NHS Grampian

**Job Description**

# SECTION 1

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| *JOB IDENTIFICATION* |
| **Job Title:** | Analyst Developer (Web Services, Programmes & Development) |
| **Department(s):** | eHealth, NHS Grampian |
| **Location:** | IM&T Building, Foresterhill |
| **Hours:**  | 37.5 hours per week |
| **Grade:** | Band 6 |
| **Salary:** | £31,800 - £39,169 pro rata per annum |
| **Contract:** | Permanent  |
| **Job Reference:** | NS015212 |
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###### SECTION 2

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|  | **Job Purpose**  - The Department of eHealth provide IT services to NHS Grampian’s 16,000 employees, working from over 100 premises, spread across Aberdeen Royal Infirmary, Royal Aberdeen Children’s Hospital, Aberdeen Maternity Hospital, Royal Cornhill Hospital, Dr Gray’s Hospital, 80 General Practices, 24 Community Hospitals, and a multitude of service departments. This also extends to the health & social care partnerships covering Aberdeen City, Aberdeenshire and Moray.NHS Grampian eHealth Web Services team are responsible for the development and maintenance of NHS Grampian’s intranet, clinical guidance site, corporate web site, sharepoint implementations, Freedom of Information application and ad-hoc web site service.The post holder is responsible for developing the specification, development, handover, and maintenance of these information systems and sites. The role holder is also required to assist in the specification, development and implementation of national and 3rd party IT systems both inside and outside of the organisation, as well as systems shared between NHS organisations and local authorities. Additionally, the role will be involved in producing interfaces between multiple systems to permit appropriate and secure sharing of business and communications data. |
|  | **Organisational Chart** (Please identify this post clearly in the structure – as a minimum show 2 levels above and 2 levels below (where relevant).  |
|  | **Communication and relationship skills***Communicates complicated, difficult to explain IM&T issues to non-IM&T staff/sponsors; communicates detailed IM&T information within peer groups. Communicates a range of IM&T issues which can be complex and multi-stranded***Level 4**The post holder will be required to:Communicate directly with the Senior Analyst Developer (Web) to provide information about workloads and project status, meetings and issues where the post holder is unable to reach a decision.Communicate both in writing and orally, a wide variety of complex information on web systems, business processes, technical requirements, content management systems and information architectures and application/service issues to a wide range of internal and external staff in different fora, including clinicians and administrative staff using technical or non-technical language, where appropriate.Quickly understand unfamiliar and complex business-specific terminology used by departments, patients or specialties during business analysis interviews and requirements gathering exercises. Communicate complex information and terminonology to other technical ehealth staff, often involving complex designs and processes.Determine the structure and processes involved in mapping a department or specialty’s communications / business data, then identify how this is used, who creates it and who consumes it. This involves extensive investigation, interviews, written queries, prototyping and analysis in conjunction with the business sponsor to ascertain the correct information and best user experience. Translate a sponsor’s proposals for new business process systems into technical designs and ideas. Complex ideas must be translated into both thorough design documents and comprehensive handover documentation that is also readable and easy to understand from the perspective of non-technical sponsor. Different communication techniques are required to permit database developers, application programmers, interface designers, training staff and support resources to successfully prepare, implement and deploy a new IT solution.Communicate confidently and carefully to gain credibility, via persuasion and motivation skills for effective working relationships with project sponsors. The post holder should communicate tactfully and be diplomatic in order to maintain good stakeholder relationships, where user expectations cannot be met. |
| **2** | Knowledge, training and experience*Specialist knowledge across a range of procedures underpinned by a theory. Specialist knowledge and expertise acquired through degree level or equivalent qualifications or experience, plus additional specialist and managerial knowledge.***Level 6**Knowledge Required:High level specialist knowledge of web or business IT systems and associated technologies within NHS Grampian.Knowledge of structured business analysis skills and project management methodologies (eg. UML, Prince2) is required to design, plan and document IT projects.Excellent working knowledge of at least one content management system (e.g. Episerver CMS) and working knowledge of one major software programming language (e.g. C#.net) and Microsoft Sharepoint. Knowledge of information governance and information security standards and laws.Proficiency with modern development patterns and practices, such as MVC and Agile. Knowledge of service improvement and change management via ITIL frameworks;Knowledge of NHS Grampian IT systems/ software/ applications and hardware; keeping abreast of new developments and advancing technology.Good working knowledge of common IT software applications.Knowledge of governance in relation to National/ NHSG policies & procedures in relation to IT systems/ data security requirements and legislation.Knowledge of systems & processes in relation to the production of standard operating procedures, change control and principles of document control.Training Undertaken:The post holder should be educated to degree level in an IT related discipline. Further specialised technical training in multiple areas related to developers area of specialism, systems development or specific projects/service needs.ITIL Framework training.Statutory and Mandatory Training Framework as required by NHSG.Experience Required:The post holder must have at least two years’ IT experience post-degree within a relevant web analyst developer role.The post holder must be a confident individual who has the ability to work on own initiative to design IT solutions to problems and identify initiatives that will help patients and staff. Excellent persuasive and influencing skills are required to improve working practices and business processes, particularly when dealing with staff and partners who have no prior knowledge of IT applications.The post holder should be able to demonstrate a track record of defining, analysing and delivering software services, systems implementation, systems integration, data architectures and handovers for support. The ability to work and be adaptable under pressure of deadlinesAble to use imagination and innate creativity in problem solving, system architectural design and user interface design.Ability to organise and motivate others to deliver systems and products.Ability to work across professional and organisational boundaries. Ability to manage complex requirements to build coherent requirements specifications.Ability to manage expectations of clients using non-technical language.Evidence of a high level of analytical problem solving skills.The ability to plan and prioritise is essential, particularly when unexpected urgent work is requested from staff or partners. Therefore the post holder should have organisational skills and be able to demonstrate this.The post holder must have excellent communication skills both verbal and written at all levels. They should be able to conduct themselves in difficult meeting situations so should be assertive, hold negotiating skills while showing tact. Evidence of analytical, investigative and problem solving abilities. |
| **3** | Analytical and judgemental skills*Experts in their field. Analyses, interprets and resolves highly complex IM&T problems where there is no precedent and where other leading opinions may conflict.***Level 4**Using systems and business analysis skills including interviews, meetings and correspondence to interpret client and staff problems to produce project plans, software requirements and specifications for new information system solutions.Development of technical/analytical documents and reports for both technical and non-technical audiences to support new software projects. The post holder needs to quickly understand the purpose, business flow and data requirements of myriad NHS specialties and departments to develop software solutions.Imagination is required to invent non-standard solutions for specific business problems.Deal with highly complex issues, making judgements, often under pressure, where no precedent may exist and relevant facts and consequences may not be fully known. The post holder may be the most experienced in this specialty with the knowledge & skills to fully assess the risks involved to arrive at a solution. Where there are opposing ways forward, the post holder must make decisions based upon on varying levels of risk involved. The post holder will be required to work on own initiative and be forward thinking in the development of NHS Grampian IT applications. Using specialist IT and business knowledge the post holder will be responsible for leading initiative in the development of IT systems to meet the requirements of NHS Grampian. This position requires autonomous working however the post holder must be prepared to ask for help and advice from the line manager.The post holder is required to interpret a wide range of multifaceted issues where there is frequently conflicting information, assessing possible courses of action and by using their own judgement skills to make recommendations on a course of action. Will make decisions and amendment to work plans as required where there are conflicting priorities.  |
| **4** | Planning and organisational skills*Plans projects which impact across the department & organisation, delivery of IM&T services for own area.***Level 3**The implementation of new systems can affect hundreds of different people in multiples specialties, agencies and hospitals. Plans must be created and adjusted with extremely short notice due to reasons such as new NHS priorities, changing organisational requirements and varying resource availability.Projects may have a mixture of clinical, administrative, financial or research interests.The post holder has to create and manage complex project plans for IT application developments from initial concept to support of finished systems. There is a need to continually review plans and re-prioritise projects to accommodate new initiatives. The post holder will monitor and adjust plans and activities, where necessary, to ensure the completion of a complex task and to evaluate the effectiveness of planning and implementation across department.The post holder will work closely with the programme and project managers in large-scale modernisation initiatives to create specifications, documentation and handover procedures and identify support and training requirements for IT projects post-delivery.  |
| **5** | Physical Skills*Requires standard keyboard skills/manipulating complex data at speed.***Level 3a**The post holder will be required to have advanced keyboard skills to be able to efficiently operate the various software packages that are in use across eHealth, NHS Grampian and NHS Scotland.Daily use of PCs, connected devices and servers, excellent knowledge of development software required.Knowledge and understanding of related technical specialities (e.g. hardware, network issues, operating systems and platforms) is essential.The post holder will be required to concentrate at the workstation on work (which includes complicated programming code, data structures or technical and business process documentation) over long periods of time. |
| **6** | Responsibilities for patient/client care*Incidental contact within the care environment (Level 1*) **Level 1**Responsibility to monitor the performance of the Web systems to ensure systems are operating at satisfactory levels in order to maintain clients’ clinical and business processes and communication processesor decides when escalation is required to involve the eHealth management team.Direct contact with patients will be incidental.Requires attending meetings and consultations in a clinical setting with clinicians, where staff and patients may be in situ. |
| **7** | Responsibilities for policy and service development implementation*Implements IM&T policies and procedures in own area; proposes changes to and redesigns local IM&T policies and procedures, which have an impact in other areas.***Level 3**Production of policies and procedures regarding the creation of in-house software anddatabases for NHS Grampian while adhering to local and national policy, strategies and law.Liaison with 3rd parties in regard to new software initiatives for NHS Grampian. The postholder has to negotiate and communicate with third parties regarding specifications ofsolutions and problems with 3rd party software. The post holder must be able to influence departments to adopt new working practices to improve processes in conjunction with IT solutions.The post holder works to all e-Health policies and standards, specifies requirements and liaises with IT colleagues in the implementation or configuration of hardware or software.Assist in the planning and organising of a broad range of long and short term, operational matters including service provision.Be proactive in the implementation of change management in order to meet changing service needs.To advise line managers in the specification, procurement and implementation of enhancements to the system including hardware and software. Prepares essential documentation and justification with costings where appropriate.The post holder will be involve in implementing policies (national and local) and protocols, finding solutions to complex issues and involed in developments and changes are realistic for all stakeholders e.g. implementation of IT Security and Information Governance instructions, and effect of programme changes on all sectors. The post holder will be familiar with project management, change and redesign methodologies and will be responsible for ensuring that the most current versions of policies governing such things are employed. |
| **8** | Responsibilities for financial and physical resources*Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software /Purchases software/hardware/services.***Level 3e**Liaises with the IT systems and 3rd party support to ensure outstanding issues are resolved to the satisfaction of NHSG. Post holder must ensure that software licenses for developing systems are up to date and that security certificates are monitored and renewed in a timely fashion, so that security and system failures do not occur. Advise on the purchase of new software and tools within their own team and department.Assess 3rd party modules and add-ons for value for money, robustness and scope for use in multiple projects and systems.Monitors and reports on in-house IT systems to enures that systems are performing and hardware is being utilised efficiently.Provide advice to line manager and other areas to ensure the efficient allocation and management of physical resources and responds to evolving clinical and operational service needs.  |
| **9** | Responsibilities for human resources*Responsibility for teaching/delivery of core or specialist training***Level 3(c)**Provide training to other team members with own team.Give specialist technical training to other technical teams within NHSG.As subject expert provide training and advice to trainers and facilitators on systems developed in-house, often includes processes, proceudures and best practices. |
| **10** | Responsibilities for information resources*Manages/ develops an information system(s) or equivalent, e.g. Patient Administration System, email***Level 4a**The post holder is responsible for the design and specification of IT systems. The post holder is responsible for the development, review and upgrade of these systems.Maintains and uses knowledge & experience in system/database/integration management & administration of the IT systems/databases/integrations and is able to advise/ undertake all system/database/integration management tasks and troubleshoot issues. Develops and performs system testing to validate the safe and effective implementation of software and hardware upgrades and their compatibility with interfaced systems and modalities as required.Ensure that changes, modifications, and implementations do not affect product performance or other applications and systems. Develops and performs system testing to validate the safe and effective implementation of software and hardware upgrades and their compatibility with interfaced systems. |
| **11** | Responsibilities for research and development*Test or adapts IM&T systems including applications and hardware***Level 2c**The post holder will regularly carry out complex research on how to develop the architecture of systems/web solutions, in order to deliver a project or enhancement. These works will involve interaction with eHealth staff and 3rd parties, across many disciplines, including suppliers and developers.The post holder is responsible for the planning, implementation and evaluation of the effectiveness of programmes of work relating to systems/databases under the remit, detailing cost benefit analysis and any other relevant efficiencies or service improvements. Carries out investigative investigative work in order to support system improvement and configuration decisions. |
| **12** | **Freedom to act***Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional policies; advises without reference to manager. Acts as a lead specialist in own area.***Level 4**Where there is agreement with the eHealth management team to introduce new systems, processes, enhancements, or other system changes which relate to IT systems and solutions and associated hardware, resource, and licensing requirements. The post holder will have responsibility to develop and manage project plans, identify & co-ordinate stakeholder involvement and ensure project delivery against an agreed timetable. The post holder may be the lead specialist for certain tools and software.Decide upon and make recommendations for repairs, upgrades and security notices relating to IT system’s databases and other software. The post holder must apply initiative to prepare for and resolve difficulties within own area, without supervision and will have the freedom to instigate action to prevent recurrence.Assesses and balances information from a variety of sources and determines the best course of action by comparing a range of options to resolve operational system issues. Acting on the desired course of action in an autonomous and responsible manner. Determines technical and practical viability of requests for service provision changes made by users and acts accordingly and independently within the policies and procedures of the department and organisation.The post holder will use recognised project management systems for tracking/recording progress and documenting stakeholder sign off on change control. |
| **13** | Physical effort**Combination of sitting, standing, walking***Light physical effort***Level 1**Physical skills required for the job include the normal manual and dexterity skills required in a post of this type. This involves prolonged periods of time sitting at a desk typing, requiring accuracy and efficiency, also driving to and from meetings. |
| **14** | Mental effort*Concentration required when checking information and when answering queries from staff, customers; there may be interruptions to deal with for example computer failures / Requirement to concentrate for long periods when analysing data, developing systems, findings ‘bugs’ in computer systems.***Level 3b**Prolonged periods of times planning, coding and analysing data in the process of designing and implementing IT systems. Coding and debugging often involving highly complex routines and long periods of concentration.Investigates and addresses incidents and problems raised by users e.g. System/Web Site response times, non transfer of data/requests via an Interface etc.Systems failure can cause severe and sudden disruption to Clinical services. This requires an immediate response, complicated on many occasions by the expectation of a speedy solution, to ensure continuity of patient care and timely treatment. There is a need while under pressure to make fast informed decisions dealing with complex systems.Required to concentrate for long periods of time while drafting reviewing reports/documentation and when investigating system or reading technical documents.Meeting the users’ expectation of having an expertise in the wide variety of information applications to which the system is put.Frequent interruptions, making work pattern unpredictable. |
| **15** | Emotional effort**Level 1**The post holder will need to exhibit tact, diplomacy and patience when dealing with strong personalities with conflicting views.Meeting the users’ expectation of having expertise in the wide variety of clinical applications to which the system is put. |
| **16** | Working conditions**Exposure to unpleasant conditions is rare***Office conditions***Level 2e**Requirement to use personal computer continously each day. VDU working – keyboard skills – continuously on a daily basis. |

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|  | **NHS Grampian****PERSON SPECIFICATION** |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.  |

**POST/GRADE:** Analyst Developer - Web Services – Band 6

**LOCATION/HOSPITALS:** IM&T Building, ARI

**WARD/DEPARTMENT:** e-Health

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Degree level or equivalent experience in the role | Accreditation on Web site development via a CMS systemAccreditation of Sharepoint Development |
| **Experience** | 2 years post degree experience developing web systemsEvidence of working in a multi-disciplinary, multi-tasking environmentExperience of working with C#.Net or VB.Net | Experience of working within NHS Specialist knowledge and expertise in EPIServer CMS and MS Sharepoint  |
| **Special Aptitude and Abilities** | Ability to manage and lead web and intranet projectsPossess strong interpersonal, verbal and written communication skillsAbility to work across professional and organisational boundariesAbility to influence and encourage others in new ways of working | Understanding of NHS communication aspects and working practices |
| **Disposition** | Flexible and adaptable approachConfident and positive attitudeHighly motivated | Creative and innovative. |
| **Physical Requirements** | Professional appearance and manner |  |
| **Particular Requirements of the Post** | Ability to work under own initiative and develop effective relationshipsSelf-motivated with ability to work autonomously Excellent verbal and written communication skills | Car owner/driver |