X	
• Requirement to travel to other sites as required	X	
• Car Driver	X	

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Health & Wellbeing
for RD&E staff

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	Y	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	☐		