

JOB DESCRIPTION

JOB DETAILS

Job Title: Client Services Operations Manager

Pay Band: Band 8a

Directorate: Finance

Department: Digital Services

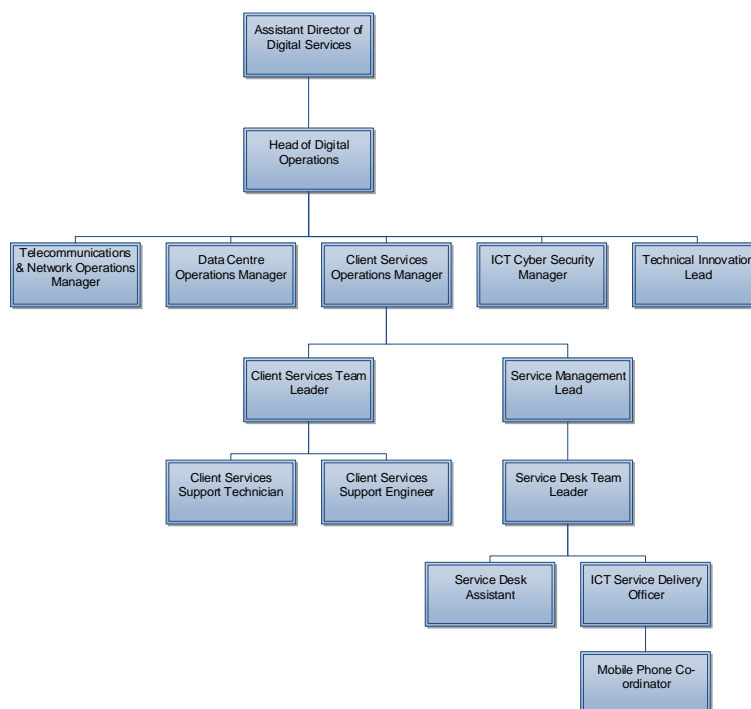
ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Head of Digital Operations

Reports to: Head of Digital Operations

Professionally Responsible to: Head of Digital Operations

Responsible For: Client Services Team
Service Desk
Digital Procurement



JOB SUMMARY / PURPOSE

The Client Services Operations Manager will contribute to the delivery of healthcare for people within the Hywel Dda area, by ensuring that the Health Board's end user computing and service desk services are specified, delivered and performing to the highest level of standards. The post holder will also ensure that all aspects of this service are fit for purpose, deliver value and identify and implement appropriate resilient architecture to deliver this. The delivery of these services will also need to be aligned to industry, organisational and national standards where applicable.

The post holder will line manage our Client Services Team, Service Desk and Service Delivery Officers and will provide overall guidance to these functions.

The postholder will be the lead on the department's ambitions to move to Cloud Services and leverage all the advantages from Office365.

The postholder will support the wider digital operations team in the digital transformation of the Health Board supporting the delivery of our Digital Strategy.

Develops relevant standard operating procedures according to defined standards and legislation and monitors overall adherence within the team.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

- a. Manage all aspects of the Health Board's end user computing and service desk services (and supporting services) in an efficient manner and this includes:
 - First line service desk taking contacts from our end users
 - Service requests and procurement services
 - Operating system management and upgrades
 - Application delivery
 - End user experience monitoring
 - Cyber Security
 - Office 365 and supporting services (Exchange Online, OneDrive and SharePoint Online)
 - End user computing devices (laptops, PC's, tablets)
 - Peripheral equipment such as printers and scanners
 - Stock control of Digital stores
 - Mobile phone management
 - Service Management
 - Cyber Security & Patching
- b. The post holder is a subject matter expert for the provision of end user computing and related services.
- c. Regularly assimilate and summarise complex documents, facts and statistics during the troubleshooting of highly complex incidents.
- d. Ensure all Client services are protected from Cyber Security threats.

- e. Always ensure an ITIL based approach to delivering services through robust incident, problem, change and configuration management and act as a lead of Service Management within Digital Services.
- f. Be responsible for the day to day operational management and strategic development for all services within the post holder's portfolio, balancing the need for proactive service development against the reactive demand of operational responsibilities.
- g. Manipulate complex code and data this will include the use of fine tools to determine when systems are working at the appropriate level and determine the correct steps to prevent failure in advance.
- h. Investigates a range of highly complex issues ensuring effective resolution within the required timelines.
- i. Support new builds and refurbishments across the Health Board ensuring effective deployment of new equipment and services.

1. Service Improvement

- a. To support the move to Cloud first / Internet first technologies where appropriate in the development of our Digital systems.
- b. Undertake research as necessary to support new and emerging technology services.
- c. Regularly undertake surveys or audits within sphere of responsibility and conduct complex audits in order to improve Client services.
- d. Ensure appropriate standard operating procedures are in place for operations and these comply with relevant NHS standards.
- e. Keep abreast of the latest technology in order to make best use of such technology to support the strategic requirements of the Health Board.
- f. Lead the development and improvement of the existing functionality of Client services.
- g. Plan, organise and implement highly complex Client Services projects affecting the entire organisation.
- h. Implement a project-based approach and develop a "project-based culture" regarding developments within the organisation.
- i. Lead the planning and organisation of all complex Client Services related developments, formulating and adjusting plans.

2. Communications

- a. Postholder will develop effective relationships informing and influencing key stakeholders and providing professional guidance.
- b. Communicate with a wide range of senior staff across the organisation agreeing priorities for implementation of new and replacement Client Services systems where there are highly complex interactions and decisions made will often be contentious (e.g. performance problems with key clinical applications).
- c. Ensure clear communication to the Health Board in the event of local and national Digital related issues.
- d. Communicate effectively with national teams and colleagues across NHS Wales through attendance at relevant Service Management Boards.
- e. Communicate effectively with other public sector bodies in Wales, the third sector and third-party suppliers.

3. Finance and Resources

- a. At an operational level, plan, prioritise and organise the team's resources.
- b. Responsibility for the purchase of all end user equipment within the Health Board.
- c. Responsible for the management, development and operation of Client Services systems across the organisation.
- d. Ensure that routine maintenance and remedial work undertaken does not adversely impact the availability of critical systems.
- e. Ensure all Client Services systems are run efficiently and effectively and that appropriate disaster recovery plans are in place.
- f. Ensure appropriate maintenance contracts are in place for key systems.
- g. Responsible for the financial monitoring of budgets in respect of the Client Services team.
- h. Ensure that relevant policies and protocols to be used within Digital Services for Client Services are developed and implemented, as well as ensuring that all corporate policies are adhered to within the department.
- i. Ensure the Digital Services stores are managed effectively keeping accurate records up to date.

4. Personal and People Development and People Management

- a. Direct, control and motivate all Client Services staff to deliver an effective and efficient service.
- b. Ensure that the Client Services team are customer focused and responsive to the needs of the organisation.
- c. Responsible for recruitment, appraisal, grievance and disciplinary issues within the team.
- d. Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively.
- e. Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment.
- f. Monitor sickness and absence of direct reports in line with Health Board policy.
- g. Manage and develop staff ensuring all staff receive PDRs in line with Health Board policy.
- h. Responsible for setting personal objectives of direct reports in line with the Digital Operations Annual Plan.
- i. To be responsible for ensuring an effective system of performance management, including appraisal and personal development, and working to competencies, including active succession and workforce planning, in line with Agenda for Change and KSF.

5. Information Processing

- a. Establish and interpret Key Performance Indicators in order facilitate service development and improve the performance of services under the posts remit.
- b. Produce status reports for submission to Project Boards, Operational Boards and the Health Board on Client Services issues as required.
- c. The post holder is responsible for ensuring that appropriate information is readily available from systems and that reporting tools are available to provide access to this information.
- d. Regularly analyse highly complex facts and these in relation to the performance of systems and the interactions between systems.

6. Health, Safety and Security

- a. Act within legislation, policies and procedures relating to Information Governance and Cyber Security.
- b. Attend statutory/mandatory training.
- c. Ensures all equipment is tested to ensure correct and safe operation prior to introduction as a live service.
- d. Always guarantees the security and safety of user information and ensures all Health Board employees and equipment complies with relevant policies.

7. Quality

- a. To manage overall Client Services capacity both current and projected.
- b. Contribute to the development of national strategies, providing technical advice at a national level as well as leadership within the organisation to align with national strategies.

8. Equality and Diversity

- a. Actively promotes equality of opportunity and diversity across the Client Services team.

9. Effort and Environmental

- a. The role will require travel between different places of work.
- b. Attending local and national meetings.
- c. Requires standard keyboard skills and understanding / manipulating complex data.
- d. Work to achieve agreed team objectives with the freedom to do this working within national standards and best practice.
- e. The role requires frequent concentration and analysis of systems whilst undertaking fault analysis.
- f. Work pattern will be unpredictable at times whilst dealing with digital incidents and problems affecting critical services.
- g. Concentration required when analysing complex data with likelihood of interruptions to answer queries from staff and other user groups.
- h. Occasional exposure to challenging circumstances when dealing with digital incidents affecting critical services.
- i. Office conditions requiring continuous VDU usage on most days.

10. General

- a. Any other duties consummate with current band and below as determined by the Head of Digital Operations.
- b. Undertake out of hours support as part of a rota providing 24x7 support services.
- c. Keep up to date with legislation in relation to confidentiality, such as data protection, Caldicott principles, Human Rights Act, Freedom of Information Act, NIS-D and GDPR.
- d. Always promote digital services both within the organisation and wider across NHS Wales.

- e. Develop a personal development plan annually as part of the Personal Development Review process.
- f. Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of Client Services.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and Knowledge</p>	<p>Relevant Master's degree qualification or relevant experience and specialist knowledge in end user computing technologies.</p> <p>PRINCEII Project Management qualification.</p> <p>ITIL qualifications.</p> <p>Continuing Professional Development.</p>	<p>Relevant formal vendor qualifications in relevant subjects.</p>	<p>Application form</p>
<p>Experience</p>	<p>Extensive experience in setting up new Digital services supporting delivery of end user computing services.</p> <p>Substantial relevant experience of working at senior management level leading one or more Digital functions.</p> <p>Highly developed specialist experience gained from a technical support role.</p> <p>Extensive experience of end user computing technologies covering application deployment, monitoring and management, operating systems, hardware repair and Office 365.</p> <p>Experience of management of customer service experience in a technical focused Service Desk</p> <p>Strong knowledge in Cyber Security technologies.</p> <p>Extensive experience of Cloud technologies and management tools.</p>		<p>Application form and interview.</p>

Language Skills		Welsh speaker	Application Form
Aptitude and Abilities	<p>Strong leadership and management skills.</p> <p>Excellent written and verbal communication skills.</p> <p>Excellent presentation and interpersonal skills.</p> <p>Ability to proactively develop links with external agencies and third parties.</p> <p>Excellent working knowledge of Microsoft Office tools and excellent keyboard skills. Strong problem-solving skills.</p> <p>Be comfortable working with all levels of the organisation.</p> <p>Ability to work effectively within resource constraints and deadlines.</p>	<p>Up to date awareness of NHS Wales Digital Strategies.</p> <p>Ability to work under pressurised situations.</p>	Interview
Values	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do 		
Other	Mature, confident and flexible approach to work to meet the needs of the service.		

	<p>Able to travel around the Health Board sites in a timely manner.</p> <p>Participate in on-call rota providing support 24x7x365.</p>		
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GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects.

Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.