

JOB DESCRIPTION

JOB DETAILS

Job Title: Head of Digital Operations

Pay Band: 8c

Directorate: Finance

Department: Digital Services

ORGANISATIONAL ARRANGEMENTS

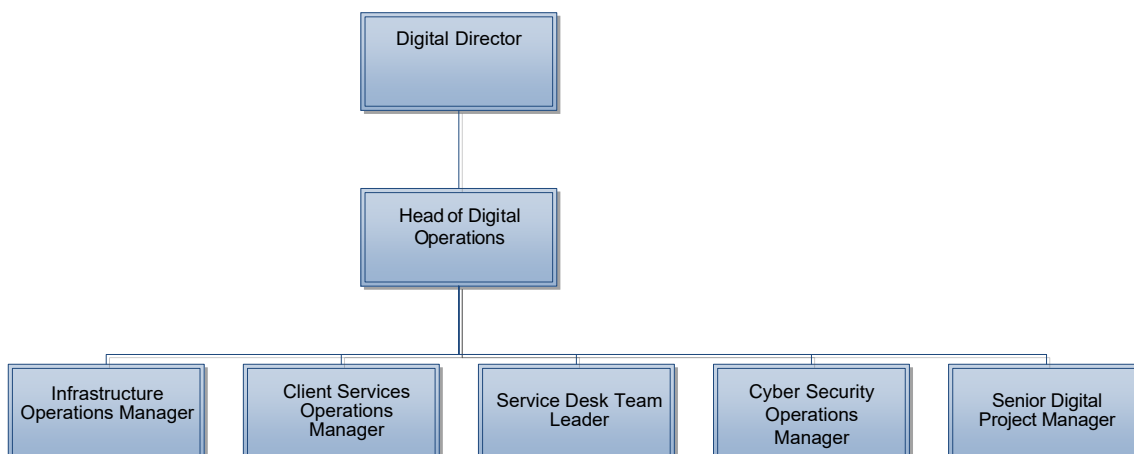
Managerial Accountable to: Digital Director

Reports to: Digital Director

Professionally Responsible to: Digital Director

Responsible for: ICT operational and project teams

Organisation chart:



JOB SUMMARY / PURPOSE

The Head of Digital Operations will support the Assistant Director of Digital Services in providing sound technical leadership in all aspects of digital technology and service delivery to provide quality digital services to our staff and patients.

Support the wider digital team in the digital transformation of the Health Board supporting the delivery of our Digital Strategy.

To lead and ensure the Health Board has the digital systems, applications, infrastructure and support services to achieve excellence in operations and to contribute to the wider digital transformation of the Health Board.

To manage all digital operations resources to agreed performance and budget standards.

Develops and maintains the Digital Technical Strategies for the Health Board initiating and managing when required development projects to refresh or implement new systems and infrastructure.

Develops relevant policies and procedures according to defined standards and legislation and monitors overall adherence.

Managers the annual Health Board Wide Discretionary Capital Programme and Welsh Government funding ensuring delivery on time and to budget and where required will develop complex business cases in support of transformational strategic change.

Managers all digital contracts ensuring value for money, effective supplier relationships and ensuring they are fit for purpose meeting the needs of the Health Board.

Managers all digital procurement ensuring Health Board's Standing Financial Instructions are met and value for money can be demonstrated.

Manages the delivery of the annual Digital Operational Plan providing the necessary assurance to our Digital Committees and the Health Board.

Undertake the Digital Services business partnering role for Glangwili General Hospital being the key point of contact for site managers and clinicians.

Lead the technical delivery components of the Health Board's plans for our new hospital and feed into the business case process as required.

MAIN DUTIES AND RESPONSIBILITIES

1. Service Management

- a. Accountable for the strategic development of Digital and ICT infrastructure required by the Health Board.
- b. Provides expert advice across a range of highly complex and strategic issues relating to digital and how that work enables and supports transformation across the wider organisation.
- c. Ensures the technical delivery plan is aligned to the Digital Strategy.
- d. Leads and delivers a professional digital operations service to the Health Board.

- e. Leads the technical development and planning of the Digital Services Operational Plan to ensure the efficient and effective running of 24/7 infrastructure and systems.
- f. Leads and develops the Digital technical strategies ensuring efficient and effective 24/7 service providing value for money.
- g. Developing and implementing policies, procedures and practices in respect of Digital Services.
- h. Leads the development, planning, implementation and maintenance of the Health Board's Cyber Security and Business Continuity Strategies in line with best practice and legislation.
- i. Ensuring robust arrangements are in place for the effective management of digital assets, licences and user accounts.
- j. Actively promoting the effective use of information and technology at all levels within the Health Board to support the service improvement and modernisation agenda.
- k. Acting independently and interpreting local and national guidelines on behalf of the Health Board to identify solutions and ensure desired outcomes are achieved.
- l. Contributing to the development of Digital Services plans and lead in digital projects as required.
- m. Working collaboratively with clinicians and managers throughout the organisation to ensure appropriate investment for digital services and to maximise benefits to clinicians and patients.
- n. Providing cross cover for the Assistant Director of Digital Services as required, providing a seamless management response for all Digital services.
- o. Analyses, interprets and resolves highly complex problems that require expert opinion and input to resolve issues, where no precedent exists, which requires frequent prolonged concentration.
- p. Responsible for the specification and delivery of local digital technical projects and inputs into national schemes or directives.

2. Service Improvement

- a. Undertake research as necessary to support digital projects and service development.
- b. Regularly undertake surveys or audits for digital work/design and conduct complex audits in order to improve digital services.
- c. Research the ICT and Telecommunications market, digital suppliers and advances in technical developments to utilise such technology to benefit the organisation and ultimately clinical and patient services.
- d. Ensure appropriate procedures are in place for testing new digital equipment and applications and ensure 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 digital infrastructure, telecommunications and Systems.
- g. Provide expert technical advice on complex digital issues which requires complex analysis and interpretation and evaluation of a range of options/factors in order to achieve organisational objectives and goals.

3. Communications

- a. Postholder will develop effective relationships informing and influencing key stakeholders and providing expert professional guidance.
- b. Communicate and influence internal and external stakeholders where there maybe opposing views and different priorities.
- c. Provide expert digital advice, where no precedent exists, which involves the analysis, interpretation and resolution of highly complex technical concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals.
- d. Communicate ideas and highly complex technical concepts/issues clearly, via presentations and during meetings, to all levels of staff, where there are barriers to understanding, in order to achieve positive outcomes.
- e. Represents digital services by actively participating in organisation and national wide committees and groups and establish/chair new forums/groups where necessary to promote digital developments and issues.
- f. Ensure effective communication is maintained within the departmental teams, across digital services and within project teams.
- g. Communicating highly complex technologies, promoting new ways of working to Board Directors and all levels of staff throughout the organisation.
- h. Consult with departments across the Health Board in order to inform the development of implementation plans, ensuring technical requirements are identified and incorporated.
- i. Provide expert technical advice and guidance on digital projects as required.
- j. Liaise with external stakeholders and suppliers involved in the provision, deployment, management and maintenance of digital systems.
- k. Conveys technical concepts clearly; develops and delivers formal, highly complex presentations to Executive & Health Board staff, external agencies and the wider NHS Wales community.

4. Finance and Resources

- a. Responsible for the management, development and operation of digital systems and information resources/systems across the organisation as a major job responsibility.
- b. Ensure that routine maintenance and remedial work undertaken does not adversely impact the availability of business-critical systems.
- c. Ensure all Health Board digital systems are run efficiently and effectively and that appropriate disaster recovery plans are in place.
- d. Ensure appropriate maintenance contracts are in place for key digital systems.
- e. Responsible for the financial management, development and monitoring of budgets in respect of the digital operations department and associated services.
- f. Lead the development of the digital service's discretionary capital programme across the Health Board and prioritise spend in line with the Digital Services Operational Plan.
- g. Manage the discretionary capital budget for major digital projects, providing reports to the appropriate governance committee as required.
- h. Manage the digital services operational plan ensuring all expenditure conforms to the Health Board Standing Financial Instructions.

5. Personal and People Development and People Management

- l. Direct, control and motivate all operational and project staff to deliver an effective and efficient service ensuring participation in organisation wide and national initiatives.
- m. Responsible for the management of the following services including recruitment, appraisal, grievance and disciplinary issues:
 - n.
 - i. Service Desk
 - ii. Client Services
 - iii. Telecommunications & Network Team
 - iv. Data Centre Team
 - v. Cyber Security
 - vi. ICT Projects
- o. Manage and develop staff / ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively.
- p. Responsible for promoting a good working environment for staff and encouraging staff to be aware of health and safety issues within their own environment as well as those of other staff using digital equipment within the organisation. Identify report and analyse methods of improvement for any hazards /incidents within the workplace.
- q. Ensure appropriate development and training is made available to digital operations staff in line with their Personal Development Reviews (PDRs).
- r. Monitor sickness and absence of direct reports in line with Health Board policy.
- s. Manage and develop staff ensuring all staff receive PDRs in line with Health Board policy.
- t. Chair recruitment panels where appropriate, ensuring the Health Board policies and procedures are adhered to.
- u. Responsible for setting personal objectives of direct reports in line with the Digital Operational Annual Plan.

6. Information Processing

- a. Establish and interpret Key Performance Indicators in order facilitate service development and improve the performance of the digital services, infrastructure and systems.
- b. Ensure systems are in place to routinely analyse and manage resource utilisation in order to provide efficient and optimised digital services.
- c. Produce status reports for submission to Project Boards, Operational Boards and the Health Board on digital issues as required.
- d. Required to plan and develop long term strategic plans, which will impact across the organisation, that consider a broad range of issues.
- e. Responsibility for leading the development and planning of the digital technical strategies.
- f. Manage, maintain and review Service Level Agreements with Digital Health & Care Wales and third-party supplier organisations.
- g. Ensure critical digital systems are managed in accordance to their SOPs in line with best practice and that appropriate disaster recovery procedures are in place for those systems.
- h. Ensure disaster recovery testing is performed in line with the schedule set out in the SOPs.

- i. Specify the requirements for new digital systems and the enhancement of existing systems providing technical advice and guidance ensuring such systems comply with relevant technical standards as well as addressing any contractual arrangements as appropriate.

7. 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. Guarantees at all times the security and safety of user information and ensures all Health Board employees and equipment complies with the relevant policies.

8. Quality

- a. Responsible for developing and implementing a range of policies and procedures to support the effective running of our digital infrastructures, telecommunications and systems across the organisation. Ensure effective working policies and procedures are developed, maintained and monitored in line with best practice.
- b. Organise essential maintenance work and approved changes to minimise impact on users.
- c. Lead internal and external audits working with auditors to provide baseline information and develop action plans as required.
- d. Ensure that digital infrastructure and systems are reliable and resilient where appropriate and that robust arrangements are in place for maintenance of such resources.
- e. Lead the development and improvement of the existing functionality of digital infrastructure, telecommunications and systems.
- f. Ensure that scheduled work has correctly allocated resources, is completed within timescale, to agreed quality standards.
- g. Lead the management of security and risk related to digital infrastructure and services. Risk will be effectively managed in partnership with clinical and corporate governance colleagues.

9. Equality and Diversity

- a. Actively promotes equality of opportunity and diversity across all the Digital Operations teams.

10. Effort and Environmental

- a. The role will require significant freedom to act and the Head of Digital Operations will be expected to adjust to significant and sudden variations in workload.
- b. The role will require travel between different places of work.
- c. Attending local and national meetings.
- d. Requires standard keyboard skills and manipulating complex data at speed.
- e. Act as a lead for the Health Board on technical issues and advice.
- f. Work to achieve agreed team objectives with the freedom to do this working within national standards and best practice.

- g. The role requires frequent concentration and analysis of digital systems and due to the responsive nature, the work pattern will be unpredictable.
- h. Concentration required when analysing complex data with likelihood of interruptions to answer queries from staff and other user groups.
- i. Occasional exposure to high pressure digital incidents.
- j. Office conditions requiring continuous VDU usage on most days.

11. General

- a. Any other duties consummate with current band and below as determined by the Assistant Director of Digital Services.
- b. Provide ad-hoc out of hours support as required ensuring an effective major incident response.
- c. Promote digital services at all times both within the organisation and wider across NHS Wales.
- d. Develop a personal development plan annually as part of the Personal Development Review process.
- e. Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of project management, digital technologies and cyber security.
- f. Use available resources to keep abreast of digital developments and look for opportunities to use these developments.
- g. 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.
- h. Keep up to date on National Digital Health Care strategies.
- i. Contribute to a seamless response to the digital needs of the Health Board and its Directors, maintaining a professional approach and leading by example at all times.

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|--|---|---|--|
| <p>Qualifications and Knowledge</p> | <p>Graduate with relevant post graduate qualification.</p> <p>Master's degree or equivalent experience at a senior managerial level.</p> <p>PRINCEII Project Management qualification.</p> <p>ITIL qualifications.</p> <p>Knowledge of Digital Health strategies within NHS Wales and our national programmes.</p> | <p>Knowledge of Enterprise Architecture frameworks.</p> | <p>Application form</p> |
| <p>Experience</p> | <p>Demonstrable and wide experience working at a senior level within NHS Digital Services.</p> <p>Experience of providing strategic level advice to senior managers in a managerial role in a complex NHS organisation or equivalent.</p> <p>Highly developed specialist ICT and information management skills and knowledge, developed by theory and experience.</p> <p>Experience of working collaboratively across services and organisational boundaries.</p> <p>Detailed experience and knowledge of the procurement process, and business case development.</p> | <p>Working knowledge of NHS systems and processes.</p> <p>Experience of working in a partnership environment.</p> | <p>Application form and interview.</p> |

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| | <p>Demonstrable experience of managing complex budgets including their control and deployment across all Digital Operations.</p> <p>Success in leading and managing change.</p> <p>Track record of technical innovation and implementation.</p> <p>Track record of effectively managing and developing teams.</p> <p>Demonstrable experience consulting and negotiating in a senior capacity with key partners across NHS Wales, Welsh Government and the wider public sector / voluntary sector in Wales.</p> <p>Ability and experience of strategy development and delivery in complex NHS organisations.</p> | | |
| <p>Aptitude and Abilities</p> | <p>Strong leadership skills.</p> <p>Highly developed communications skills including:</p> <ul style="list-style-type: none"> • Inter-personal skills • Liaison and negotiation skills • Writing and presentation skills <p>Ability to communicate at executive level and provide highly complex concepts and ideas in an accessible manner for consumption by the Board</p> | <p>Welsh Speaker</p> <p>Flexible Approach</p> | <p>Interview</p> |

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| | <p>and Executive Directors / Independent Members.</p> <p>Demonstrable creative problem-solving 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.</p> <p>Demonstrable ability to interpret highly complex information and make appropriate strategic and operational decisions.</p> <p>Skills in developing and implementing new ways of working.</p> <p>Ability to work autonomously manage areas of work and projects from initiation to completion.</p> <p>Demonstrable ability to think strategically, implement plans, set own priorities, meet tight deadlines and work independently.</p> <p>Promote positive and effective teamwork across Digital Operations.</p> <p>Excellent high level, high quality project management skills.</p> <p>Excellent budget management skills.</p> <p>Ability to embrace the following personal values</p> | | |
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| | <p>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 | <p>Mature, confident and flexible approach to work.</p> <p>Willingness to work anywhere within Hywel Dda and to travel, on occasions elsewhere in Wales and within the UK.</p> | | |

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 post-holder 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 post-holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post-holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The post-holder 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 post-holder 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 post-holder needs to ensure they are familiar with their terms and conditions of service.