

AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	eHealth Procurement Officer
Reports to:	Desktop and Mobile Devices Manager
Department, Ward or Section:	eHealth Services Infrastructure Services
CHP, Directorate or Corporate Department:	Corporate Department - eHealth
Job Reference:	CSEHTRAIGMGMT08
No of Job Holders:	1
Last Update:	March 2021

2. JOB PURPOSE

To provide a dedicated technical financial and procurement service to all areas of NHS Highland associated with IT and related services, based in the eHealth department. The main element being the procurement and evaluation of user's IT equipment and associated requirements, to process these orders and to ensure that they are dealt with efficiently and accurately.

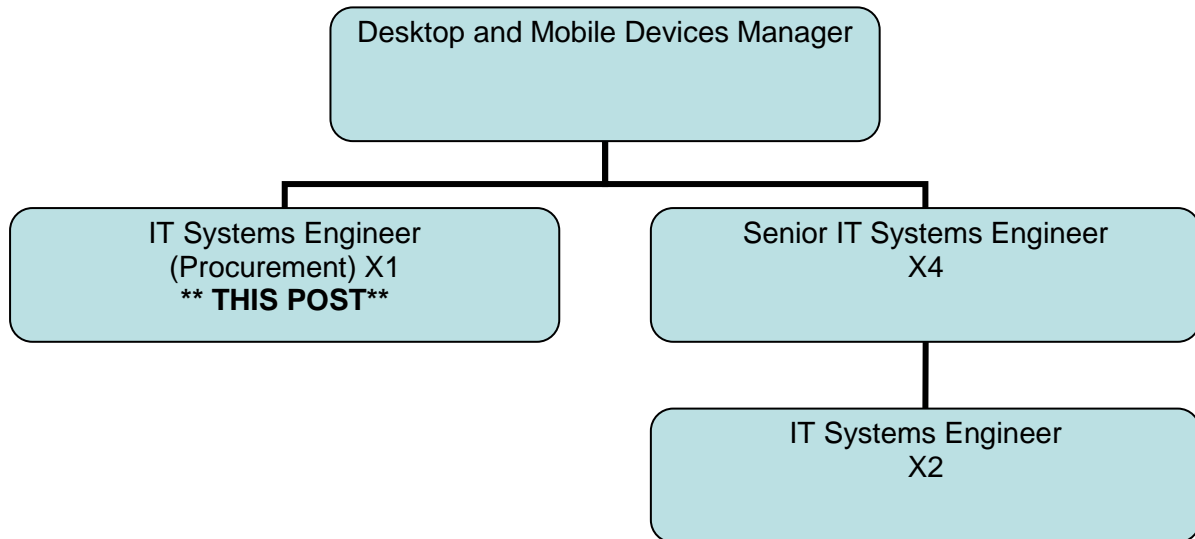
To maintain accurate financial records dealing with purchases, including those non-information technology items, such as ongoing office related supplies and temporary staffing recruitment contracts.

To assist the Desktop and Mobile Device Manager in the day to day running of this service, and to provide accurate and detail reports of stock movements and financial commitments associated with purchasing throughout the eHealth department.

3. DIMENSIONS

The post holder has no direct budgetary responsibility but is responsible for regularly raising orders in the millions and keeping detail records of all transactions.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The eHealth department is described as the development, application, and implementation of technology to improve effectiveness in healthcare. It includes the use of telemedicine and clinical systems used for diagnosis and care pathways. It also applies to the policies and protocols that assure the confidentiality and security of sensitive data and those aspects that support major change of working practice - training, support and organisational development.

To provide a desktop and associated services, within the eHealth Infrastructure function, to the managed components of NHS Highland including Raigmore, Corporate Services and HCSPs. To support NHS Highland's clinical, diagnostic and business functions in a timely, robust, safe and secure manner.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Effectively mans the front end of the financial and procurement service of the eHealth department. Answers queries and chases on orders, works with suppliers and technical staff to organise and deploy equipment across NHS Highland. Will work with the technicians and Desktop and Mobile Device Manager to organise storage, movement and deployment of stock.
- Works with the Finance team to resolve payment issues.
- Provides detailed spending data analysis and has significant input into compiling various financial reports for Senior Management. Undertakes further analysis as directed to identify spending patterns of IT and related purchases in NHS Highland.
- Demonstrates excellent organisational skills.

- Will constantly be required to access and use information from multiple computer-based systems.
- Will be required to maintain a contract register database covering all orders raised by eHealth on an ongoing basis.
- The post holder implements requirements considering NHS Highland's procurement policies, standards, procedures, and performance requirements.
- Proposes service improvements in own area of responsibility in alignment with specified procurement performance indicators and agreed plans. Implements these improvements and monitors the effectiveness. Reports results to Desktop and Mobile Device Manager.
- Undertakes procurement processes which result in the issue of new purchase orders subject to budget holder prior budget approval and/or eHealth Managers authorisation.
- Ensures knowledge of, and compliance with, all relevant and current standards and policies adopted by the eHealth department and NHS Highland. To ensure that all work is documented, and that new work is validated via the departmental change control procedure. Ensure that auditable financial databases are updated in a timely manner.
- Undertakes continuing professional development.
- To continually brief the Desktop and Mobile Device Manager on the progress of current workload and be proactive in the identification of problem areas.
- The post holder will be expected to perform any other duties commensurate with this post which may be delegated from time to time by the Desktop and Mobile Devices Manager.

7a. EQUIPMENT AND MACHINERY

- PC/laptop to undertake expert and end-user functions including routine and complex manipulation and processing of data often with multiple screens of data
- PC Peripherals such as printers, scanners, CD ROM, CD RW, DVD, Barcode scanners
- Video conferencing equipment, PC Projectors, Screens
- Cars & Vans
- Trolleys/Pallet lifters
- Mobile Phones/Pagers

7b. SYSTEMS

Uses business systems such as Outlook, Word, Excel, Access, Internet and Intranet to access, process and communicate operational and managerial information. Track-IT, PECOS ordering and financial recording systems.

In addition, the post holder is required to have expert knowledge of such systems and can use complex (non-end user) systems that provide critical eHealth services to all of NHS Highland.

Internet to conduct product research and source components, hardware and software.

8. ASSIGNMENT AND REVIEW OF WORK

Assignment

The post holder is accountable to the Desktop and Mobile Device Manager.

The post holder will receive general direction from the Desktop and Mobile Device Manager but is expected to manage their own workload using initiative, experience, and professional knowledge to ensure completion of all tasks in an efficient and effective manner.

The post holder work can be allocated via work requests/orders logged on the Track-IT system and receive new orders via a specialist website and Forms, with an average of up to 10 to 20 new requests per day, in addition to an average case load of about 240 calls.

The post holder is responsible for ensuring that work undertaken complies with existing legislation, the National eHealth Strategy, National Security Policies, BS7799 and relevant Health & Safety policies as well as NHS Highland policies and procedures, and in addition to having a good grounding in procurement rules and commodity supplier frameworks.

Review

Personal and objectives will be agreed and monitored by the Desktop and Mobile Device Manager. Review of work will take place in regular meetings with the Desktop and Mobile Device Manager.

9. DECISIONS AND JUDGEMENTS

The post holder is expected to undertake analysis of problems involving facts or situations, consider possible outcomes and make considered judgment calls on priorities and communicate this to engineers and the Desktop and Mobile Device Manager.

Upon identifying an issue, to take proactive action to organise and resolve the issue.

The post holder is responsible for ensuring that the eHealth procurement process is up to date, that users are kept informed of the ordering process and that all relevant departmental procedures and documentation is adhered to.

The post holder will frequently be required to analyse data and make decisions based upon uncertain information using broad guidance and personal experience.

The post holder will be expected to raise issues with the Desktop and Mobile Device Manager and occasionally escalate issues to further management structures. On occasion the post holder will be asked to supervise third party contractors.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

To ensure that the eHealth financial and procurement processes are processed efficiently and to a high standard that meets the needs of both the user and the organisation.

To ensure that NHS Highland gains maximum benefit from it's investment in PC & peripheral devices.

Dealing with the large volume of work generated by the department, and the wider NHS Highland in a timely and professional manner.

Correct and detailed recording of IT financial transactions across NHS Highland.

Constant interruptions from phone enquiries, customer service issues and supplier chasing payments.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is expected to communicate with work colleagues, customers and suppliers of PC and peripheral equipment in a professional and courteous manner. The information communicated will include technical issues, training to colleagues as well as equipment familiarisation sessions with customers.

The post holder will be expected to work closely with technicians and the Desktop and Mobile Device Manager, organising the movement and storage of large volumes of valuable equipment in a safe and auditable manner.

The post holder will also be expected to communicate at a technical level with suppliers of PC equipment. The post holder will be expected to deal with complex technical information and concepts. In summary, the type of communications required are listed below:

Within NHS Highland

- Departmental staff
- All NHS Highland users of eHealth systems, approx. 8000

Within NHS

- NHS providers of IT services and facilities
- Scottish Executives
- ISSG

Outside NHS

- National contract suppliers
- Suppliers of computer products

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

- Advanced keyboard skills.
- Requirement to use visual display units of two or more, on a continuous basis.
- Analysis of data and protracted periods of concentration.

- There is an ongoing requirement to exert moderate physical effort, handling goods in and out of the department.
- The post demands working to exacting and changing deadlines with frequent interruptions from customers or work colleagues, as well as dealing with unhappy customers and suppliers.
- The post holder frequently deals with charged emotional situations, often involving dissatisfied users. Such situations can, if not handled sensitively, can become unpleasant confrontations.
- Frequent, and protracted use of telephone or headset.

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

Essential

- This post will work at a Microsoft Certified Desktop Professional/HND level or Chartered Institute of Purchasing and Supply (CIPS) Foundation Diploma or similar experience over a protracted period can be demonstrated
- A minimum of three years working within an IT or procurement environment
- A good knowledge and interest in IT equipment and methodology
- Knowledge of audio visual and video conferencing equipment
- A good knowledge of Microsoft desktop applications
- Excellent interpersonal and communication skills
- Ability to work under pressure
- Good knowledge of procurement rules and procedures
- Knowledge of specialist equipment procurement frameworks
- Good analytical skills

Desirable

Clean driving licence is desirable

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: