



JOB SUMMARY – PRODUCT MANAGER

1. Digital Group

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff

The functions of the NES Digital Group are to:

Develop and lead a programme of work and services that support the corporate functions that allow NES to work and deliver its strategic objectives. Digital has been formed with the specific objective of consolidating NES' information based expertise into a professional, focussed centre for information and technical excellence. It has created a strategic programme for the transformation of digital based services to allow NES to become a leading digital organisation in Scottish Health, digital by default and fully aligned with the Scottish Government's eHealth and Digital strategies.

These responsibilities relate to the core functions of NES in the following areas.

- Development of a new, digital by default, technical environment and commensurate digital services to all NES stakeholders.
- Support and development of fit for purpose, corporate systems and services to allow NES teams to deliver their strategic outcomes.
- Communication, support and leadership in all digital and technical disciplines.
- Impact assessment of new Digital Services and systems.
- Research and development as appropriate.

2. Job Role

As a product manager with NES Digital you will know how to work with stakeholders and the user community to define the problem and/or the desired outcome. You help the delivery team to understand and visualise the desired outcome and any potential constraints. You help the delivery team develop potential solutions to help reach the desired outcome, providing value to the users.

You monitor the effectiveness of the product by implementing KPI's and other usage metrics to help inform the product roadmap and to understand when a desired outcome has been realised.

3. Key Tasks

These will include but will not be limited to:

- To provide direction of a product from inception, development through to production and eventual retiral.
- Manage competing priorities across stakeholders, products and services
- Develop and maintain high level vision and roadmap for a product
- Translate the vision into prioritised deliverable goals
- Ensure the delivery team has awareness of the product roadmap and what the delivery team is working toward
- Analyse and understand user needs and problems, effectively communicate these to delivery teams to identify the solution that will deliver the most value with the least effort
- Work with the delivery manager and team to prioritise work and set a sustainable pace of delivery

Band 7 Manager *or* Lead Business Partner

1. JOB IDENTIFICATION

Job Title: Product Manager

Department(s): Delivery Business Unit

Directorate: Digital

Job Reference: JD04/H

Responsible to : Senior Product Manager

2. JOB PURPOSE

The purpose of this role is to be responsible for the overall management and performance of a section and/or team. The post holder will investigate highly complex queries, provide assistance and advice as and when required, and may be required to manage projects

The post holder will have a critical awareness of knowledge issues in the field and at the interface between different fields. They are innovative, and have a responsibility for developing and changing practice and/or services in a highly complex and unpredictable environment.

3. DIMENSIONS

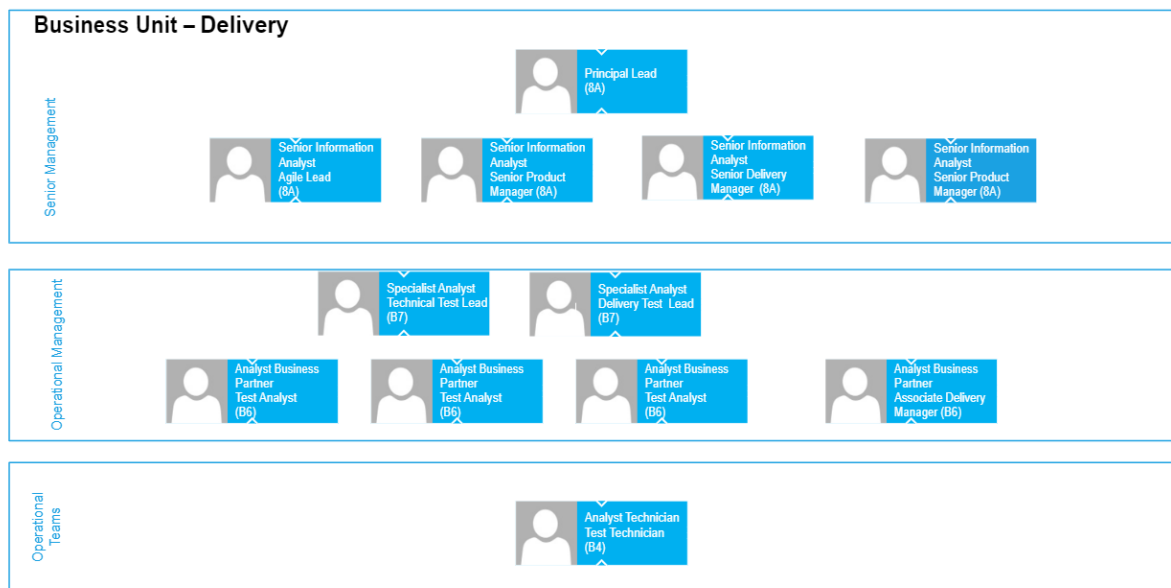
The post holder will provide managerial support to their directorate and will monitor progress of investment projects and business case investments.

They will communicate business sensitive information/agreement or co-operation from NHS staff at all levels of the organisation as required.

The post holder will manage and develop colleagues as well as having line management responsibilities.

The post holder will be required to assist in any other duties which are deemed reasonable to their role and band.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff. The Digital Group has created a strategic programme for the transformation of digital based services to allow NES to become a leading digital organisation in Scottish Health, digital by default and fully aligned with the Scottish Government's eHealth and Digital strategies.

The Delivery Business Unit aims to maximise NES's return on its investment in digital products and services by focussing on ensuring we are delivering the right thing, to the right people at the highest quality. This business unit combines expertise in Agile delivery methodologies, Product Management, business analysis and quality assurance to deliver products from their inception into production, through operation and eventually to retiral.

The objectives of the unit include -

- To manage the delivery process of digital products and services from inception through to retiral.
- Engage with colleagues in NES Directorates, wider public sector and commercially to explore areas that would realise value from a digital solution.
- Supporting a collaborative Agile delivery process that can quickly respond to feedback to ensure the solutions provided by NES digital are providing the best value its users.
- Advocating a whole team approach to testing throughout the delivery lifecycle and ensuring NES products and services are delivered at the desired quality.
- Identification, mitigation and management of risk across NES Digital products and services

6. KEY RESULT AREAS (Key Result Areas convey **all potential** aspects of a job role. Key result areas will be further developed within the KSF outline with some being more relevant than others dependent on the current requirements for your role.)

- Ensures that the NES Board's corporate governance responsibilities are met, taking account of current issues, principles and best practice, and takes responsibility for policy and service development and practical implementation of service improvement.
- Monitors and reviews financial information for the workstream to ensure that they are consistent with guidelines and to make recommendations for efficiencies and service redesign as an ongoing job responsibility.
- Proposes changes to Department's working practices and procedures, where impact of change will frequently be beyond own area of work.
- Proactively manages the flow of business to and between the main decision-making channels of the organisation, ensuring a co-ordinated and timely process.
- Ensures all necessary records are maintained.
- Provide leadership and change management expertise.
- Responsible for project management to ensure effective and timely delivery of outcomes, recommendations and appropriate use of resources. The scope of these pieces of work will vary and the post holder will provide expert advice regarding the most appropriate approach to meet project outcomes.
- Assist in the preparation of options appraisals, business cases, business plans, contract documents and the commissioning of consultancy services as required.
- Promote, monitor and maintain best practice in Health and Safety. Ensure compliance with relevant Health and Safety legislation and NES Health and Safety Management system.
- Contribute to the preparation of the annual operational/corporate plan covering all Directorate activities.
- Responsible for planning, organisation and administration of KSF outlines and Personal Development Plans and Objectives for administrative staff.
- Manage and quality assure data-gathering systems and be responsible for processing, analysing, interpreting and presenting the statistics resulting from them to a wide range of internal and external stakeholders.
- Prepare written briefs and reports which include: sourcing and interpretation of information from material that is often complex in nature; setting out a variety of options and interpretation of any impact on NES.
- Analyse complex information, knowledge needs and requirements of health and social care as relevant to the role.
- Contributing to workforce planning and development.
- Undertake recruitment and selection as required and in line with NES national policies.
- Develop plans to implement improvement activities which include measurable quality and efficiency improvements to be delivered and timescales.
- Identifying opportunities for integrated working across Directorates.
- Support a variety of related multi-disciplinary initiatives across NES as required.
- Regular requirement to undertake R&D activity, using research and business methodology, for specific one-off audits designed to improve performance. The span of this activity will include regular studies on workforce utilisation and planning.

- Manage and lead team, ensuring that the staff are appropriately advised and coached and that formal training is provided, as required. Allocate work to staff for specific areas of work and advise on the most effective utilisation of staff resource, matching predicted workload.
- Contribute to the operational efficiency of the databases and the computerised procedures and data transfers as appropriate to the role.
- Oversee and prioritise systems developments.
- Chair meetings and committees as required.
- Build partnerships with health and social care organisations to support them in embedding knowledge management in their culture, policy and practice – for example, through development of knowledge management strategies and action plans.

7a. EQUIPMENT AND MACHINERY

The post holder will be required to use the following equipment in the course of their work:

- A range of office, audio-visual and IT equipment
- PC for design, development and maintenance of IT solutions.
- Multi-function devices : scanners, copiers, printers, fax
- Telephone
- VC facilities
- Portable equipment (e.g. laptop, mobile phone etc)

7b. SYSTEMS

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation.
- Regular use of complete MS Office suite of programmes.
- Use IT as directed, maintaining confidentiality.

8. ASSIGNMENT AND REVIEW OF WORK

- In undertaking their work, the post holder will be guided by broad principles and occupational policies and will use significant discretion to work within these parameters.
- Within the objectives set for the post holder, they will be expected to work autonomously and without supervision, and be expected to plan and organise their work and responsibilities (and that of the Department staff they manage). The post holder is also expected to use their influencing skills to ensure that their agreed policies, standards and processes are applied consistently across the Department, including where such action is the responsibility of staff that are not directly line managed by the post holder.
- The post holder will be expected to participate in performance development, part of which involves agreeing annual objectives and the use of appraisal and personal development planning processes of the organisation.

9. DECISIONS AND JUDGEMENTS

- The post holder will use their own initiative and will be expected to make their own decisions, in a range of areas, and be accountable for these decisions, where general policy is not clear. There is a requirement of the post holder to interpret policies and to make recommendations/take a course of action based on this interpretation which, again, the post holder is accountable for.
- Proactively anticipate problems and ensure senior management team is alerted to difficulties and possible failures of process.
- Take responsibility for your own actions and the actions of your team, reflecting on own practice and encouraging others to reflect on theirs.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- There is an on-going requirement to make professional judgements which involves weighing up complex and often conflicting information and having to choose from a range of options.
- Scheduling and expediting a wide range of complex and inter-related work in the face of shifting, and sometimes conflicting, priorities.
- Understanding the complexities of NES as an organisation.
- Working within restrictive timescales and budget constraints, ensuring business continuity.
- Managing change where some resistance may be present.
- Range of activities managed are broad (in terms of external delivery targets) and deep (finance, procurement, commissioning, staffing, HR advice) – therefore, ability to assimilate and place large amounts of data, information and knowledge in a strategic and long term framework is challenging.
- Keeping abreast of, and interpreting, the regulations and guidelines covering all aspects of the section's remit is a challenge. It is essential that the postholder is proficient in all of these areas to be able to confidently manage the staff of the section and provide accurate advice to others.

11. COMMUNICATIONS AND RELATIONSHIPS

- Listen to, understand and communicate highly complex information from a range of sources, adopting effective questioning techniques to elicit a range of views working in partnership with a range of stakeholders.
- Respond constructively and confidently to queries and complaints, negotiating with others in a way that suits the situation.
- Evaluate a range of texts and write effectively for a range of contexts, situations, maintaining honesty, integrity and transparency.
- Work with others towards sharing goals, ensuring the team's goals are clear and achievable.
- Accept and provide constructive feedback.

- Demonstrate honesty, integrity, care and compassion when dealing with others, taking the lead on promoting personal and group health and safety procedures.
- Assess the root cause of problems in complex and unpredictable environments.
- Seek and evaluate different points of view to inform solutions, maintaining honesty, integrity and transparency.
- Show interest in your work, developing, with the team, a clear purpose and work objectives.
- Seek and value the contributions of others, managing and resolving conflict when appropriate.
- Lead, support, value and motivate other members of the team, sharing information as appropriate to achieve high performance.
- Understand your rights and responsibilities in the workplace including promoting equality of opportunity and valuing diversity, maintaining the confidentiality of service users and raising concerns relating to service provisions with more senior staff.
- Make best use of resources including time, to achieve agreed goals for service delivery.
- View change as an opportunity and cope with uncertainty, assessing and managing risk.

12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB

Physical skills

- Requires fast and accurate keyboard skills.

Physical effort

- Sitting for long periods at PC or in meetings.

Mental effort

- Regular concentration for developing and analysing complex data, developing, creating and writing detailed documents and reports, working on educational initiatives and chairing meetings.
- The postholder will have to deal with priority changes on a daily basis in order to meet deadlines and changing demands.
- Unpredictable work pattern as postholder has to deal with problems and requests as they arise.

Emotional effort

- Exposure to distressing or emotional circumstances is rare but exposure to critical and challenging opinions may be frequent.
- Occasional exposure to distressing/emotional circumstances e.g. postholder may have to give unwelcome news relating to assessment and interview outcomes.

Working Conditions

- Long periods of VDU use.
- Regular travel across Scotland may be required as appropriate.

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

- Educated to degree level or equivalent.
- Postgraduate qualification, or equivalent, and demonstrable experience in relevant discipline.

- Experience of managing/supervising staff and teams over a range of functions and the ability to lead and motivate staff to achieve corporate objectives.
- Proven experience in the design, implementation and evaluation of business/management processes and systems.
- Broad understanding of information management and knowledge management, including legislative issues.
- The ability to rapidly assimilate significant volumes of complex information and knowledge.
- Knowledge of knowledge translation/implementation science research methodologies.
- Experience of understanding and working with complex systems.
- Presentation skills, which may include to large groups.
- Experience of data analysis.
- Highly effective communicator, both in writing and verbally, using tact, diplomacy, negotiating and influencing.
- Good general IT skills, including MS Office (Word, Excel, Access, PowerPoint).
- Ability to work on own initiative, to organise and prioritise workload and to meet strict deadlines.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:



BAND 7 Manager or Lead Business Partner

Essential Criteria – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

Desirable Criteria – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Means of Assessment – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

Factors	Essential	Desirable	Means of Assessment
Key Leadership Behaviours	<ul style="list-style-type: none"> Inspiring Empowering Adaptive Collaborative Engaged and Engaging 		Application & Interview
Education and Professional Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent. Postgraduate qualification, or equivalent, and demonstrable experience in relevant discipline. 		Application & Pre-Employment checks
Additional specific qualifications required for role			Application & Pre-Employment checks
Experience/Training (including research if appropriate)	<ul style="list-style-type: none"> Experienced in the process of capturing user needs, translating these into tangible deliveries leading to successful digital solutions Presenting product vision and gaining team level adoption Experience of Agile delivery methodologies Presentation skills, which may include large groups. Highly effective communicator, both in writing and verbally, using tact, diplomacy, negotiating and influencing. Experience of working within a multi-disciplinary environment 		Application & Interview

	<p>(business stakeholders and delivery teams)</p> <ul style="list-style-type: none"> • Experience of managing large and complex projects/work streams • Experience of successfully managing staff and teams • Experience in deploying improvement methodologies to develop services 		
Additional specific experience/training required for role			Application & Interview
Specific Skills and Knowledge	<ul style="list-style-type: none"> • Ability to identify and compare the best processes or delivery methods to use, including measuring and evaluating outcomes. • Assist delivery teams to manage and visualise outcomes, prioritise work and work to agreed scope • Collaborate with user researchers, UX designers and can represent users internally. You understand the difference between user needs and the desires of the user. • Ensure that products get used and returns value to the users and stakeholders 		Application & Interview
Additional specific experience/training required for role			Application & Interview



CONDITIONS OF SERVICE

TITLE:	Product Manager	LOCATION:	Edinburgh or Glasgow
REPORTING TO:	Senior Specialist Information Analyst		
GRADE:	Agenda for Change Band 7	SALARY SCALE:	£39,300 to £46,006 per annum
HOURS AND DAYS OF WORK:	Full time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
JOB STATUS:	Fixed term/ secondment opportunity for up to 31 March 2021	NOTICE PERIOD:	4 weeks
ANNUAL HOLIDAYS:	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service	PUBLIC HOLIDAYS:	8 local/ Public Holidays per annum
REHABILITATION OF OFFENDERS CLASSIFICATION:	The 'exemption' status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from the Criminal Records Bureau at a later date, should a post's status change, or if they are transferred or promoted into a post that is exempt.		

SUPERANNUATION:

Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below;

Employee contribution rates 2020/2021		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £18,936	5.2%
2	£18,937 to £23,228	5.8%
3	£23,229 to £28,891	7.3%
4	£28,892 to £56,266	9.5%
5	£56,267 to £79,801	12.7%
6	£79,802 to £117,960	13.7%
7	£117,961 and above	14.7%

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.

Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:

