

Northern Ireland Health and Social Care**Business Services Organisation****JOB DESCRIPTION****We only accept online applications**

POST:	ITS Head of Operations
BAND:	Band 8c
DIRECTORATE:	Customer Care & Performance
LOCATION:	Centre House Belfast
REPORTS TO:	Assistant Director ITS
RESPONSIBLE TO:	Director of Customer Care and Performance (CCP)

Job Summary

The ITS Head of Operations will be responsible for leading the development and delivery of a broad portfolio of operational ICT services delivered by ITS.

The Head of Operations responsibility will include leading the delivery of a portfolio consisting of all operational services delivered by ITS (except those classified as infrastructure services). The role will also include service management for **all** services including all of those defined in Service Level Agreements with Managed ICT Service Customers and Enterprise ICT Services customers. Management of Service Level Agreements will be carried out in liaison with other elements of the BSO Directorate of Customer Care & Performance

The responsibilities of the Head of Operations will include services delivered directly using BSO staff and those services which are delivered by contractors where BSO acts at the

service manager and integrator. Where external contractors are involved in the delivery of the service the Head of Operations will carry out those functions necessary to effectively manage and deliver the service including vendor and service management of the external contractor.

The Head of Operations will have line management responsibility for all ITS Operations service owners and associated service teams for all services except infrastructure services.

The Head of Operations will also represent the AD of ITS in programme or project governance structures or other representative bodies as required. In this role, the Head of Operations will have sufficient knowledge across all areas of the ITS organisation including programme and infrastructure to be able to provide a "corporate" viewpoint not just confined to those areas for which the post holder has direct line management responsibility.

The Head of Operations will be expected to work collaboratively and co-ordinate the work they manage across the Operations, Programme and Infrastructure areas within ITS. Fundamental to this approach will be that all support of live operational services will be delivered by the Operations function even where this is within the context of a transformation programme delivering new services. The effective management of existing specialist resource and the creation of new operational capability within transformation programmes therefore requires that Operations, Programme and Infrastructure functions work in an integrated and coordinated way and so this is a critical part of the Head of Operations role.

The Head of Operations will have budgetary responsibility for all operational services except infrastructure. This will include the budgetary management for all Managed ICT services and for Enterprise IT services. The Head of Operations will also have budget responsibility for a number of functions which cut across the whole organisation such as service management and quality. Typical budgets in this area will be for around £15 million per annum but this is subject to change based on the outcome of current and future programmes of work.

KEY RESULTS AREAS

Service Delivery

Operational services to be delivered by the post holder will include:

- The provision of a managed ICT service to a range of customers across organisations from within the HSC and NIFRS. The range of customers is likely to continue to grow.
- The provision of enterprise ICT services to Trusts, other HSC organisations and NIFRS. Enterprise ICT services will be used by an individual organisation, a number of organisations or by all organisations who are ITS customers. These services are

typically the outcome of a transformational programme and underpin the delivery of the strategic benefits identified within a programme.

In delivering the managed ICT and Enterprise ICT services, the post holder will be:

- Responsible for leading the management and delivery of all services defined in the BSO ITS service catalogue except those defined as infrastructure services;
- Provide strategic advice on the management and delivery of services;
- Provide oversight and control of the use of BSO operational service resource within programmes and projects;
- Manage all budgets and resources (including staff) associated with operational services both managed ICT and Enterprise services;
- Ensure the use of best practice standards for ICT service delivery which meet the requirements of ISO 20000 and ISO 27001 where required;
- Manage and plan the use of specialist operational resource use across programmes, projects and operations;
- Manage effective integration between the operational delivery of services and the programme of transformational projects to ensure the most effective use of specialist services, the standardisation of approach, the creation of new operational capabilities and the delivery of benefits from operational services;
- Input to strategy development as required;
- Act as the principal BSO representative on the programme and project governance structures where required;
- Ensure that the responsibilities and obligations of the BSO Accounting Officer are clearly identified and adequately addressed within the delivery of operational services.

Other key responsibilities of the Head of Operations will include:

- Service level and performance management including the definition of new Service Level Agreements and maintenance of existing SLAs with Managed and Enterprise ICT Service Customers in liaison with other elements of the BSO Directorate of Customer Care & Performance.
- The customer care and business relationship management functions for all services (including Infrastructure Services).
- Vendor management.
- Contract management.

- IT service management and quality systems including ISO 20000 and ISO27001 if required.
- Business Continuity Planning and Testing for ITS.
- The development and implementation of technical standards associated with services.
- To ensure effective monitoring and performance management of all ICT functions for which they are responsible and for **all** services delivered by ITS.

The Head of Operations will also lead the delivery of Managed ICT services to a broad range of customers including:

- HSC Regional bodies including the Business Services Organisation (BSO), the Health & Social Care Board (HSCB), the Public Health Agency (PHA) the Patient Client Council (PCC) NI Social Care Council,(NISCC), Regional Quality Inspection Agency (RQIA), NI Guardian Ad Litem Agency (NIGALA), HSC Leadership Centre, HSS Clinical Education Centre(CEC), NI Medical and Dental Training Agency(NIMDTA). BSO Regional shared services for Finance and HRPTS.
- 350 GP practices;
- Northern Ireland Fire and Rescue service.(NIFRS); and
- Any other customers added in the future.

The scope of the managed IT service will typically include:

- End user computing, service desk, networks, email, office applications, telephony, mobile , file storage and collaboration, printing, hosting and support of line of business systems, managed internet and intranet and security, remote access
- The provision of Strategic ICT advice as agreed with each managed service customer.
- The Management of budgets and resources for the operation of Managed ICT services

The Head of Operations will lead the delivery of Enterprise ICT services to Trusts, other HSC organisation and NIFRS. Enterprise ICT services will be used across organisations or by all organisations. These services are typically the outcome of a transformational programme and underpin the delivery of the strategic benefits identified within a programme.

- Examples of Enterprise ICT services which are used by one or more organisation or across the HSC as a region would include:
 - Electronic Care Record,
 - Theatre Management,

- NIPACS clinical imaging
- Patient Administration system (PAS),
- Emergency Department
- Laboratories/Pathology
- Pharmacy stock control
- Maternity
- RISOH (Oncology and Haematology)
- Shared Services IT for HRPTS and FPL
- Data warehouse
- Integration services
- GMS ICT
- FPS payments system
- Child Health
- Patient Portal

The post holder will also:

- Establish a Service Management Team, and delivery arrangements to ensure HSC stakeholder input and engagement, to include service users and other stakeholders including those employed outside the HSC where required.
- Develop and implement a comprehensive Service Delivery plan which supports the ITS Programme Plan using Prince and MSP methodologies.
- Identify and manage risks to the Service Portfolio and, in so doing, ensure appropriate contingency and other plans are in place to address these.
- Manage the interdependencies between the existing operational service and the ITS Programmes and Projects, as well as other regional and local Project interdependencies to support the delivery of the objectives of the Programme and co-ordination of delivery of the new service capabilities.
- Co-ordinate and lead change across the Portfolio of Services to integrate with the ITS Programme to facilitate service change in a holistic way throughout HSC NI minimizing any impact on HSC operational services.

- Monitor the Service Portfolio status and report to the Assistant Director of ITS on all matters relevant to the successful delivery of the Service Portfolio.

Financial and Resource Management

- Manage the Operations budget, including risk allowance, and in line with capital and revenue requirements and standing financial instructions.
- Appoint professional advisers to support him/her as Head of Operations and others in their operations management and other specialist roles.
- Ensure all other resources necessary to the success of the operations delivery are identified and appropriately addressed.
- Lead the transition (in conjunction with the Head of Programme) of the ITS programme solutions and services, contract, support and maintenance arrangements, and information resources to business as usual/Operations.
- Ensure all appropriate business cases are developed in line with by Northern Ireland Guide to Expenditure Appraisal and Evaluation (NIGEAE), DoF, DoH and BSO finance and submitted to the Department of Health and Finance for approval as required.
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People Management and Development

- Manage the Operations Team. Lead and co-ordinate the work of these personnel and those employed by HSCNI organisations working within the project parameters.
- Act as the sole point of contact for the Operations Managers located within HSCNI organisations
- Establish with the Operations Manager(s) a common and consistent approach to major issues that arise and assist in resolving same.
- Take responsibility for his/her own performance and take action to address identified personal development areas.
- Lead by example to ensure that the ITS Operations function demonstrates commitment through its culture and actions, for all aspects of diversity in the population it serves and the staff who provide the services.
- Promote the corporate values and culture of the organisation through the development and implementation of relevant policies and procedures, and appropriate personal behaviour.

- Contribute to the BSO's overall corporate and integrated governance processes to ensure its compliance with public sector values and codes of conduct, operations and accountability.
- Review individually on a regular basis the performance of direct reports. Provide guidance on personal development requirements and advise on and initiate appropriate action.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in with procedures laid down by the BSO.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the BSO.
- Promote the BSO's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for which the Head of Operations has responsibility.
- Conduct assessments of equality considerations when appropriate.
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General Responsibilities

Employees of the BSO will be required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by the efficient completion of all tasks allocated to them.
- Comply with the BSO's No Smoking Policy.
- Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.
- Ensure the ongoing confidence of the public in service provision.
- Comply with the HPSS code of conduct.

- To assist the Business Services Organisation in the fulfilment of its statutory duty under Section 75 of the Northern Ireland Act 1998, to promote equality of opportunity and good relations, and also the Human Rights Act and the Disability Discrimination Order 2007.
- To support the Business Services Organisation in meeting its obligations under Risk Management by adhering to the control standards identified in the Risk Register.

Records Management

The ITS Head of Operations is responsible to the Director of CCP for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 2018. Employees are required to be conversant with the organisation's policy and procedures on records management and to seek advice if in doubt.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Assistant Director of ITS

APPOINTMENTS TO BSO MAY BE SUBJECT TO ASSESSMENT BY THE OCCUPATIONAL HEALTH SERVICE

Please note that the Business Services Organisation operates a “No Smoking” Policy and all employees **MUST** comply with this.

The Business Services Organisation is an Equal Opportunities Employer

Business Services Organisation

Person Specification

Job title:	ITS Head of Operations
Department / Directorate:	BSO ITS
Location:	Centre House
Salary:	AfC Band 8c (£58,504 - £71,243) under review
Hours	37.5 hours

Notes to applicants:

- You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
- Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Organisation reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
- Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Qualifications / Experience	1a A university degree or relevant professional qualification and have worked for at least 3 years in the last 5 years in a senior management role [1] in a major complex organisation [2] OR 1b Have worked for at least 5 years in the last 7 years in a senior management role in a major complex organisation [2] AND	Shortlisting by Application Form

	2. Delivered against challenging performance management programmes for a minimum of 3 years in the last 5 years meeting a full range of key targets and making significant improvements. 3. Experience of complex budgetary management for both capital and revenue with annual budget of at least £500K. 4. Successfully demonstrated high level people management, governance and organisational skills for a minimum of 2 years in the last 5 years. [1] Senior management is defined as experience gained at a senior level in a major complex organisation, i.e. reporting to an Assistant Director or equivalent. [2] A major complex organisation is defined as one with at least 200 staff or a turnover of £50 million per annum.	
Other	5. Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment. <i>This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Organisation which will permit them to carry out the duties of the post</i>	Shortlisting by Application Form
SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:		
Experience	6. Worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes for a minimum of 3 years in the last 5 years. 7: Have a proven track record of delivering a large portfolio of services which support normal operational business and to have effectively managed transformation programmes which involved the development and implementation of new operational service capabilities to underpin programmes or projects which have delivered significant business change. 8: 3 years' experience in the last 5 years of managing multiple teams to successfully deliver outcomes. This should include working with teams where there was direct line management responsibility and also working with team where there was not direct line management responsibility.	Interview / Test

	9: Have at least 2 years' experience leading organisational change through managing people, and are able to demonstrate evidence of successful organizational change outcomes. .	
Skills / Abilities / Knowledge	Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model. Particular attention will be given to the following dimensions: • Inspiring shared purpose • Leading with care • Evaluating information • Connecting our service • Sharing the vision • Engaging the team • Holding to account • Developing capability • Influencing for results.	

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Knowledge	Knowledge of HSCNI ICT services, eHealth Strategy and associated Regional and organisational programmes/projects	Shortlisting by Application Form
Qualifications	Prince 2 Practitioner Managing Successful Programmes ITIL practitioner/expert	Shortlisting by Application Form

As part of the Recruitment & Selection process it may be necessary for the Organisation to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.

THE ORGANISATION IS AN EQUAL OPPORTUNITIES EMPLOYER

Successful applicants may be required to attend for a Health Assessment

All staff are required to comply with the Organisation's Smoke Free Policy



Business Services
Organisation

Head of Programme Delivery Band 8c - *temporary opportunity until March 2022*

Information Technology Services (ITS) at Business Services Organisation (BSO)



Working together



Excellence



Openness & Honesty



Compassion



INVESTORS
IN PEOPLE

Silver
until 2021

JOB DESCRIPTION

JOB TITLE	Head of Programme Delivery - <i>temporary opportunity until March 2022</i>
BAND	8c
DIRECTORATE	Customer Care Performance (CCP) – Information Technology Services (ITS)
INITIAL LOCATION	Information Technology Services, Belfast City Centre – <i>initially</i> Centre House, Chichester Street moving to James House, Gasworks Business Park, Ormeau Road.
REPORTS TO	Assistant Director of ITS
ACCOUNTABLE TO	Director of Customer Care and Performance (CCP)

We accept online applications only

JOB SUMMARY

The ITS Head of Programme Delivery will be responsible for the development, delivery and implementation of a programme of transformational projects delivered by ITS and will report to the Assistant Director of ITS.

The programme responsibility will include:

- Regional LIMS replacement;
- NIPACS regional imaging service replacement;
- GP electronic medical record consolidation;
- E-Pharmacy (electronic transfer of prescriptions);
- GP2GP record transfer;
- 24/7 ICT services support;

- Regional cyber security programme;
- Common identity framework (Active Directory consolidation);
- Health and care number replacement;
- NIFRS line of business review and any emerging service consolidation programmes;
- Any programmes arising from the infrastructure and applications review such as
 - Network consolidation
 - Datacentre consolidation
 - Active directory consolidation
 - Email consolidation
 - Printing consolidation
 - Mobile and fixed telephony
 - Client device replacement/windows 10.

He/she will be responsible for ensuring the successful design and implementation of management processes, information requirements, planning and monitoring required to deliver the programme to the agreed timescales for each programme or project and also within budget and spending profile constraints.

He/she will ensure that programme and project best practice methodologies are rigorously applied to all aspects of the programme.

The Head of Programme Delivery will provide leadership to the ITS Programme Management Office as well as leadership and strategic management to a number of significant regional workstreams to ensure the delivery of the overall programme vision, objectives and defined benefits.

He/She will lead the engagement with, and the mobilisation of the HSC community and in particular clinical staff and service users, to identify and plan for the changes in service processes required to successfully deliver the broad range of projects within the ITS programme and to achieve the benefits identified within the programme.

This engagement process will include all stakeholder groups across the broad range of programmes and projects including ICT and information staff, clinical and business users and primary care independent contractors such as GPs, pharmacists, dentists, opticians etc. as well as other non-HSC bodies delivering health & social care and other services to citizens.

The Head of Programme Delivery will take a lead role across all phases of the transformation programme which is likely to have an overall budget of £300 million and will cover a timescale of 5 to 7 years based on the existing requirements. Any future programmes and projects initiated during this period will also be the responsibility of this post.

KEY DUTIES / RESPONSIBILITIES

Service Delivery

- Represent the interests of the BSO, the Director of CCP and the Assistant Director of ITS within all programme governance structures and other forums as required. This will require the post holder to have detailed knowledge not only of all programme activity but also detailed working knowledge of the activities of the ITS infrastructure and operations functions. This is particularly in relation to the financial, capacity and resource management elements of all ITS functions.
- Provide advice to the Director of the CCP, the Assistant Director of ITS and all programme and project governance boards within the ITS programme.
- Provide advice on strategic issues pertaining to the individual programme or project and its objectives.
- Development of a series of programme blueprints which will be aligned with the business requirements of the relevant organisation or business function and encapsulates the vision which defines each transformation programme.
- Develop and agree new regional policies and procedures, where necessary, to support the programme - across a number of key regional strategic work streams which include:
 - Programme and project definition
 - Management of programme and project dependencies
 - Procurement and contracts
 - Vendor management
 - Service management
 - Resource and workforce management pertaining to the delivery of the programme
 - Workforce planning and skills development across all ITS functions
 - Service management
- Ensure knowledge is continuously updated through maintaining awareness of global trends and developments and horizon scanning.

Quality

- Work within the programme governance framework, ensuring that all activities/policies related to the delivery of the programme meet stated requirements.

- Define programme and project standards based on best practice to be used across all ITS programme and projects.
- Ensure that standards for the delivery of programmes and projects management are implemented across all of the ITS programme.
- Ensure that ITS service management and security standards including ISO 20000 and ISO 27001 are implemented and embedded in the delivery of programmes and projects and any operational services put in place as the outcome of these.
- Deliver effective governance in accordance with public sector values and the codes of conduct and accountability ensuring that all statutory functions are carried out.
- Ensure that all activities relating to spend within the programme follow the financial guidance as specified by the DoF, the Northern Ireland Guide to Expenditure Appraisal and Evaluation (NIGEAE), the DoH and BSO finance.

Communication

- Develop a communications and engagement strategy and manage communications with the Director of CCP, the Assistant Director of ITS, the individual programme and project boards, other senior HSC stakeholders, staff organisations, health and social care professionals, the public and suppliers about the programme, taking effective action to highlight and address concerns/issues.
- Ensure effective communication with the programme teams, Programme Management Office and other programme boards and teams in other HSC NI organisations.

Information Management

- Lead the development and design of an information framework, including management of information flows required to underpin the ITS Programme.
- Plan and deliver the replacement of multiple significant regional clinical and business information systems and services ensuring no degradation of information currently stored within these systems.

- Develop and execute plans against a comprehensive Regional System Information Migration Strategy to enable business continuity in transition to any new solutions across a range of services.
- Work closely and collaboratively with clinical, business and technical subject matter experts to ensure standardisation of processes and pathways and that these are developed safely, regionally and once for NI.
- Ensure, through development of strategic plans with HSC organisations, the programme meets and, as a minimum maintains, all statutory reporting, audit (national and local), regional and local reporting and business intelligence capability as HSC implement the new services within the ITS programme across the following areas:
 - Workforce and resource planning;
 - Information governance;
 - Communications and PPI;
 - Research and analytics;
 - Programme project and technical dependencies;
 - Information & data gathering;
 - Migration and standardisation.
- Analyse and appraise the available options for achieving delivery of the desired future state across the programme.
- Drive the implementation of a programme plan that supports the achievement of the programme's objectives/benefits.

Programme Management

- Establish a Programme Management Team, Programme Management Office and delivery arrangements to ensure HSC stakeholder input and engagement, to include service users and carers, and other stakeholders including those employed outside the HSC.
- Develop and implement a comprehensive programme plan in line with the principles of Prince and MSP methodologies.
- Lead on the gateway review process ensuring all arrangements and resources are in place to facilitate this.
- Identify and manage risks to the programme and, in so doing, ensure appropriate contingency and other plans are in place to address these.

- Manage the programme's project interdependencies, as well as other regional and local project interdependencies, against the objectives of the programme and co-ordination of delivery of the new capabilities.
- Co-ordinate and lead change across the programme to facilitate the integration of this change in a holistic way throughout HSC NI.
- Monitor the programme status and report to the Assistant Director of ITS on all matters relevant to the successful delivery of the programme.
- Ensure all appropriate business cases are developed in line with by DoF, NIGAE, DoH and BSO Finance and submitted to the Department of Health for approval.
- Conduct assessments of equality considerations when appropriate.
- Ensure the completion of the programme on time and within budget.

Development and Innovation

- Secure the support of senior staff to the new solutions and where appropriate concomitant clinical pathways or business process changes and new ways of working 'once for Northern Ireland'.
- Ensure the connectivity of the programme plans with HSC modernisation plans.
- Provide leadership to the information and analytics workstreams and work closely with the HSCNI Strategic Information Group to produce and inform regional strategic plans for the ITS Programme.
- Responsible for developing strategic plans, alongside existing and new HSC solution providers, clinical and informatics teams throughout HSCNI.
- Responsible for information standardisation and clinical and administrative data migration to the new programme solutions.
- Responsible for developing benefits realisation plans for the replacement of major information systems throughout HSCNI within the ITS programme. Responsible for ensuring all contracts attendant to information systems being replaced are safely exited.
- Lead the development of the systems and services required to transform or replace the following systems/programmes incorporating the functionality of, as a minimum, the current major HSC information systems which will be replaced as part of this transformation process:
 - Regional LIMS replacement



Business Services Organisation

- NIPACS Regional Imaging service replacement
 - GP electronic medical record consolidation
 - Health and Care Number replacement
 - NIFRS Line of Business review and any emerging service consolidation programmes
 - Any Programmes arising from the infrastructure and applications review such as
 - Network consolidation
 - Datacentre consolidation
 - Active directory consolidation
 - Email consolidation
 - Printing consolidation
 - Mobile and fixed telephony
 - Client device replacement/windows 10
- Lead the development of the solutions to provide the following information systems and services which are not currently available in HSCNI, including:
 - E-Pharmacy (electronic transfer of prescriptions)
 - GP2GP record transfer
 - 24/7 ICT services support
 - Regional Cyber security programme
 - Common Identity framework (active directory consolidation)

Financial and Resource Management

- Manage the programme budget, including risk allowance, and in line with capital and revenue requirements and standing financial instructions.
- Appoint professional advisers to support him/her as Senior Programme Manager and others in their project management and other specialist programme roles.
- Ensure all other resources necessary to the success of the programme are identified and appropriately addressed.
- Lead the transition of the ITS programme solutions and services, contract, support and maintenance arrangements, and information resources to business as usual.

People Management and Development

- Manage the Programme Team. Lead and co-ordinate the work of these personnel and those employed by HSCNI organisations working within the project parameters.
- Act as the sole point of contact for the ITS programme Project Managers located within HSCNI organisations
- Establish with the Project Manager(s) a common and consistent approach to major issues that arise and assist in resolving same.
- Take responsibility for his/her own performance and take action to address identified personal development areas.
- Lead by example to ensure that the ITS Programme demonstrates commitment through its culture and actions, for all aspects of diversity in the population it serves and the staff who provide the services.
- Promote the corporate values and culture of the organisation through the development and implementation of relevant policies and procedures, and appropriate personal behaviour.
- Contribute to the BSO's overall corporate and integrated governance processes to ensure its compliance with public sector values and codes of conduct, operations and accountability.
- Review individually on a regular basis the performance of direct reports. Provide guidance on personal development requirements and advise on and initiate appropriate action.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in with procedures laid down by the BSO.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the BSO.
- Promote the BSO's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for which the Head of Programme Delivery has responsibility.

HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES

The Business Service's Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

1. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
2. Ensure access to skills and personal development through appropriate training and support.
3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins the Business Service's Organisation's values.

PERSONAL AND PUBLIC INVOLVEMENT RESPONSIBILITIES (PPI)

6. Lead on and be responsible for the co-ordination of the Trust's PPI Strategy within the Division or other sphere of responsibility . This will include supporting active engagement with user groups and the voluntary and independent sectors in the design and delivery of services.

RAISING CONCERNS – RESPONSIBILITIES

7. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
8. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.
9. The post holder will, in the event of a concern being raised with them, ensure that it is managed correctly under the Trust's 'Your Right to Raise a Concern

(Whistleblowing)' policy and ensure feedback/learning is communicated at individual, team and organisational level.

GENERAL REQUIREMENTS

The post holder will be required to:

1. Ensure the Business Services Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
2. Co-operate fully with the implementation of the Business Services Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
3. Adhere at all times to all BSO policies/codes of conduct, including for example:
 - Smoke Free policy
 - IT Security Policy and Code of Conduct
 - standards of attendance, appearance and behaviour
4. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
5. Co-operate fully with regard to BSO policies and procedures relating to infection prevention and control.
6. All employees of the Business Services Organisation are legally responsible for all records held, created or used as part of their business within the Business Services Organisation including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the Business Services Organisation's policy and procedures on records management and to seek advice if in doubt.

7. Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
8. Represent the Business Services Organisation's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Business Service Organisation staff may be required to serve at any location within The Organisation's area, as needs of the service demand.

November 2021

ICT Business Performance Service Manager Band 8b

Information Technology Services (ITS) at Business Services Organisation (BSO)



JOB DESCRIPTION

POST:	ICT Business Performance Service Manager
BAND:	Band 8b
DIRECTORATE:	Customer Care & Performance (CCP) – Information Technology Service (ITS)
LOCATION:	Centre House, Chichester Street, Belfast with the possibility of flexibility to work from home, as agreed in line with services needs
REPORTS TO:	ITS Head of Operations
RESPONSIBLE TO:	Director of CCP

We accept online applications only

JOB SUMMARY

The ICT Business Performance Service Manager will be responsible for the delivery of ITS customer service and is the primary point for liaison with our customer organizations on the delivery of all BSO ITS services. This will include responsibility for the overall customer experience for those using BSO ITS services, defining the services that are delivered to customer, the nature and quality of those services and the measures which are used to determine if those services meet the customer requirements.

A key part of the role is ensuring that the IT services delivered to customers are of the agreed quality needed to support the clinical, social care and administrative services which make up the broader business of the HSC. It will also include the creation of the policies, procedures and processes to ensure the services are effectively delivered within the context of the ISO20000 standards accreditation.

The role also plays a major part in the identification of new services, definition and development of those services and the agreement of formal Service Level Agreements for the delivery of those services with customers. This will include the creation of cost models for these services in liaison with BSO finance

The post holder will performance manage the delivery of all ITS services to achieve the objectives required within the performance management framework of the BSO.



This will include overall responsibility for ensure that ITS service owners are meeting the Key Performance Indicators as defined in customer service level agreements.

The ICT Business Performance Service Manager also has ownership of a range of functions which span the organization including quality systems (ISO 20000), service management (ITIL), service desk system (VFire), risk management and business continuity planning and testing.

KEY DUTIES / RESPONSIBILITIES

Setting Direction

- To support the ITS Head of Operations in the development and implementation of a BSO-wide, 3 year Information Technology and Digital Strategy.
- Responsible for the development of Service Management policies, implementation of industry standards procedures, and processes.
- To ensure the delivery of a safe and cost effective IT Operations service that meet and ideally exceed SLA & KPI targets
- Responsible for analysing trends/data on service delivery, managing corrective actions where KPI and service levels are not being met and making strategic and tactical recommendations to the Head of Operations.
- Responsible for the development of an ICT Service Catalogue management strategy and the implementation of Service Catalogue Management Plan

Service Delivery

- Manage existing business relationships with customers, act as the main point for liaison between ITS and Senior Staff within customer organizations when introducing new services and build business relationships with potential customers.
- Work with the product and service owners in BSO to develop customer centric services within all of the delivery teams. This will be achieved through the development and implementation of processes within the quality systems, ongoing audits and services improvement plans where required. The post holder will also be responsible for developing a customer centric culture across the whole organization to be verified by an ongoing process of surveys and customer feedback.
- Be responsible for service management for all services including all of those defined in Service Level Agreements with Managed ICT Service Customers (including those delivered by the Infrastructure function) and Enterprise ICT Services customers. Management of Service Level Agreements will be carried out in liaison with other elements of the BSO Directorate of Customer Care & Performance
- Performance manage all BSO ITS services, monitoring service delivery against KPIs as defined in customer SLAs and ensuring that any failures meet



to meet service levels are followed up with ITS service owners with improvement plans put in place and monitored on an ongoing basis.

- Have overall management of the Service Desk ICT system including the maintenance of the CRM/ ITSM system.
- Take the lead for in the development of Business Continuity/Disaster Recovery plans across the ITS organization including the management and organization of regular tests.
- Take the lead on Major Incident reviews addressing root cause analysis , lessons learned and service improvement actions

Development and Innovation

- To assist in identifying new and innovative ways for IT to support the delivery of BSO's services and the achievement of corporate objectives.
- Responsible for the identification of technical and process automation tools and processes that reduce the cost and/or complexity of IT Service Operations.
- Capture any new service requirements from the customer and develop service growth opportunities including defining new services and costing any proposal.
- Identify proposals for new services to be developed or delivered to customers as part of the liaison with the customers. Where any new proposal requires capital investment or an expansion of capacity then this will be fed formally back into the Digital Health Investment Portfolio.
- Leading Service Improvement where more effective ways of delivering a service can be identified. This will include process improvement for all ITS services where required.

Collaborative Working

- Be responsible for Service Level and Performance Management, including the definition of new Service Level Agreements and the ongoing maintenance of existing SLAs with our customers, in liaison with other elements of the BSO Directorate of Customer Care & Performance.
- Coordinate the Vendor Management function across all areas, to ensure standardization and implementation of best practice for all vendors used by ITS.
- Represent the BSO in local or regional forums and other collaborative projects and structures as required. Work with key stakeholders across the HSC to agree service priorities and address any issues .
- Communicate with Customers, suppliers/vendors as required, ensuring good relationships are maintained at all times
- Provide support and work collaboratively with stakeholders to identify Customer Service requirements and address any performance issues.



Communication and Information Management

- Negotiate, when necessary, with the appropriate Directors and Chief Executives of BSO's Customers:
 - the 5 Health Trusts,
 - the NIAS,
 - the NIFRS and the
 - 10 Health Agencies,

For changes to the SLA core funding for ITS services addressing challenges in relation to efficiency savings

Take the lead on the development and agreement of the BSO ITS Service Offering.

Act as the gatekeeper for ITS demand management process in accepting and handling request for services from customers. In this role, continuing to grow the ITS customer base while ensuring that all expansion of work is fully funded and not taking on work that is outside IT core capabilities and market.

- Present and report on ITS performance management in relation to SLA at various forums including the regional bodies Bodies Corporate Forum
- To take ownership, manage and communicate effectively on the performance of the agreed KPIs
- Assist the ICT Head of Operations in developing effective & robust communication systems to support and promote the services provided by IT Operations
- Support the Head of Operations in developing and implementing an effective & robust performance monitoring system on matters relating to BSO IT strategies, objectives and targets.
- Take the Lead on service delivery issues including acting as the first point for management escalation and liaison for customers. (this does not replace service desk processes)
- As part of this role, dealing with senior customer dissatisfaction where service has not been delivered to standard and this has impacted business or clinical service.
- Dealing with senior customers where services **have** been delivered to the agreed standard but this is perceived as not meeting customer expectations. This will including potential expansion of a service and securing funding if required.



Quality

- Responsible for the implementation and ongoing accreditation of to ITS Quality Standards (ISO20000)
- Work with programme delivery, operations and infrastructure staff to ensure that operational services created as part of programme delivery are clearly defined for the customers so that roles, responsibilities and the appropriate supporting processes and documentation are embedded within the BSO ITS quality system
- Take the lead for all elements of customer feedback including surveys, other metrics and face to face discussions. The post holder will also be responsible for identifying continuous improvement to existing services based on customer feedback.
- The ICT Business Performance Service Manager will also have responsibility for the quality and peer audit functions within ITS specifically for ISO 20000 and 27001.
- Have responsibilities that include benchmarking of ITS services in an ongoing basis using a variety of methodologies and sources of information.
- Follow all BSO ITS quality management processes including change, release and configuration management processes as required

Financial and Resource Management

- Take effective budgetary responsibility for area.
- Lead on the development and agreement of the ITS service offering with BSO Finance including the definition of efficiency savings..
- Monitoring financial performance of the budget allocation within their remit and taking corrective action as necessary
- Have responsibilities that include services delivered directly using BSO staff and those services which are delivered by contractors where BSO acts at the service manager and integrator.
- Manage all Customer Service and Performance projects through the required formal approval stages such business case approvals.
- Responsible for preparing bids and securing general capital allocations and for developing business cases.
- Secure the financial and other resources required for successful service delivery of Customer Service and Performance. Monitor overall progress and use of resources, initiating prompt and effective corrective action as and when necessary;
- Manage and monitor of all aspects of Customer Service and Performance budgets and expenditure.
- Plan, monitor and report on Customer Service and Performance projects and service delivery using the BSO standard Portfolio Management software system (Project Vision)



People Management and Development

- Provide direction, management and motivation to staff
- Participate personally in the organisation's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action
- Take responsibility for a team of staff and maintain good relationships and morale amongst those reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.
- Promote equality of opportunity through his/her own actions and ensure that policy is adhered to by staff for which he/she has responsibility
- Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
- Ensure access to skills and personal development through appropriate training and support.
- Promote a culture of openness and honesty to enable shared learning.
- Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
- Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.

HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES

The Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

1. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.



2. Ensure access to skills and personal development through appropriate training and support.
3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.

GENERAL REQUIREMENTS

The post holder will be required to:

6. Ensure The Business Services Organisation's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
7. Co-operate fully with the implementation of The Business Services Organisation's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
8. Adhere at all times to all BSO policies/codes of conduct, including for example:
 - Smoke Free policy
 - IT Security Policy and Code of Conduct
 - standards of attendance, appearance and behaviour
9. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.



10. Co-operate fully with regard to BSO policies and procedures relating to infection prevention and control.
11. All employees of The Business Services Organisation are legally responsible for all records held, created or used as part of their business within The BSO including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with The BSO policy and procedures on records management and to seek advice if in doubt.
12. Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
13. Represent The Business Services Organisation's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all BSO staff may be required to serve at any location within The Organisation's area, as needs of the service demand.

Date: Updated November 2020



Business Services Organisation**Job Description**

Job Title: Head of Operations (Infrastructure)

Salary: Band 8B

Location: Centre House, Belfast

Reports to: Assistant Director ITS

Job Summary

The post holder will be part of a team of senior staff who oversee the planning and delivery of information and technology services to Health and Social Care. He/she will be responsible for the delivery of a range of IT services that will focus mainly on the provision of technical expertise to Health and Social Care in ICT infrastructure technologies including Servers, Networks, Security technologies, and best practice IT Service Management. They will ensure that the services under their responsibility are planned, managed and delivered effectively and within the resources available. They will provide leadership to the staff in their team and ensure that high standards of productivity and technical excellence are maintained.

Key Results Areas**Service Delivery**

1. Responsible for the identification, development, implementation and management of the delivery of BSO ICT infrastructure services including Data Centres, Servers, Networks, Security Services, Email, Desktop Support, Internet, Service Desk and IT Service Management to ensure maximum availability of critical clinical and business services and to minimise the impact of service outages on staff, patients and clients.
2. Plan, Monitor and account for the deployment of the staffing resource required to deliver BAU services and within programme projects where appropriate.
3. Providing Technical Design Authority input for HSC ICT programme Projects, as appropriate
4. Develops policy consistent with National and Regional Strategies, and provides technical expertise to policy development and Business Continuity Plans for BSO ICT services.
5. To input into HSC ICT security policy and guidelines in collaboration with CESG, NHS, DHSSPS, HSCB, Trusts and other HSC organisations.
6. The design and implementation of shared ICT Infrastructure services working closely with key stakeholders.
7. To ensure that the HSC ICT strategy objectives relevant to this post are implemented
8. To work with programme colleague to ensure the smooth transition of ICT infrastructure services from projects to operations.
9. To ensure ICT projects adhere to the STAP requirements as part of project implementation and transition to operations.



10. To develop and manage the performance management for ICT Infrastructure functions in line with Service Level Agreements, HSC Security Policy and to participate in ITS Customer Forum.
11. To provide technical infrastructure input to the development of ICT business cases by BSO and work collaboratively with HSCB on other HSC ICT business cases.
12. To act as major incident manager ensure that services are resilient and that disaster recovery plans are in place and regularly tested.
13. To Chair the Regional Change Advisory Board and sit on HSC Project Boards.
14. Work closely with contractors, service users and staff (and UK home countries representatives if appropriate) to ensure safe, secure, efficient and effective use of the shared HSC infrastructure.
15. To take the lead for vendor management for infrastructure services.
16. Develop robust communication systems to support and promote ICT infrastructure functions.
17. Ensure complex technical documentation is produced to the required quality standards and interpret complex technical documentation from third party suppliers.
18. To ensure robust standards and systems of governance exist and are adhered to for ICT infrastructure functions.
19. To take full budgetary responsibility for the full range of ICT infrastructure functions and services.
20. To ensure that expenditure in the Operations Infrastructure area is incurred and accounted for in accordance with BSO, Departmental and other relevant standards.
21. Ensure that their staff are appropriately deployed, skilled and motivated to achieve their objectives.
22. Work with suppliers to ensure that full contractual compliance is achieved and that disruption to services are kept to a minimum.
23. Ensure that they keep up to date with technical innovation.
24. Work with BSO ITS Head of Customer Care to agree a commissioning plan with HSCB.
25. Contribute to the development of Business cases as required.
26. Take the lead in or contribute to procurement processes as required.

People Management and Development

1. Participate personally in the organisation's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action.
2. Take responsibility for a team of staff and maintain good relationships and morale amongst those reporting to him/her.
3. Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
4. Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down.
5. Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.



6. Promote equality of opportunity through his/her own actions and ensure that policy is adhered to by staff for which he/she has responsibility.

General Responsibilities

1. Employees will be required to promote and support the mission and vision of the service for which they are responsible.
2. At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
3. Demonstrate their commitment by the efficient completion of all tasks allocated to them.
4. Comply with the No Smoking Policy.
5. Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.
6. Ensure the ongoing confidence of the public in service provision.
7. Comply with the HSC code of conduct.
8. Assist the employing organisation in the fulfillment of its statutory duty under Section 75 of the Northern Ireland Act 1998, to promote equality of opportunity and good relations, and also the Human Rights Act 1998 and the Disability Discrimination Order 2007.

Records Management

He/she is responsible to the organisation for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the relevant Policy and procedures and to seek advice if in doubt.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Assistant Director of ITS.



Business Services Organisation

Job Description

Job Title: Customer Services Manager

Salary: Band 8B

Location: Centre House, Belfast

Reports to: Assistant Director ITS

Job Summary

The post holder will be part of a team of senior staff who oversee the planning and delivery of information and technology services to Health and Social Care. He/she will be responsible for the provision of ICT customer support services and business management functions, including customer engagement, business development and SLA management and will have lead responsibility for the negotiation and agreement of the services commissioned by the HSCB commissioners. He/she will have responsibility for ensuring good practice and quality procedures throughout ITS and the development of an innovation function. They will ensure that the services under their responsibility are planned, managed and delivered effectively and within the resources available. They will provide leadership to the staff in their team and ensure that high standards of productivity and technical excellence are maintained.

Key Results Areas

Service Delivery

1. To ensure that customer support services delivered by ITS are planned and delivered to ITS quality standards stated in the customer service level agreement to take lead responsibility for agreeing commissioning plan with HSCB.
2. To take the lead on service reviews with BSO ITS HSC customers.
3. To develop and ensure delivery of a set of key objectives and targets for the Customer Service and Business Management functions through the establishment, maintenance and operation of Service Level Agreements with supported HSC organisations.
4. To take lead responsibility for the selection and procurement of all ICT systems, equipment and services in the Customer Services and Business Management areas in line with the regional and internal Policies and Strategy.
5. To ensure that the HSC ICT strategy objectives relevant to this post are implemented
6. To ensure the maintenance of the current ISO 9001:2008 TickIT Quality Management System and oversee the on-going migration to ISO 20000 accreditation.
7. To ensure the development, implementation and testing of a Business Continuity and Disaster plans for BSO ITS.
8. To ensure that robust standards and systems of governance, controls assurance and risk management exist for all relevant functions within the Customer Services and Business Management area.



9. To ensure ICT projects adhere to the STAP requirements as part of project implementation and transition to operations.
10. To ensure that expenditure in the Customer Services and Business Management areas is incurred and accounted for in accordance with BSO, Departmental and other relevant standards.
11. Manage the budgetary spend associated with Customer services.
12. To take the lead on BSO ITS Workforce Planning.
13. To take the lead on ICT Contract management.
14. Take the lead on the ITS customer forum.
15. Work with clients to identify future service needs and take forward plans for service development within existing IT systems.
16. Ensure that their staff are appropriately deployed, skilled and motivated to achieve their objectives.
17. Work with Programme colleagues in ITS to ensure the smooth transition of new services to business as usual.
18. Ensure that services are resilient and that disaster recovery plans are in place and regularly tested.
19. Work with suppliers to ensure that full contractual compliance is achieved and that disruption to services are kept to a minimum.
20. To work and liaise with Internal and External Auditors on any audits of BSO ITS and to co-ordinate the response from BSO ITS.
21. Work closely with service users and IT departments in other HSC organisations and participate or lead in appropriate IT user forums.
22. Ensure that they keep up to date with and promote technical innovation and customer focus.
23. Contribute to the development of Business cases as required.
24. Take the lead in or contribute to procurement processes as required.

People Management and Development

1. Participate personally in the organisation's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action.
2. Take responsibility for a team of staff and maintain good relationships and morale amongst those reporting to him/her.
3. Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
4. Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down.
5. Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.
6. Promote equality of opportunity through his/her own actions and ensure that policy is adhered to by staff for which he/she has responsibility.

General Responsibilities

1. Employees will be required to promote and support the mission and vision of the service for which they are responsible.
2. At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
3. Demonstrate their commitment by the efficient completion of all tasks allocated to them.
4. Comply with the No Smoking Policy.
5. Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.
6. Ensure the ongoing confidence of the public in service provision.
7. Comply with the HSC code of conduct.
8. Assist the employing organisation in the fulfillment of its statutory duty under Section 75 of the Northern Ireland Act 1998, to promote equality of opportunity and good relations, and also the Human Rights Act 1998 and the Disability Discrimination Order 2007.

Records Management

He/she is responsible to the organisation for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be conversant with the relevant Policy and procedures and to seek advice if in doubt.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Assistant Director of ITS.

Operations Service Manager

Responsible for Integration, Software Development
and Quality

Band 8B



JOB DESCRIPTION

JOB TITLE:	ITS Operations Service Manager Responsible for Integration, Development & Quality
BAND:	Band 8B
DIRECTORATE:	Customer Care & Performance (CC) – Information Technology Service (ITS)
INITIAL LOCATION:	Belfast City Centre – may also be opportunities for remote working
REPORTS TO:	Head Of Operations
ACCOUNTABLE TO:	Director of Customer Care & Performance (CC)

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JOB SUMMARY:

BSO ITS Operations Service Managers oversee the planning and delivery of information and technology services to Health and Social Care. They are responsible for leading, managing and operational maintenance and support of ICT Operational systems. They will ensure that the commissioned projects under their responsibility are planned, managed and delivered effectively and within the resources available. They will provide leadership to the staff in their team and ensure that high standards of productivity, technical excellence and best practice in service management are maintained.

Additional Service Area Information

The Integration service enables data to be transferred electronically between ICT Systems within the HSC, using TCP/IP socket layer, FTP protocol, ODBC links or web services. This

service is used in the provision of data from multiple IAS systems to key Regional HSC Information Systems such as NIECR, TMS, CAHIS, EEMS, NIMATS and NIACS.

New Systems Development is responsible for the design, development, support and enhancement of various bespoke .NET Web Applications throughout the HSC and other organisations. Our portfolio of Applications includes the likes of SureStart for Regional Sure Start projects and the Regional Doctors Appraisal System for Trusts and other associated organisations.

KEY DUTIES / RESPONSIBILITIES

Service Delivery

- Manage the range of services within their remit in line with standards defined by BSO
- Provide support and work collaboratively with commissioners to develop HSC ICT strategy. Ensure that relevant HSC ICT strategy objectives are delivered and implemented.
- Implement the ICT programme and project strategic mandates as agreed with programme and Infrastructure colleagues.
- Work with Head of ITS Operations to agree a commissioning plan with commissioning bodies.
- Responsible for coordinating the various BSO services required to move projects from development into standard operations. Ensure that operations capability to deliver production services is planned, developed and resourced.
- Responsible for the management and operational maintenance & support of all IT operations and services delivery within the organisation in order to meet agreed IT service SLAs and KPIs.
- To be the responsible owner/person for all the Service Delivery functions associated with IT operations and ensure that their delivery is on time and within budget.
- To develop and ensure delivery of a set of key objectives and KPI targets for the Service Delivery functions and provide these metrics in a real time monitoring and reporting manner for the ITS Head of Operations
- Coordinate the support required to deliver system to system integration between different sectors of HSC specifically secondary care, community, social services and primary care and where appropriate coordinate integration to the HSC data warehouse function.
- Provide expert technical advice and guidance to all HSC organisations on the use and management of BSO ITS Systems
- Make key contribution, and take a lead role in the development of business cases and corporate reporting as required by BSO SMT
- Actively manage service delivery of third party suppliers and internal service teams to ensure efficient, effective and secure use of production services/systems.
- Manage major incidents relating to programme area and participate in follow up actions and reporting.

Development and Innovation

- Engage in personal and professional development to maintain a high level of relevant knowledge and skills
- To assist in identifying new and innovative ways for ITS to support the delivery of BSO's services and the achievement of corporate objectives.
- Responsible for the identification of technical and process automation tools and processes that reduce the cost and/or complexity of ITS Service Operations.
- Development of knowledge of the relevant business areas associated with the ICT service or project.
- Maximise the use of ICT Services ensuring best value for money and most efficient use of resources

Collaborative Working/Key Working relationships

- Take a lead role in collaborative working with colleagues, customers and suppliers/vendors, ensuring strong and effective relationships are maintained at all times

Communication and Information Management

- To manage and communicate effectively on the performance of the agreed KPIs for ITS Operations
- Assist the Head of Operations in developing effective & robust communication systems to support and promote the services provided by ITS Operations
- Support the Head of Operations in developing and implementing an effective & robust performance monitoring system on matters relating to the ITS strategies, objectives and targets.

Quality & IT Service Management Best Practice

- Take a lead role in ensuring services in this area are prepared for, and manage follow up actions for internal and external audit. Monitor action plans and continuous improvement.
- Ensure service area use and compliance with the ITS ISO 20000 approved service management processes for all elements of service management
- Ensure ICT Services operational documentation for services they are responsible for are kept up to date
- Develop, implement and test a Business Continuity plan for your service area
- Ensure ICT projects adhere to the service transition ISTA requirements as part of project implementation and transition to operations.

Financial and Resource Management / Resource and Project/Programme Management

- Manage budget expenditure across the range of their activities.
- Contribute to the development of business cases as required.

- Plan, Profile, Monitor and account for the budgetary spend associated with your service area. Record and report as per agreed business processes.
- Take the lead in or contribute to procurement processes as required.
- Ensure that expenditure in your service areas is managed and monitored in accordance with BSO, Departmental and other relevant standards.
- Develop and ensure delivery of a set of key objectives and targets for the relevant functions through the establishment, maintenance and operation of Service Level Agreements with supported HSC organisations.
- Work closely with project managers and SROs to ensure effective project management and governance arrangements are in place and maintained for the duration of the project.
- Support the approval processes for ICT expenditure, including input to business case development,
- Take the lead on the monitoring and review of support contracts and service level agreements for ICT solutions and services.

People Management and Development

- Line manage staff as appropriate and to achieve results through people by establishing clear direction and measurable objectives.
- Participate personally in the organisation's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action.
- Take responsibility for a team of staff and maintain good relationships and morale amongst those reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.
- Promote equality of opportunity through his/her own actions and ensure that policy is adhered to by staff for which he/she has responsibility.
- Complete all line management responsibilities in relation to staff contracts, requests and maintain accurate information on the HR, Pay, Travel and Subsistence system
HR/TS

Professional Leadership

- Be a role model of transformational leadership to motivate and empower others to act and achieve business objectives
- Participate personally in the organisation's Performance Review Scheme and review individually on a regular basis the performance of any direct reports, providing guidance on personal development requirements and advice on appropriate action.

- Take responsibility for a team of staff and maintain good relationships and morale amongst those reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down.
- Promote equality of opportunity through his/her own actions and ensure that policy is adhered to by staff for which he/she has responsibility.
- Complete all line management responsibilities in relation to staff contracts, requests and maintain accurate information on the HR, Pay, Travel and Subsistence system

HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES

The Organisation supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

1. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
2. Ensure access to skills and personal development through appropriate training and support.
3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.

RAISING CONCERNS - RESPONSIBILITIES

6. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
- The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.