NHS GREATER GLASGOW AND CLYDE

Post:	**eHealth Solutions Architect (Innovation)**
Tenure:	**Fixed Term – 20 months**
Directorate:	**eHealth**
Grade:	**Agenda for Change Band 8a**
Salary:	**£62,681 to £67,665**
Hours:	**Full time 37 hours per week**
Location:	**Smithhills Street - Paisley**
Closing Date:	**10th August 2025**

Welcome from Neil Warbrick, Head of Strategy, Programmes and Innovation

Thank you for expressing an interest in the key role of eHealth Solutions Architect (Innovation). NHS Greater Glasgow and Clyde (NHSGGC) has the largest eHealth department in NHS Scotland and is at the forefront of digital transformation across the Health Service in Scotland. This role is an exceptional development opportunity for an experienced and dynamic individual to join a highly motivated senior team whose role it is to support clinical and other staff to deliver the best possible care. NHSGGC is a Board which values and develops its people and joining the team provides many potential opportunities to grow and develop your career over time.

About NHS Greater Glasgow and Clyde Health Board

NHSGGC is the largest healthcare provider in Scotland, serving a population of approximately 1.3m, through the provision of a comprehensive range of Acute, Mental Health and Community Care services. The Board also provides cross-border and Regional services.

About the Directorate

The eHealth Directorate has 1,640 staff of which 52 work in Strategy, Programmes and Innovation department. The Directorate has a revenue budget of approximately £70m (including annual Scottish Government funding), an annual capital budget of circa £7m and other non-recurring budget of approximately £13m.

In addition to Strategy, Programmes and Innovation, the eHealth Directorate comprises of the following departments:

- **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI's and SLA's. In addition, Information security and compliance.
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
- **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
- **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.

The eHealth and Strategy, Programmes and Innovation organograms are available further below.

The Directorate is fortunate to have in place strong governance structures to enable us to manage and effect change at pace and scale. The success of the Directorate is down to the way that teams work flexibly to deliver the support that's required. A key element of the progress that we've been able to also down to the strong clinical leadership roles which are now embedded within the Directorate structure. Our clinical colleagues are aligned to key programmes and operate as a clinical reference group too.

Additionally, we place a big emphasis on staff development and retention and attracting new talent and we do this through a mature performance development framework, robust workforce and succession planning and role-based training which is pivotal overall.

Our Professional Administration Transformation Programme is a great example of our commitment to our staff. The Programme was established to develop a strategic approach to reviewing Acute Professional Administration services and developing an associated programme of work that ensures these services continue to be patient and clinician focused and operate as effectively and efficiently as possible. This is achieved by harmonising ways of working and management arrangements, exploiting investment in IT and fully utilising tools available and recognising the professional role of clinical admin staff by improving training and career progression opportunities. The Programme has various career and education pathways with a snapshot below:

About the Role - eHealth Solutions Architect (Innovation)
The West of Scotland Innovation Hub is hosted by NHS Greater Glasgow & Clyde and due to a growing portfolio of work is seeking a Digital Solutions Architect (Innovation) to support our work on exploring and building evidence for innovative solutions.

The Hub is a multi-award-winning service which brings together health and social care, academia, patients, and industry to develop innovative solutions to healthcare challenges. These are usually clinically led and involve defining challenges, co-

development of innovation projects with industry, working with funding bodies, undertaking evaluations, scaling-up successful solutions, and working with digital solutions often based on devices, sensors, data, IT systems, and artificial intelligence / machine learning. The Hub team comprises eHealth, Research & Innovation, Clinical Leads, and other specialist support staff. We provide a healthcare test-bed environment and work with industry innovators ranging from start-ups to global technology organisations, usually at the stage before innovations and products have become commercial solutions.

As part the Board's eHealth (Digital) team this role will provide specialist digital solutions and applications architecture support to the Hub's projects – particularly early-stage scoping. You will work with eHealth and wider stakeholder teams to understand the current digital systems, data and standards landscape and ensure innovation proposals, projects and evaluations fit within and contribute to this landscape.

You should bring experience in successful digital solutions architecture in large/complex organisations, expertise in health data flows and integration standards (e.g. FHIR), digital project delivery and management; systems implementation; collaborative approaches; working with end-users; working with suppliers, industry or academic research partners. A keen interest in developing robust, scalable, and novel solutions balanced with how these practically integrate with and utilise established systems is essential.

You should be educated to degree level or able to demonstrate equivalent knowledge gained through significant practical experience; hold professional qualifications or equivalent certified training relating to applications architecture, development or integration; and have experience designing and delivering IT / digital projects and be skilled at measuring the impact and benefits of change. Excellent communication and interpersonal skills are essential as well as having experience of working with suppliers / industry partners and stakeholders. You must be flexible and prepared to react to changes in the fast-paced research environment that may affect the delivery of your work at all stages. Experience of project management would also be advantageous.

The job description is enclosed as Appendix 1 and the person specification is enclosed as appendix 2.

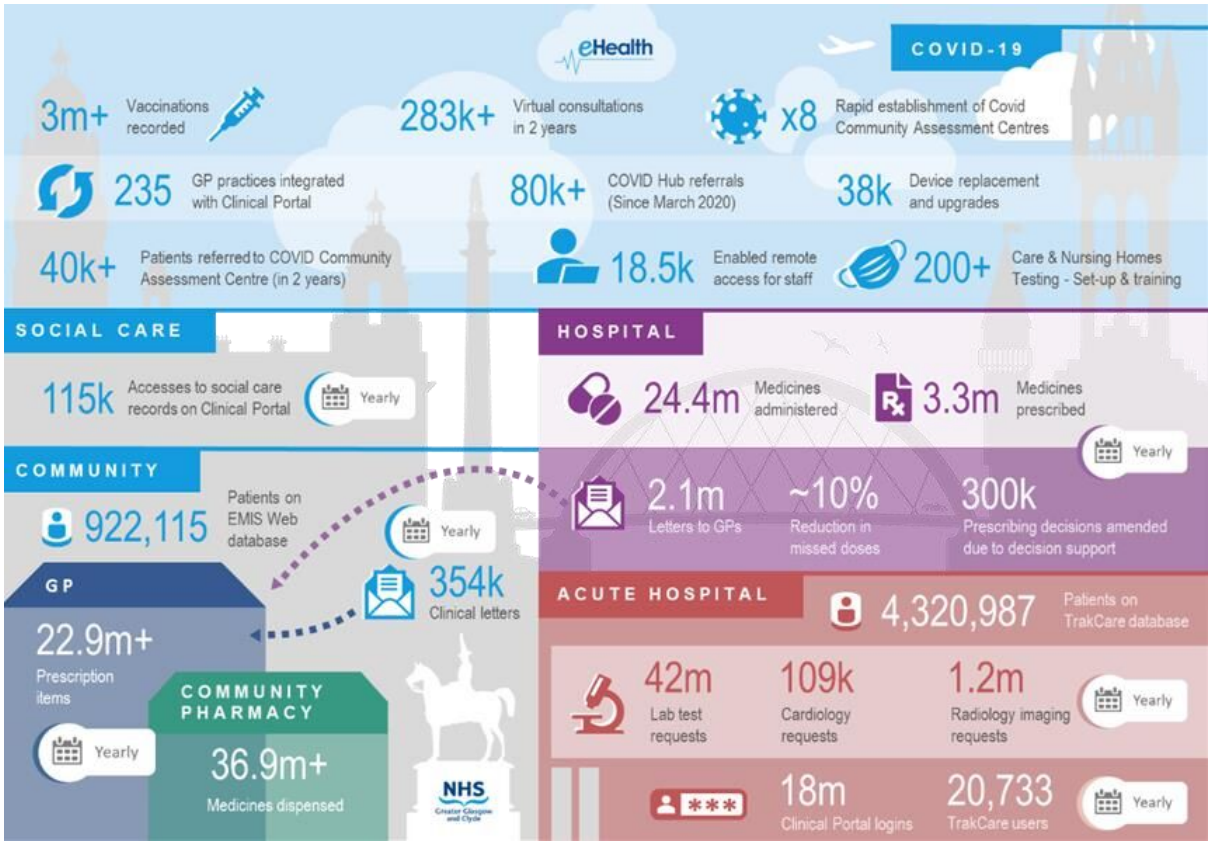
Digital Strategy and other Transformation Programmes
NHSGGC has an ambitious 2023-2028 Digital Strategy - https://www.nhsggc.scot/staff-recruitment/staff-resources/ehealth/digital-strategy/ which sets out all of the strategic themes and programmes. Strategy, Programmes and Innovation is pivotal to supporting the delivery of transformational change with some examples of the key programmes of work the department is involved in set out below.

Programme	Description
Digital Health & Care Record - Digital Clinical Notes	NHSGGC has a rich and well-established Digital Health & Care Record. This programme delivers the digitising of remaining inpatient paperwork.

Dental Electronic Patient Record	Delivering the benefits of digital tools to oral health services
Unified Care Record	Enhancing data available to clinicians by further joining up health and care information across Scotland
Citizen Access	Delivering large-scale digitalising of existing communications with patients (e.g., letters) and new capabilities such as patient-reported-outcomes and patient-reported-experience-measures (PROMs/PREMs), and working with national citizen access projects

Moving Forward Together (MFT)

Launched in 2018, the NHSGGC Moving Forward Together programme is a whole-system approach to planning services covering acute hospital care, community services and primary care in order to improve care and outcomes. The MFT Portfolio of Projects comprises a range of short-, medium- and longer-term initiatives including development of new ways of working which provide safe, effective, and patient-centred care. The Digital Strategy aligns with MFT over the coming five years, making best use of available resources and the opportunities created by innovation and technology. More information on the Moving Forward Together Programme can be found via https://www.movingforwardtogetherggc.org/



Appendix 1 – Job Description

1. JOB IDENTIFICATION

Job Title: eHealth Solutions Architect (Innovation)
Responsible to: Regional Programme Manager – West of Scotland
Department: Strategy, Programmes and Innovation
Directorate: eHealth

2. JOB PURPOSE

Responsible for innovation IT architecture related services including cloud hosted as well as on-prem in-house applications development, infrastructure and integrations / interfaces development across NHS Greater Glasgow & Clyde (NHSGGC) and other West of Scotland (WoS) Boards in collaboration with the West of Scotland Innovation Hub (WoSIH).

Develop and be custodian for the overall innovations solutions architecture within NHSGGC and wider WoS Boards in collaboration with WoSIH.

Develop and manage the implementation of the IT policies required to support the delivery of projects and solutions architecture, specifically:

- To review and manage the requests for development and delivery of new and existing applications, database systems, integrations, interfaces and infrastructure, support processes and service improvements, which support both the clinical and administrative functions of NHSGGC and WoSIH Partners, ensuring requirements are prioritised in line with the strategic aims of NHSGGC and WoSIH.
- Act as a Senior Programme Manager across the team's projects primarily focused on eHealth support and authorised projects, growing delivery of NHSGGC and other WoS Board services and technologies.
- To influence, through analysis and negotiation, the introduction of new solutions and technologies within NHSGGC and other WoS Boards in collaboration with WoSIH
- Work across all IT teams to develop and influence overall solutions architecture for NHSGGC and other WoS Boards in collaboration with WoSIH
- To improve the cost effectiveness and resilience of the existing underpinning NHSGGC and other WoS Board IT infrastructure, especially in light of changes in technology and business requirements.
- To work closely with eHealth Senior Managers and WoSIH to scope, prioritise and develop these services.
- To take a lead role in managing IT investment projects.
- Across all areas to consider a range of approaches, from innovative use of new technologies to rationalisation of existing systems, and be a source of expertise / consultancy on IT solutions for eHealth and WoSIH.
- To advise on the management and governance of information technology solutions and end to end service delivery.

The post-holder will also:

- Lead and participate in all aspects of these objectives.
- Direct and ensure the successful delivery of Programmes, Projects and Work Packages for application, interface and infrastructure design within their lead area.
- Manage and develop all staff within their team where applicable.
- Contribute to the design, development and implementation of the NHSGGC and other WoS Boards eHealth Strategy, in keeping with the WoSIH strategic aims.

3. ROLE OF DEPARTMENT

The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.

This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.

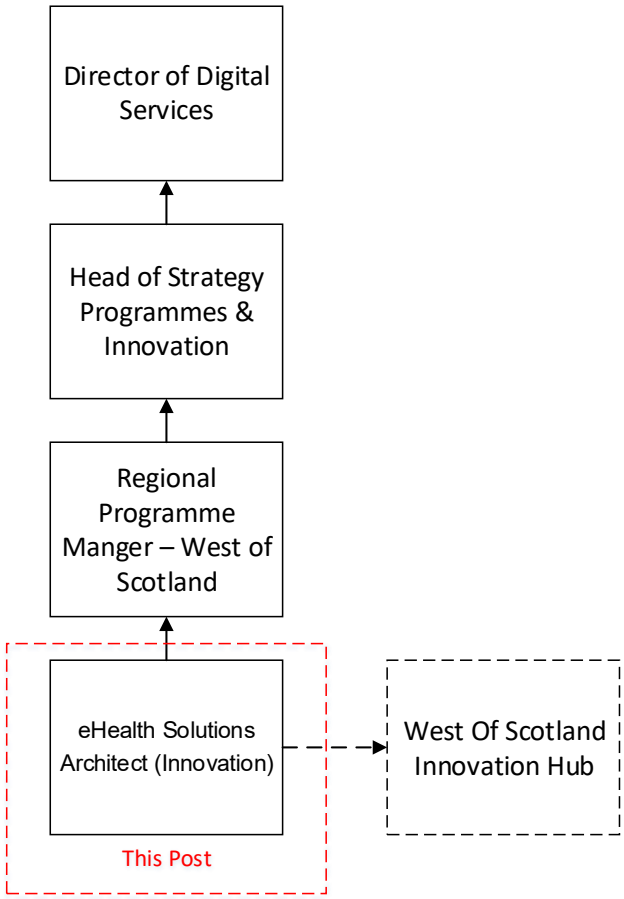
The eHealth Directorate has approximately 1,700 staff, a revenue budget of approximately £80.m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £2-4m and non-recurring eHealth budget of approximately £10m.

The eHealth Directorate comprises the following departments:

- **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI's and SLA's. In addition, Information security and compliance.
- **Strategy, Programmes and Innovation** - responsible for the development of the medium to long term eHealth Strategy and enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development,
- **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
- **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
- **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff

governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.

4. ORGANISATIONAL POSITION



5. SCOPE AND RANGE

The post-holder will be a senior member and team / area / specialism lead within eHealth.

The post-holder is responsible for the overall solutions architecture within WoSIH. This covers 100s of applications, >100 data interfaces and highly complex data flows; plus 10s of significant developments and projects each year and works in conjunction with other teams to deliver cross boundary requirements for HSCPs, cross Boards (nationally and regional) and local authorities (where information needs to be shared). This often requires very highly complex workflows.

The exact mix of systems, technologies, focus and projects will change over time in line with NHSGGC's and wider WoS Boards' evolving strategic objectives, local business requirements and technology developments.

Application and Service Developments require the job holder to understand complex working practices across a wide range of medical, clinical and administrative professions, translate

them into solutions to facilitate the flow of information to support the healthcare practitioner and the patient, and implement these through managed projects. These systems and services directly impact the care provided to patients.

Advises and influences business clients and IT professionals at senior management level regarding the delivery, costs, availability and functionality of services and systems and develops effective relationships whilst at the same time acting as internal service delivery manager for the services covered. Proactively seeks and manages development requests and provides implementation services for new and existing third party applications and solutions which enhance the deliverables of the NHSGGC and other WoS Boards clinical practice which forms a key part of the NHSGGC and wider WoS Boards' eHealth strategy.

Takes overall responsibility for the financial and staffing aspects of assigned programmes of work, service and project management as well as the full range of technical considerations involved. Possesses the confidence of the highest level of management in the ability to deliver an efficient and effective service within agreed time and cost constraints of the programme.

Significant contribution and influence to policy making at a high level with respect to the full range of matters in relation to solutions architecture including strategic planning, application and software procurement. Leads contributions and direction to national / regional system & application developments and projects, responsible for the implementation within NHSGGC and other WoS Boards in collaboration with WoSIH and provides advice on national data Sets.

Ensures that the delivery of systems and services are monitored and maintained to the high levels of quality, standards and operability as defined within negotiated and agreed service level agreements, parameters or contracts. Ensures that service level agreements, contracts and negotiations with both internal and external suppliers are always aimed at meeting the business needs of the organisations in terms of operability, standards, quality, efficiency, performance and cost effectiveness.

Ensures that the necessary arrangements are in place to maintain or recover the delivery of systems and services in the event of any physical, technical or environmental disaster or major outage providing continuity of service to the client organisations.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Solutions architecture and development services (primary role)

1. To work with IT Strategic Development & Programme Managers, IT Senior Managers, service general managers, clinical colleagues and WoSIH staff to develop end-to-end solutions.
2. To work with colleagues in IT and service departments to achieve optimal integration between applications; and to achieve savings and/or better use of resources through economies of scale, different ways of working, better integration etc.
3. Maintain and develop working relationships with key customers to foster feedback from previous project implementations and develop interests and stakeholders for future developments.
4. To lead or support the procurement and/or development of new solutions, in line with national, regional and local strategy
5. To maintain appropriate contact with Scottish Government eHealth and other Boards' staff concerned with solution development and/or with eHealth strategy and to participate in

local, regional and national groups helping to develop and implement new systems and national policies
6. To maintain and develop specialist skills and expertise in the area of responsibility for the benefit of the organisation
7. To prepare and maintain a rolling four/five year plan for application and integration development, and solutions architecture.
8. To identify gaps in information systems and to make recommendations as to how these gaps might be filled in terms of national and local applications strategy.
9. To work with client/user departments to identify unmet needs and to recommend how best such needs can be met.
10. Ensure that the information, systems and processes which support the strategic eHealth objectives of NHSGGC and other WoS Boards are successfully scoped, developed and implemented.
11. Develop and be custodian for the overall solutions architecture within WoSIH, particularly taking account of data quality, data completeness and resilience; and including roadmap, classification and standards for applications and data.
12. Ensure safe and accurate recording, processing and sharing of data/information in all developments, and ensure solutions minimise data exceptions and maximise data quality for the immediate systems and for all systems with which they share data (including the full 'Electronic Patient Record').
13. Provide advice and recommendations on solutions architecture matters to senior operational management, Directors, etc

Programme delivery

14. To manage the successful delivery of developed or procured solutions over multiple independent project work streams.
15. Plan schedule and reschedule as necessitated, complex interdependent projects within a governed, risk minimal manner ensuring projects deliverables are aligned with other project dependencies.
16. Monitoring and reporting of programme progress, risk and expectations to programme steering groups.
17. To deliver projects on time, in scope and on assigned project budget with the ability to address any implementation 'drift' and 'manage out' any associated risks.
18. To develop comprehensive plans compliant with standard frameworks applied within NHSGGC and other WoS Boards.
19. To develop and implement robust and appropriate communications plans for all stakeholders ensuring ownership and maximum take up of new clinical / administrative solutions, thus ensuring maximum benefits achievement.
20. To ensure that the database aspects of developments are in line with current industry and NHS Scotland standards and support business requirements and needs.
21. Business analysis, process mapping, re-engineering and re-design of existing and proposed operational environments for clinical and administrative settings
22. Definition of clinical and professional requirements, identification and evaluation of technologies to meet service needs.
23. Management of project staff and external vendors and consultants as required, as well as defined budget management for assigned projects.
24. Definition and implementation of support requirements necessary to sustain the service during and post project go live.

Management of Staff (including HR & Payroll Responsibilities)

25. Schedule and direct the activities of the project teams , directly or via Team Leads, taking account of individual's abilities and the requirements of the organisation.
26. Guide staff on the interpretation and application of eHealth strategies and project governance arrangements.
27. Ensure all work is carried out and documented in accordance with required and agreed standards, methods and procedures (leading in specific areas of standard or processes as directed by the Strategic Development & Programme Manager).
28. Motivate project staff through the provision of appropriate development opportunities, training and objective setting and maintain a Personal Development Plan for each team member.
29. Maintain records of attendance, sickness or other absence and leave for team members.
30. Communicate with HR and Occupational Health advisors to notify them of any staffing issues or to work with Recruitment on any vacancies
31. Responsible for the recruitment and selection of potential new staff within Teams
32. Encourage and support staff to develop their individual skills and to reach their full potential.

In All Work

33. Develop and apply analytical approaches and best practices in the formulation of solutions and implementation of services.
34. Work to broad priorities agreed with the eHealth and WoSIH Senior Management Team.
35. Maintain an in-depth, highly technical and up-to-date knowledge of the very wide range of applications, environments, systems, software and hardware used within the Division.
36. Keep abreast of the changing technical environment, in terms of both hardware and software, ensuring NHSGGC and other WoS Boards in collaboration with WoSIH is making best use of available technologies.
37. Work within Directorate policies, procedures and guidelines, including Information Security, Information Governance, IT asset management, inventory and software management policies; Network Connection Policy; Network Administration Accounts Policy; Network Share and Security Management Procedures; Health & Safety procedures, etc.
38. Comply with the requirements of Freedom of Information, Data Protection and Access to Health Records, and other appropriate legislation.
39. Be familiar with the NHSGGC's, divisions, departments, directorates, management structures and operational environments and have a broad appreciation of these for other WoS Boards.
40. Ensure that stakeholders are kept fully informed of progress throughout all work and escalate problems in a timely manner.

The above is not exhaustive, and the post-holder may be required to fulfil other reasonable requests for support whilst working with integrity and following best practice guidelines.

7a&b. EQUIPMENT, MACHINERY & SYSTEMS

The post holder will provide wide knowledge of all aspects of highly complex IT applications, integration / interface platforms (including the National Digital Platform and the National Integration Platform), development environments and infrastructure (both on premise and Cloud), plus complex data structures with an emphasis on InterSystems Cache, Ensemble and Microsoft SQL Server environments, and highly specialise in certain areas. These areas will

vary across the teams and roles, and will change over time in line with business requirements and technology developments. The post holder will be required to develop / redevelop skills as part of this process.

The post holder will lead developments within a wide range of technical environments:

- Server environments (including Unix and Microsoft Windows Server systems) both on premise and Cloud
- Database systems (including Microsoft SQL Server)
- Web Servers (including Microsoft IIS)
- Desktop/Laptop/Tablet PC's

And the team's in-house development work will focus on the following technologies:

- Ensemble
- Rhapsody
- Sharepoint Onlne
- SQL
- Microsoft.NET
- JavaScript
- XML
- XSL
- Modelling Tools (Archimate, UML)
- JSON
- Azure services

This environments supports the delivery of both clinical care and NHS GGC and other WoS Board operational requirements. The post holder will be required to maintain an operational awareness of these and further develop such systems as part of new / upgrade / rollout projects. Typical systems include:

- Realtime clinical care systems such as CareVue Intensive Care charting
- Clinical support systems such as Pharmacy, Radiology, electronic prescribing, digital dictation
- Clinical admin systems such as A&E, PAS.
- Business admin systems such as HR.

In delivering major projects and new-builds the post-holder will also use:

- PC spreadsheets, word-processing and email
- Presentation packages (Powerpoint, Visio, Project)
- Complex databases (creating and using)
- IT Help Desk / call logging systems

The post holder will use a range of manual recording and reporting systems.

- Files (contracts, personnel, technical and supplier literature, professional docs)
- Key and room access systems

The post holder will use a range of office machinery and equipment, including PCs, peripherals, scanners, faxes, telephony and photocopiers.

8. DECISIONS AND JUDGEMENTS

The post-holder is required to exercise a high level of autonomy in progressing objectives agreed with the Regional Programme Manager – West of Scotland (to whom the post-holder reports), but working in close conjunction with other members of the WoSIH, eHealth management team and Clinical Service Teams both within NHSGGC and wider WoS Boards. Regular meetings on policy and strategy implementation will take place with these stakeholder groups and others as appropriate.

This is a senior IT post and the post holder is expected to deputise for both Regional Programme Manager – West of Scotland and peer Consultants /Managers at meetings or in periods of absence as and when required.

The majority of the post holder's activity will be self-initiated and proactive in response to meeting objectives of the job with freedom to act/autonomy in areas, including:

- Management of staff, including disciplinary issues.
- Interpretation and response to customer requests for areas of work
- Resolution of highly complex problems, taking into account their impact on a wide range of project issues, design issues, IT services, systems, users and patient-facing processes.
- Guiding business project teams on many areas of eHealth strategy and best practices.
- Ensuring all systems designed, procured and implemented fit with eHealth infrastructure strategies and support capabilities.
- Developing and recommending proposals to change / develop existing eHealth policies and strategies.
- Advising IT colleagues and customers on highly complex IT infrastructure and system issues.
- Determining how limited project budgets can provide the most appropriate and resilient technical solutions, balancing and assessing complex risks to the availability and functionality of the overall system and IT infrastructure.
- Assessing and determining whether IT colleagues, customers, and third parties should progress with system installations work potentially impacting other NHSGGC and wider WoS Boards' IT systems.

The post holder will work on their own initiative to deliver within agreed timescales the relevant projects. The post holder is expected to anticipate problems and to resolve them. The post holder will plan and supervise the workload and deliverables of all the staff within the project teams they are responsible for. The post holder will have the discretion to identify solutions to application, interface, infrastructure, service support and process issues.

The post holder requires skills in developing relationships and it is particularly important to work closely with other Senior eHealth/WoSIH Managers and other eHealth/WoSIH staff, clinicians, business managers & directors and project managers.

Key areas of responsibility and agreed priorities and objectives will be agreed with the Regional Programme Manager – West of Scotland, in keeping with the National e-Health Strategy, NHSGGC's eHealth Strategy and WoSIH Strategy.

9. COMMUNICATIONS AND RELATIONSHIPS

A wide range of communications and relationship skills are essential.

The post holder will be expected to embrace hard negotiation around contracts, service levels, priorities for limited staff and resources, and the balancing of risks versus compromises in system architectures.

The post holder will also have to deal with sensitive staff issues such as managing poor performance and sickness absence.

In programme, project and technical architecture leadership it is essential that the post holder can effectively communicate highly complex multi-stranded technical issues and problems with conflicting solutions (often with no precedents) to all stakeholder groups in a method which can clearly and easily be understood so appropriate informed decisions can be made. They will have to seek compromise and persuade eHealth/WoSIH managers and colleagues, business project teams and stakeholders, suppliers, auditors and business / clinical management. They must also manage customer perception of IT services and issues and effectively manage supplier relationships, often in stressful time-critical situations.

The post holder must effectively engage with external support organisations and strategic partners to progress strategy, programmes and business projects and negotiate the best utilisation of their resources to assist with work and effectively present technology issues to business stakeholders.

The post-holder will be required to deliver technical training to team and department colleagues as part of handover of projects to support and development/mentoring of staff. Small-scale training of key end users (system administrators) is also occasionally required to facilitate this.

The post holder is required to communicate with;

- Other eHealth/WoSIH Department Professionals ensuring models of service delivery are achieved, negotiating the release of resources to perform areas of work, allied to this the post holder.
- When required, will negotiate with the 3rd Party suppliers ensuring their compliance with the service delivery needs of the eHealth Directorate and its Clients in collaboration with the WoSIH.
- Senior clinical staff to discuss information and data requirements during scoping and development phases of project, and throughout to implementation and sign off.
- Directors, senior managers, Business and Project Managers, both advising and negotiating the use of new and emerging technologies.
- Third party software Supplier Account Managers, negotiating changes to software and highlighting discrepancies within the product.
- Local, regional and national groups
- Local authorities and other public sector organisations

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post holder is expected to deliver in line with project plans, unforeseen events can have an adverse effect on how time/resource is managed. As with any non-scheduled support environment, user expectation is of quick fix, which means post holder will react to situation. The job requires the juggling of large numbers of complex projects large and small to ensure

that priorities are met for the clinical and business services in NHSGGC and other WoS Boards.

Effort:

- Ability to meet the demands of controlling and communicating complex programmes of work and continue to deliver initiative, proactiveness and subjectivity at times of high demand, pressure and stress.
- Ability to deal with complexity of IT infrastructure and systems (100s of different systems, many different skill-sets and legacies of many separate and different systems).
- Knowledge that major impact on clinical and medical services can be affected by initiative, decisiveness and promptness of reactions to loss of IT services can create high levels of stress, often requiring explosive effort.
- Lengthy periods of concentration are required whilst acknowledging interruptions and change of task are an unavoidable element of the role and working environment (e.g. many hours focused on developing solutions, but interruptions from customers and suppliers relating to many other projects and developments, or from operational issues associated with a system previously implemented).
- Maintaining knowledge in areas of expertise due to the constant rate of change and development in the IT industry and systems.
- Ability to frequently manipulate fine tools, including (logically) creating software packages, configuring software scripts and policies.
- Advanced keyboard use.

Working hours, and time management:

- Occasional requirement to manage or directly participate in programmes of work being undertaken out-of-hours (evenings, weekend and holiday) work to minimise disruption to clinical services during IT system and infrastructure implementations and upgrades.
- Inter-site and intra-site mobility, including travelling anywhere as required (especially within NHSGGC sites)

Working environment:

- Requirement to work in clinical areas where IT services are deployed, which on occasions may be in close proximity to sensitive patient/clinical situations.

Requirement to undertake additional out of hours (evening, weekends and holiday) work to minimise disruption to clinical services during IT upgrades, changes etc

Regular exposure to confidential/sensitive data.

Inter-site and intra-site mobility, including travelling anywhere as required.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing complex of interdependent programmes and projects, resolving the conflicts and managing their successful delivery within an environment of competing priorities and limited resources.

Persuasively presenting and negotiating new architectures / solutions where no precedent exists and/or where conflicting opinions and priorities impinge across different eHealth areas.

Working in an unpredictable and often highly stressful environment, where the post holder has to negotiate and manage the impact of:

- Project work often being reprioritised as a result external factors including support issues, business-political issues and changing regional and national strategies.
- Demands for delivering new projects and infrastructure improvements exceeding funding and resources available for achieving them.
- Considerable periods of peaks in demand due to budget cycles, national targets, new-build developments.

Working within an increasingly technical, complex, rapidly evolving and growing environment; gaining, retaining and expanding appropriate technical knowledge and skills to support and develop this environment; and clearly communicating these highly complex issues to colleagues, project teams and customers in an easy to understand fashion.

Understanding and succinctly presenting the complexity of the current applications, integrations, data flows and data architecture to a wide and varying stakeholder base.

Persuasively presenting problems and solutions appropriate to the scale and complexity of NHSGGC and wider WoS Boards; to suppliers, local and national project teams, and other NHS organisations; where they are not accustomed or do not understand the impact of such issues on a large-scale organisation and a large and complex IT infrastructure.

Balancing best working practices, industry standards and designing solutions appropriate to NHSGGC and wider WoS Board organisation(s), while at the same time being cognisant of the legacy systems and their impact on the solution.

Maintaining a working knowledge of 100's of clinical IT applications and 100's of customer departments and services.

Keeping abreast of rapidly evolving and increasingly complex IT industry, technical and security matters.

Working within limited staff resources (when compared to many commercial organisations), so compounding all the challenges and stresses summarised above, and having to accordingly manage customers' and suppliers' expectations

Maintaining a working knowledge of the vast number of clinical IT solutions and being aware of National and Regional IT / eHealth developments within the NHS.

Providing service improvements necessary to meet the aspirations of users that have an ever-increasing dependence on continually evolving eHealth services, whilst managing limited available resources.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications and Skills	Essential	Desirable

Degree in computing or information management or similar numerate subject: or degree in any subject plus post graduate qualification in information/computing	✓	
Professional qualifications or equivalent certified training relating to Solutions Architecture, Development, Integration or Testing	✓	
Preferably qualified in, ITIL IT Service Management (International standard for Best Practice in IT Service Management) or equivalent.		✓
Experience	**Essential**	**Desirable**
IT professional with significant operational experience and demonstrable managerial experience.	✓	
A theoretical knowledge of systems architecture gained through past implementations of product sets.	✓	
Wide Industry technical knowledge and interests.	✓	
Proficient in the role of IT support, and service delivery management with exceptional problem solving abilities and firm logical grounding. Familiar with the concepts, standards, technologies, tools, procedures, hardware and software in use for delivering IT services.	✓	
Practical project management experience and knowledge and exposure to IT project management methodologies (ELMP, Six Sigma, PRINCE2).		✓
Financial, resource and performance management experience.	✓	
Behavioural Competencies	**Essential**	**Desirable**
Managerial competencies including excellent team-working and communication skills, written as well as verbal, leadership and organisational skills, commercial awareness, customer focus, diagnostic analytical and planning skills;	✓	
Ability to understand the business aspects of information systems and supported applications.	✓	
Highly developed knowledge of technical aspects of systems; hardware, database, software and hardware integration environments and associated knowledge of legislation, best practices and procedures surrounding IT.	✓	
High level of communication and negotiating skills within complex environment and situations and the ability to diplomatically deal with all levels of users, senior management and clinical staff, allowing post holder to influence decision making.	✓	

Organised approach to administration, workloads and prioritisation.	✓		
Ability to prioritise and meet deadlines in a time constrained environment.	✓		
Ability to exercise initiative and work independently.	✓		
Other	**Essential**	**Desirable**	
Ability to travel around NHSGGC and partners sites.	✓		

Appendix 2 – Person Specification

Job Title: eHealth Solutions Architect (Innovation)
Department: - eHealth Directorate - Strategy, Programmes and Innovation

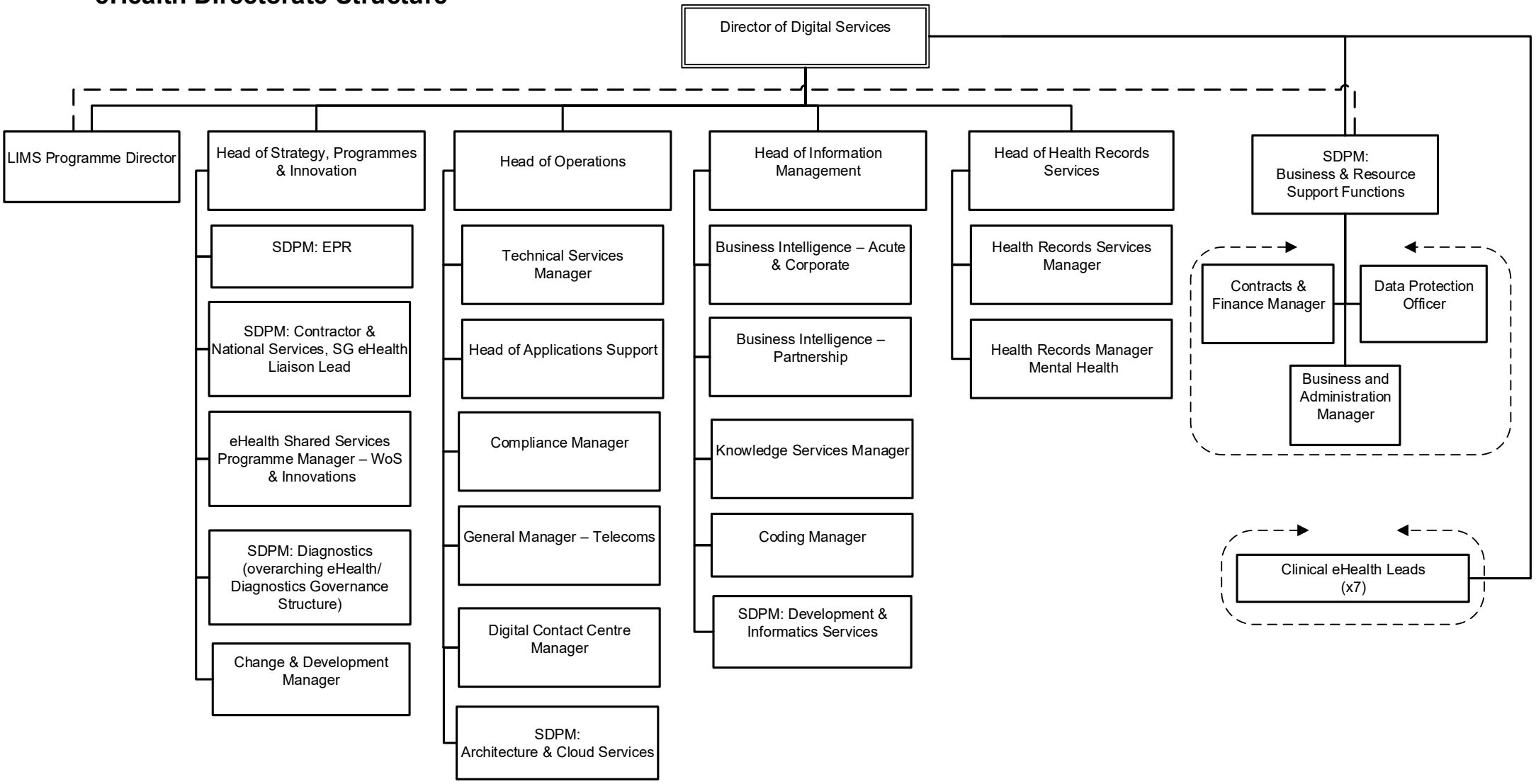
Qualifications and Skills	Essential	Desirable
Degree in computing or information management or similar numerate subject: or degree in any subject plus post graduate qualification in information/computing.	✓	
Professional qualifications or equivalent certified training relating to Solutions Architecture, Development, Integration or Testing.	✓	
Preferably qualified in, ITIL IT Service Management (International standard for Best Practice in IT Service Management) or equivalent.		✓
Experience	**Essential**	**Desirable**
IT professional with significant operational experience and demonstrable managerial experience.	✓	
A theoretical knowledge of systems architecture gained through past implementations of product sets.	✓	
Wide Industry technical knowledge and interests.	✓	
Proficient in the role of IT support, and service delivery management with exceptional problem-solving abilities and firm logical grounding. Familiar with the concepts, standards, technologies, tools, procedures, hardware and software in use for delivering IT services.	✓	
Practical project management experience and knowledge and exposure to IT project management methodologies (ELMP, Six Sigma, PRINCE2).		✓
Financial, resource and performance management experience.	✓	
Behavioural Competencies	**Essential**	**Desirable**
Managerial competencies including excellent team-working and communication skills, written as well as verbal, leadership and organisational skills, commercial awareness, customer focus, diagnostic analytical and planning skills;	✓	
Ability to understand the business aspects of information systems and supported applications.	✓	
Highly developed knowledge of technical aspects of systems; hardware, database, software and hardware integration environments and associated knowledge of legislation, best practices and procedures surrounding IT.	✓	
High level of communication and negotiating skills within complex environment and situations and the ability to diplomatically deal with all levels of users, senior management and clinical staff, allowing post holder to influence decision making.	✓	
Organised approach to administration, workloads and prioritisation.	✓	
Ability to prioritise and meet deadlines in a time constrained environment.	✓	

Ability to exercise initiative and work independently.	✓	
Other	**Essential**	**Desirable**
Ability to travel around NHSGGC and partners sites.	✓	

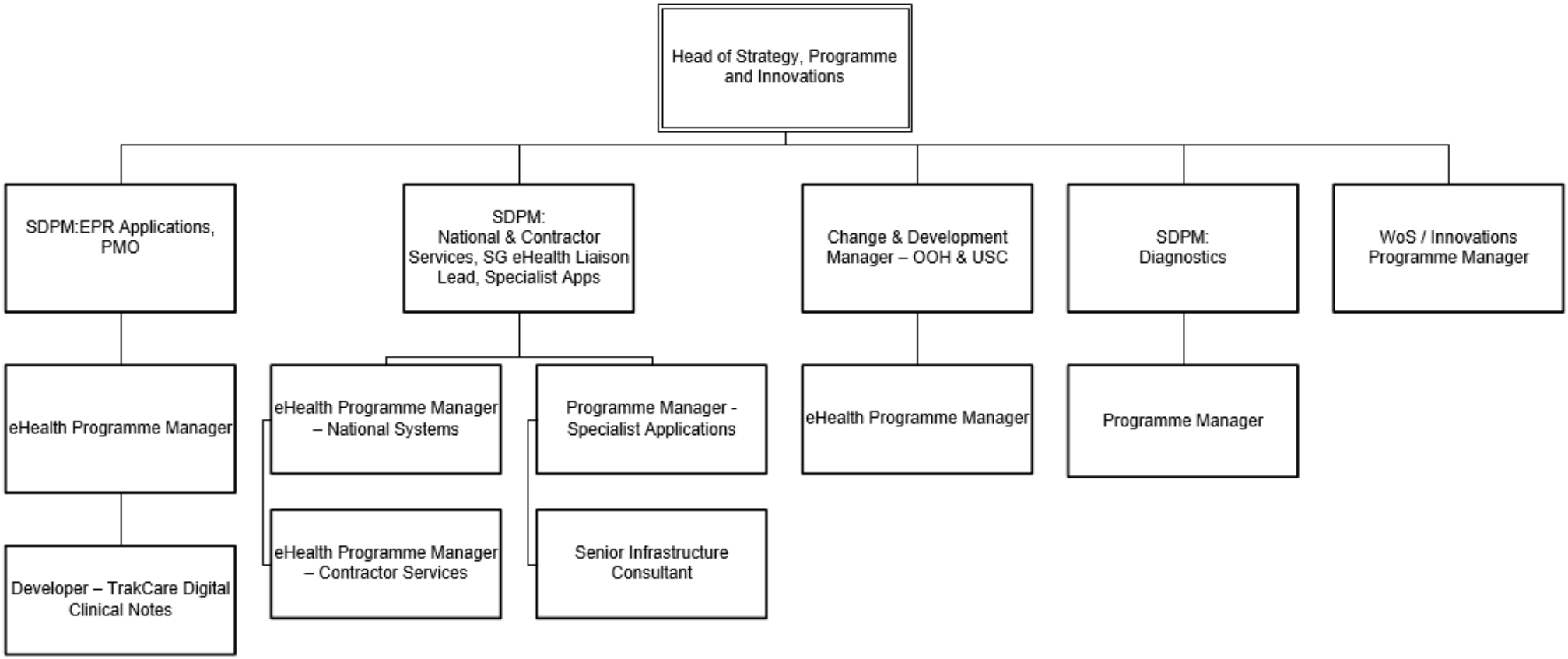
eHealth Directorate Structure

Total Staff 1636

Note: This is reflective of headcount not WTE



Strategy, Programmes and Innovations Department Structure



Useful Links and Information

- NHSGGC Digital on Demand Strategy 2023 - 2028 – https://www.nhsggc.scot/staff-recruitment/staff-resources/ehealth/digital-strategy/ & Video https://youtu.be/tUNDKYsYfE4
- NHSGGC Twitter - https://twitter.com/nhsggc

Key Strategic Drivers

- National Digital Health & Care Strategy - https://www.gov.scot/publications/scotlands-digital-health-care-strategy/pages/1/
- National Workforce Strategy for Health and Social Care in Scotland - https://www.gov.scot/publications/national-workforce-strategy-health-social-care/
- Fairer Scotland Duty - https://www.gov.scot/publications/fairer-scotland-duty-guidance-public-bodies/
- Meeting the Requirements of Equality Legislation (2020-24) - https://www.nhsggc.org.uk/media/260193/eih-a-fairer-nhs-accessible.pdf
- NHSGGC Stakeholder Communications and Engagement Strategy (2020-23) - https://www.nhsggc.org.uk/media/264466/comms_engagement_strategy.pdf
- NHSGGC Healthcare Quality Strategy 2019/2023 - https://www.nhsggc.org.uk/media/253754/190219-the-pursuit-of-healthcare-excellence-paper_low-res.pdf
- Scotland's Digital Health and Care Data Strategy (in development) - https://www.gov.scot/groups/digital-health-and-care-data-strategy-working-group/
- NHSGGC Moving Forward Together (MTF) programme - https://www.movingforwardtogetherggc.org/
- NHSGGC "Growing Our Great Community" Workforce Plan 2022-25 - https://www.nhsggc.scot/downloads/workforce-plan-2022-2025/

Other Useful Links

- NHSGGC Health Records Flow Navigation Centre - https://www.nhsggc.scot/your-health/right-care-right-place/virtual-accident-emergency-ae/ & Video https://www.youtube.com/watch?v=72YiUpDYJ6w
- NHSGGC Vaccination Contact Centre – https://www.nhsggc.scot/your-health/general-vaccinations/
- West of Scotland Innovation Hub (hosted by NHSGGC)
- https://www.woshealthinnovation.scot/ & Twitter https://twitter.com/wosinnovation
- Meet the NHSGGC Board Members – https://www.nhsggc.scot/about-us/nhs-board/meet-the-board/

NHS Greater Glasgow and Clyde Core Leadership Competencies

As a senior manager within NHS Greater Glasgow you will be expected to demonstrate behaviours in line with our ten core leadership competencies:

1. Strategic focus
2. Collaborative/partnership working
3. Achieving results and making decisions
4. Influencing and persuading
5. Managing change
6. In-depth problem solving and analysis
7. Quality improvement
8. Managing self, others and resources
9. Leadership insight and impact
10. Relationship management

You are encouraged to access and review the NHS Greater Glasgow and Clyde core leadership competency framework to support your application and any subsequent assessment activities.

To request a copy of the full NHS Greater Glasgow and Clyde Core Leadership Competencies please contact: Susan Chisholm, Recruitment Lead, NHS Greater Glasgow and Clyde on email: susan.chisholm3@nhs.scot

EMPLOYMENT PACKAGE

eHealth Solutions Architect (Innovation)

NHS GREATER GLASGOW AND CLYDE SUMMARY TERMS AND CONDITIONS

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement

Job reference number	221524
Closing date	10th August 2025
Vacancy enquiries to	Dennis Betts (Regional Programme Manager – West of Scotland) – dennis.betts2@nhs.scot
Agenda for Change band:	Band 8a
Salary	£62,681 to £67,665
Hours	37hrs per week
Base	Smithhills Street - Paisley
Contract type	Fixed Term – 20 months
Annual leave	The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.
Superannuation	All employees are automatically enrolled it the Scottish Public Pensions Agency.
Healthcare Support Workers	All NHS Scotland post holders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers. Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.
Smokefree policy	NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.

Equal Opportunities	NHS Greater Glasgow and Clyde is as an equal opportunities' employer.

Information for Applicants who may be considering relocating to Scotland:

We understand that choosing the right place to live is just as important as choosing the right job. Many people who have moved to Scotland have been attracted by the opportunity to enhance their quality of life. Scotland's people are well known for being warm, welcome and friendly. Multicultural, magnificent and brimming with personality, discover rich history, stunning architecture, live music and the Edinburgh Fringe which is the world's largest arts and media festival, there is something for everyone.

The region's excellent transport links mean you're connected to the rest of the UK - and the world. The M8 motorway connects the West with the rest of Scotland, taking just under an hour to drive between the country's major cities Glasgow and Edinburgh, a well-used commuter's route. There are also excellent bus, train and subway links making it easy to get around from city to coast.

A relocation package may be available to support appointment to this post.

Useful websites:

www.scotland.org/live-in-scotland/moving-to-scotland
www.transport-executive.co.uk/best-places-to-live-in-glasgow
www.visitscotland.com
www.mygov.scot/search-house-prices

Guidance to Candidates
Recruitment Process, Timetable and How to Apply

The closing date for applications for these posts is 10th August 2025.

NHS Greater Glasgow and Clyde's Recruitment team will coordinate candidate communications including application confirmation and the scheduling of each stage of the recruitment and selection activity. Outlined below are key note timescales within this recruitment campaign. All candidate applications will be acknowledged and treated in the strictest of confidence.

The Job Description and Person Specification is designed to inform potential applicants on the essential and desirable experience and personal attributes which are sough in the appointment of the **eHealth Solutions Architect (Innovation), NHS Greater Glasgow and Clyde**.

Shortlisted candidates will be asked to attend a Value Based Competency Interview designed to assess knowledge, skills, experience, professional competence and leadership behaviours in relation to the criteria set out in the Person Specification. The interview may include a presentation.

The results of all stages of the recruitment process will be kept confidential and restricted to only those who have direct responsibility for the decision making in the recruitment to this post.

Candidates may wish to note that it may not always be possible to offer alternative dates for preliminary stage assessments or interviews.

HOW TO APPLY

Please note the Closing Date for returning applications: **10th August 2025.** Candidates will be unable to submit applications after the closing date.

If you would like to find out more about these roles before applying, please contact for a confidential discussion:-

Dennis Betts (Regional Programme Manager – West of Scotland) – dennis.betts2@nhs.scot

Please refer to the Job Description and Person Specification for details of this role.

To apply for the post of: **eHealth Solutions Architect (Innovation), NHS Greater Glasgow and Clyde**

- All applications are invited via the NHS Scotland Recruitment system – Jobtrain and therefore will need to be completed and submitted online via Jobtrain. You will be able to access the Jobtrain system, and complete your application, via devices with an internet connection. The application will include a supporting statement describing how your skills, knowledge and experience meet the Person

Specification.

- You can use the following link that will take you to the Recruitment advert on JobTrain: www.apply.jobs.scot.nhs.uk look under Region > Greater Glasgow and Clyde then Job Type > Senior Manager Level and then job reference 221524 to access and complete the online application form.

- On clicking **"Apply for Job"** button you will be prompted to register for a new Jobtrain user account if you haven't already done so before, and you just need to then follow the instructions.

- Your application is the key document that will determine whether you will be shortlisted. You must, therefore, be able to demonstrate within your application how you meet the essential requirements being tested at this stage. You should provide clear and succinct information about yourself and how you meet the criteria that are being tested at this application stage.

- It is important you complete the online application form in full. This is to ensure the selection panel can easily find the information they require, and can review the responses from all candidates equally and transparently.

  For this reason, applications from candidates who have not completed the online application form will not be considered, unless there are reasonable adjustments required. CVs or linking to websites for information (such as LinkedIn) are not accepted.

  Please note you will be asked to complete a Supporting Statement which is in the form of 3 Assessment Questions.

- The interview panel will not make assumptions about your evidence so it is important that you take the time to ensure that you are comfortable with the information you are providing in your application.

- Be clear and succinct in your answers as there are word limits for each section, The Personal Information and Equalities Monitoring Information sections of the application form are never seen by the interview panel and are not used to assess your suitability for appointment.

- Please include details of 2 Referees, one of which must be your current or most recent employer. Referees will not be approached without obtaining your prior consent.

- All offers of employment will be subject to completion of pre-employment compliance checks.

- If you have any questions or require any support regarding the application process, details of any unavailability or any other information in support of your application, please contact **Susan Chisholm, Recruitment Lead, Recruitment Service, NHS Greater Glasgow and Clyde on 07866 795409 or email: susan.chisholm3@nhs.scot quoting reference number 221524.**

- Candidates are also requested to complete the Equal Opportunities Monitoring Section of the Application Form. This section of your application will not be made available to anyone responsible for shortlisting and interviewing for the post.

All applications will be acknowledged and treated in the strictest of confidence.

Special Requirements for the Recruitment and Selection process

To ensure prospective candidates are not disadvantaged in the recruitment and selection process we are fully supportive in making reasonable adjustments in order to support disabled job applicants or applicants with other health conditions. Reasonable adjustments for example may include allowing extra time during assessment exercises or ensuring information is provided in an alternative format such as audio, Braille or large font. If you require any special arrangements to be made in regards your participation in the recruitment selection process, please indicate this by contacting separately Susan Chisholm, as detailed above.

Data Protection Legislation

The information supplied by your application will only be processed by those authorised personnel involved in relevant stages of the recruitment process.

Applications submitted via the NHS Scotland Recruitment system Jobtrain will be retained by NHS Greater Glasgow and Clyde and will be used for the purpose of processing your application and for statistical and audit purposes.

NHS Greater Glasgow and Clyde will process the information for the stated purposes in regards your application for employment. If your application is unsuccessful your information will be retained securely for 12 months from the completion of the recruitment process and then confidentially destroyed.

Additional Information
For more information about NHS Greater Glasgow and Clyde and how to access useful documents please refer to the separate pack entitled Additional Information.

Good Luck with your Application