

## 1. JOB IDENTIFICATION

**Job Title:** Senior Business Analyst/Project Lead (BA/PL)  
**Responsible to:** eHealth Programme Manager  
**Department:** Operations  
**Directorate:** eHealth

## 2. JOB PURPOSE

To advise and liaise with business sponsors, to specify, initiate, develop, and manage multiple information management and information technology project / programmes across NHS GGC and partner organisations, ensuring the successful programme delivery within agreed budget / timescales which deliver benefits to the organisation(s).

To deliver an aligned operational vision in line with the overarching Board & Scottish Government strategies on behalf of the project and programme sponsors.

To contribute to the design, development and implementation of the eHealth systems infrastructure and strategy) and to the delivery of the required Cultural Change and business process improvement within NHS Glasgow & Clyde.

To contribute to the successful specification, initiation, reporting and delivery of complex clinical and non clinical technology solutions for NHSGGC and when required Scottish Government. This post covers a complex range of related and interdependent projects and programmes of work within NHSGGC and partnership organisations

To ensure ITIL service transition techniques are used to deliver successful implementation of all aspects of the service.

## 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.

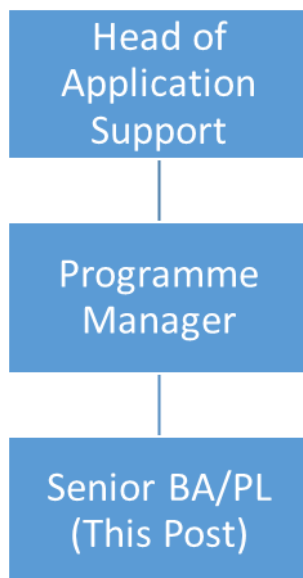
This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical 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 1,642 staff, a revenue budget of approximately £70.7m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £7-8m and non-recurring eHealth budget of approximately £13.2m.

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 and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development.
- **Innovation** – responsible for development and delivery of eHealth 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.
- **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 Human Resource and Organisational Development, Health & Safety, general Directorate wide governance and facilities management activities.

#### 4. ORGANISATIONAL POSITION



#### 5. SCOPE AND RANGE

Developments require the job holder to understand complex working practices across a wide range of health professions including consultants, nursing and AHP staff, and translate them into technical solutions to improve the flow of information to support the business requirement of NHS GGC and partner organisations.

Manages and provides a development and implementation service for new third party applications which enhance the deliverables of the NHS Glasgow & Clyde clinical practice which form a key part of the Glasgow eHealth strategy.

Manages in liaison with departmental priorities to support strategic and business objectives.

Ensures ITIL service transition techniques are used to deliver successful implementation of all aspects of the service, including identification of stakeholders, application and adaptation of service design, including modification of design if need detected during transition.

Manages the delivery of services which support the single system working, interfacing closely with senior IT officers from partner Local Authorities.

Provides strategic IT advice in relation to the business objectives of NHS Glasgow & Clyde;

- HSCP
- Acute services
- partnership working

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

### Business Analysis

- Creation of system requirement documents, scenario testing, systems appraisal and budgetary reports for small through to enterprise wide clinical and non clinical management information systems and submission of proposal documentation to senior operational management.
- Business process mapping, re engineering and redesign of current and proposed operational environments for clinical and non clinical settings within CHCP's and the Mental Health Partnership.
- In partnership with Culture Change leads, deliver large scale major clinical, administration and IT service transformation on business processes, people and technology, to enable successful uptake and delivery of programmes of work.
- To support and facilitate the continuous improvement of the NHSGGC Programmes, IT Support and Training Team.

### Project Management

- Planning, scheduling and rescheduling as necessitated, complex interdependent projects within a governed, risk minimal manner ensuring projects deliverables are aligned with other project dependencies.
- The monitoring and reporting of programme progress, risk and exceptions to the programme steering group(s) where appropriate.
- Ensures ITIL service transition techniques are used to deliver successful implementation of all aspects of the service, including identification of stakeholders, application and adaptation of service design, including modification of design if need detected during transition.

## 7a&b. SYSTEMS, EQUIPMENT AND MACHINERY

The post holder will working experience of a wide range of technical environments;

Unix Servers  
SQL Servers  
Web Servers

Desktop/Laptop/Tablet PC's  
Hand held devices

The post holder would understand with the following programming languages;

SQL

Microsoft.NET

JavaScript

ASP.NET

HTML

Visual Basic

XML

The post holder would require knowledge of complex data structures with an emphasis on Oracle and SQL database structures. The post holder will also be required to carry out research into latest IT innovations ensuring appropriate technology is procured.

## 8. DECISIONS AND JUDGEMENTS

The post holder will work on their own initiative to deliver within agreed timescales the relevant projects. This is a senior IT post and the post holder is expected to deputise for the eHealth Programme Manger at meetings when required.

The post holder is expected to anticipate problems and to resolve them.

The post holder will be responsible for ensuring through negotiation the release of the support and training staff within the department to achieve both implementation and support requirements. The post holder will have the discretion to identify solutions to both technical and process issues.

The post holder requires skills in developing relationships and it is particularly important to work closely with development staff, other IT staff, clinicians and project managers.

## 9. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to communicate with;

- Other eHealth Directorate 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 divisions main suppliers ensuring their compliance with the service delivery needs of the division.
- Business Intelligence staff within the business areas.
- Senior clinical staff to discuss information and data requirements during development phase of project.
- Provide expert IT advice to Directorate staff at all levels.
- The Boards Directors and senior managers, Business and Project Managers, both advising and negotiating the use of new and emerging technologies.
- Third party software vendors, negotiating changes to software and highlighting discrepancies within the product.
- The Programme Office.

## 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 re-act 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.

Frequent, intensive concentration when working on highly complex business processes and management information issues.

The post holder will have above average keyboard skills and the ability to drive. During the development and information process the post holder will frequently be away from base.

**11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Ensuring that the most appropriate solution to any given problem is offered. This is achieved through not only an understanding of the business need but also an understanding of the people who carry out the business, be they Clinicians, Managers or administration staff. The challenge is heightened by the introduction of new technologies.

Managing multiple complex projects across many service and business areas.

Being aware of National eHealth developments within the NHS.

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

**Essential**

The post holder will have gained significant practical experience in the specification, development and implementation of information systems within a public or private service environment.

Ability to prioritise and meet deadlines in a time constrained environment.

Ability to exercise initiative and work independently.

Good interpersonal and negotiating skills allowing post holder to influence decision making.

**Desirable**

A theoretical knowledge of network architecture gained through past implementations of product sets.

Both theoretical and practical experience of database structures gained through achieving a relevant diploma or degree and/or previous practical workplace experience.

**PERSON SPECIFICATION FORM**

**Job Title:-** Senior Business Analyst/Project Lead AFC Band 7

**Department:-** Strategy & Programmes, e-Health, NHS Greater Glasgow & Clyde

Qualifications	Essential (√)	Desirable (√)
Educated to degree level in a relevant subject	√	

Prince 2 Practitioner	√	
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<b>Experience</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
The post holder, will have gained over 5 – 8 years practical experience in the specification, development and implementation of information systems within a public or private service environment.	√	
Evidence of significant experience in project delivery to scale	√	
Knowledge and experience of Application integration and the underlying technology		√
Both theoretical and practical experience of database structures gained through achieving a relevant diploma or degree and/or previous practical workplace experience.		√
A working knowledge of data analytics and informatics		√

<b>Behavioural Competencies</b>	<b>Essential (√)</b>	<b>Desirable (√)</b>
Ability to prioritise and meet deadlines in a time constrained environment.	√	
Ability to exercise initiative and work independently	√	
Good interpersonal and negotiating skills allowing post holder to influence decision making	√	
Able to Communicate clearly with all levels within an Organisation and with suppliers and other key partners	√	