

eHealth Job Pack 2023

NHS GREATER GLASGOW AND CLYDE

host organisation for



Post: eHealth / Digital Innovation Project Manager
Tenure: 1 x permanent and 1 x 21-month fixed-term or secondment
Directorate: eHealth
Grade: Agenda for Change Band 7
Salary: £46,244 - £53,789
Hours: Full time 37.5 hours per week
Location: Smithhills Street, Paisley (with blended working)

Welcome from Neil Warbrick, eHealth Innovation Programme Director

Thank you for expressing an interest in this role within the eHealth Innovation service. NHS Greater Glasgow and Clyde (NHSGGC) has the largest eHealth service in NHS Scotland, one of the largest in the UK, and is at the forefront of digital transformation across the Health Service in Scotland. This role is an exceptional opportunity to further a career in both IT project management and pre-commercial open innovation, and to work with front-line clinical teams, industry partners, academics, research & innovation specialists, and wider eHealth teams. NHSGGC is an organisation 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 11 work directly in the Innovation team. 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.

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.
- **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&I, the West of Scotland Safe Haven, academic institutions, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community, both nationally and internationally
- **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 Innovation team organogram is 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 make is 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.

About the eHealth Innovation Team and West of Scotland Innovation Hub



NHSGGC hosts the West of Scotland Innovation Hub which is a co-team across eHealth, Research & Innovation and Clinical Leads. The Hub currently operates four main programmes all of which are supported and co-led by the eHealth Innovation Team:

- **NHS Scotland Regional Test Bed** (which this role will be within) – hosted on behalf of the Scottish Government Chief Scientist Office, supporting all six NHS Boards across the West of Scotland, and typically undertaking projects involving Open Innovation Catalyst competitions, supporting Innovation Clinical Fellow projects, a portfolio of ongoing projects, and scale-up projects which seek to build further evidence for and then embed new digital-based services in business-as-usual. Typically work on c.50 active projects which range in type, scale, technology readiness level, and partners; and strengths currently include digital systems, devices, data, AI and remote patient management.
- **iCAIRD** – the Industrial Centre for Artificial Intelligence Research in digital Diagnostics; funded by InnovateUK; a partnership including NHSGGC, NHS Grampian, multiple universities, and multiple industry partners; with NHSGGC hosting the national NHS Programme management and infrastructure roles.
- **Living Laboratory** – UKRI Strength in Places funded Programme led by University of Glasgow, focused on development of precision medicine innovations and their adoption into healthcare to deliver savings for the NHS, improve health outcomes, and drive economic development in Govan, Glasgow, across Scotland and beyond.
- **Health Data Exchange** – new ways of doing things often require IT infrastructure that is not readily available, through a Joint Working Agreement between NHSGGC, NHS Lothian, NHS Grampian and Digital Health and Care Innovation Centre this programme seeks to explore, develop and evaluate Health Data Exchange approaches, make the infrastructure available to support industry innovation and development of new digital-based health and social care services.

The role of the Hub Regional Test Bed, involved co-teams across eHealth, Research & Innovation and Clinical Leads, and typical project deliverables are summarised below:

WEST OF SCOTLAND	OUR HOST BOARD	INNOVATION HUB	WHAT WE DO	OUR TEST BED	OUR CORE TEAM
<p>We are 6 Health Boards, with 81,000 staff and 2.7m population (50% of Scottish population)</p>	<p>Largest NHS organisation in Scotland and one of the biggest in the UK</p> <p>35 hospitals, 6,000 beds, including largest hospital in UK Work with 6 local authorities Biggest employer in Scotland</p> <p>Rich innovation ecosystem including iCAIRD and Strength in Places Living Lab partnerships, Health Data Exchange JWA, and typically 1,000 R&I studies/year</p> <p>2019-20 activity: 510,000 emergencies 215,000 scheduled inpatients 1,185,000 outpatients 7.5 million GP attendances 13,600 babies delivered 24m prescriptions dispensed</p>	<p>One of three NHS Scotland regional test beds funded by SG Chief Scientists Office</p> <p>Established 2019</p> <p>In 2021, 57 projects, involving mix of devices, sensors, data, software, Machine Learning / Artificial Intelligence, aided diagnostics and screening</p> <p>From early stage to late stage innovation, and number scaled to BAU and national</p> <p>Co-team involving Clinical Leads, Research & Innovation staff, eHealth specialists, wider support services and governance</p>	<p>Facilitate collaborations and access to NHS infrastructure for pre-commercial open innovation</p> <p>Co-design, co-develop and co-deliver with NHS, academia and industry</p> <p>Provide leadership, support, regulation support, leverage funding, and access to NHS teams, healthcare settings, data and governance</p> <p>Build evidence, allow innovators to refine solutions, inform strategy and develop thinking, support routes to scale-up and mainstreaming, and seek preferential access for NHS Scotland to final products</p>	<p>Provide access to NHS test bed infrastructure and support</p> <p>Medical Device Unit, eHealth Safehaven, Healthcare delivery, Biorepository Pathology, Diagnostics, Clinical Research Living CTU, Research imaging, Research pharmacy, Ethics, Patient engagement, SOPs, Quality manual etc.</p> <p>Health Data Exchange Governance</p> <p>NHS NHS NHS Digital Health & Care Innovation Centre</p>	<p>Co-team drawn from R&I, eHealth, Clinical Leads and support services</p> <p>Led by: R&I: Dr Roma Armstrong eHealth: Neil Warbrick Clinical: Prof David Lowe Clinical: Dr Neil Patel</p> <p>With support services expertise including finance, comms and procurement</p> <p>Work within a wider health and care system where through projects utilise and/or fund innovation roles in teams including: Information Governance, Radiology, Pathology, Project Nurses, Medical Devices & clinical leads</p>

SCOPING	PROJECT DELIVERY	EVALUATION	SCALE-UP SUPPORT
<ul style="list-style-type: none"> Develop and co-author grant and funding bids (e.g. SBRI, UKRI) Reference cost model for NHS R&I, eHealth and clinical services resource as we are required to ensure all subsequent innovation project work is cost-recovered Access to clinicians, health and social care settings to explore and scope ideas Early consideration of regulatory, ethics and governance approvals required Exploring current landscape such as devices, systems, service pressures, data, other ongoing projects and initiatives Exploring availability of data, cohorts and linkages 	<ul style="list-style-type: none"> Project management Contracting Governance approvals (including organisational, Information Governance and IT compliance) Ethics approvals Co-design, co-development and co-delivery of solutions Access to eHealth, R&I, data and clinical subject matter experts 	<ul style="list-style-type: none"> Service evaluations Clinical studies (e.g. feasibility, evaluation) Unregulated clinical trials Regulated clinical trials of non-medicinal products (e.g. medical devices such as AI or software which aid clinical decisions) Input to academic publications Advice on optimisation / refining solution Working with specialist partners to undertake <ul style="list-style-type: none"> Innovative Medical Technology Overviews (IMTO) Medtech briefings Health Economics and Health Technology Assessments (HEHTA) 	<ul style="list-style-type: none"> Knowledge and know-how for all parties Future strategies informed Local adoption / scale-up routes National adoption / scale-up routes Preferential access for NHS Scotland to final products Post-market surveillance Future collaborations Comms and media channels
<p>TEST BED</p> <p>Medical Devices Unit Diagnostics & Research Imaging Safe Haven (data) Biorepository Clinical Research Facility Clinical Trials Unit Research Pharmacy</p> <p>eHealth, including Health Data Exchange, a secure cloud-based innovation enabling platform which provides a standardised way of managing identity (login) and consented data sharing, integrations with new and existing health and care systems, and hosts industry developed applications based on re-usable components</p>	<p>PARTNERS</p> <ul style="list-style-type: none"> Our core innovation programmes and partnerships including WoS Regional Test Bed, iCAIRD, Living Laboratory, Health Data Exchange Joint working agreements and MoUs including with Astra Zeneca, GSK, Digital Health & Care Innovation Centre Academic including most Scottish Universities, and in particular University of Glasgow Scottish innovation ecosystem including peer Test Beds in East and North Scotland, InnoScot, HealthCare Improvement Scotland (SHTG), Centre for Sustainable Delivery, Scottish Health and Industry Partnership, Chief Scientists Office, NES Digital, NHS National Services Scotland, Scottish Ambulance Service 		

About the Role

The eHealth Innovation Project Manager (aka Senior Business Analyst / Project Lead) is responsible for providing comprehensive eHealth project management from initial scoping, through delivery and closure or transition to business-as-usual, and working within both a structured (e.g., PRINCE-2) wider organisational context and more fluid (e.g., agile) innovation environment and co-team.

Key aspects of the role include:

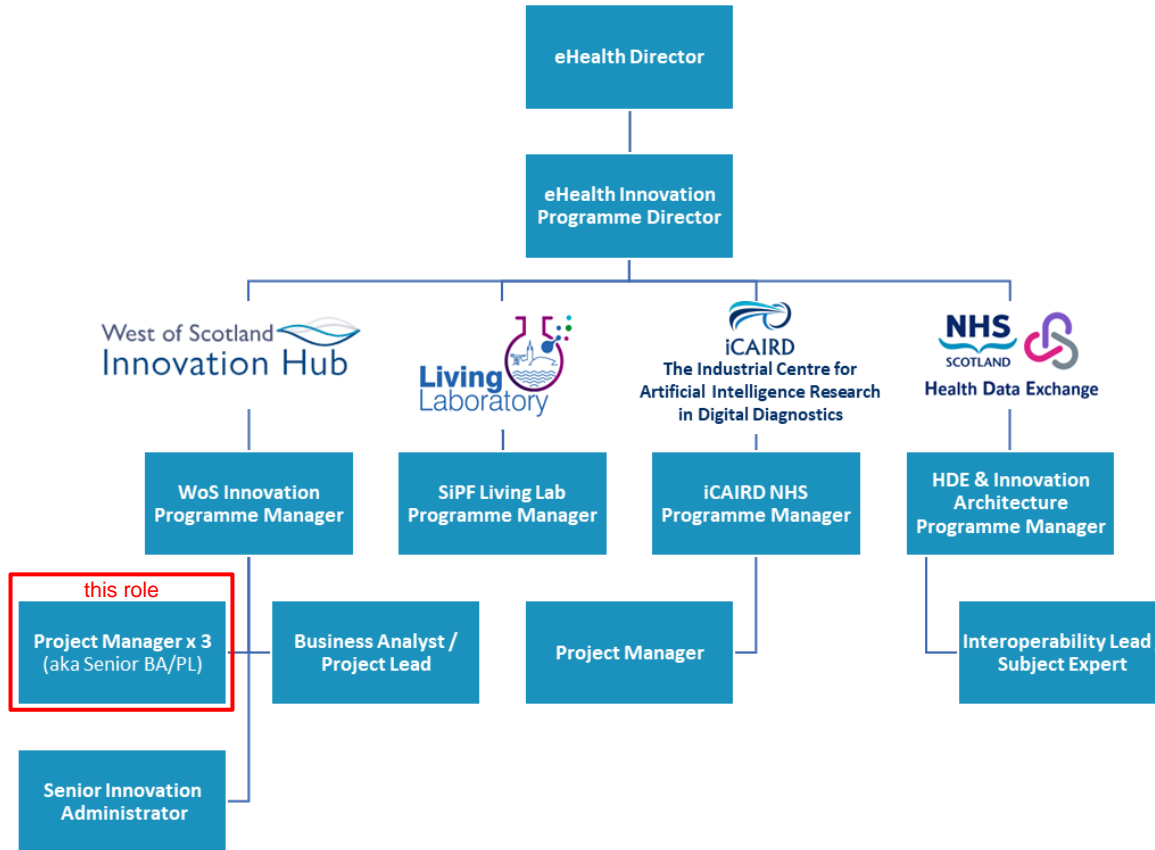
- In partnership with the Clinical Lead / Clinical Researcher / Investigator, Research & Innovation, Safe Haven, and industrial partner(s) project team:
 - Feasibility review of early-stage innovation proposals.

- Analysis, scoping and costing of innovation project proposals (eHealth aspects) for funding bid or business case submission.
- Support the project / study design and planning with the aim of ensuring that the relevant governance groups have adequate understanding of the project to approve it to proceed.
- Advise on data flow options and produce data flow diagrams to support the data aspects of any projects, using either live or historical datasets.
- Lead on the production of Data Protection Impact Assessments and System Security Policy documentation to achieve Information Governance and IT Compliance / Security approval.
- Lead and coordinate the required eHealth work required to implement and test the innovative technology at the core of the project / study before “go live”, including ensuring that project resources are co-ordinated between a wide range of operational teams to support the work.
- Lead on achieving eHealth governance approval (e.g., Technical Strategy Group and Change Approval Board).
- Coordinate eHealth “go live” activities for the project team e.g., training, change management, ensuring smooth transition, and joined-up support process.
- With Safe Haven, ensure the data required for the study is provided to the study team by the defined safe and secure approach.
- With the Study Team, track initiation, implementation and “go live” activities are progressing to plan.
- Manage all eHealth issues and risks associated with the study / project.
- With the R&I Project Manager and on behalf of the Researcher / Investigator, manage the day-to-day delivery of the study / project,
- With the R&I Project Manager and R&I Finance Team, manage the financial aspects of the project/study budget, including preparation of claims and budget reviews.
- With the R&I Project Manager, prepare study / project progress (highlight) reports for eHealth, Project Governance, and funders.
- Contribute to the evaluation phase in terms of information governance, IT Compliance / Security, implementation, performance, support, and scalability, including lessons learned.
- Lead / coordinate the decommissioning of the innovation solution, ensuring archiving of essential study data and deletion of all redundant data.
- Produce plans to ensure that the value and impact of implementing change is measured to allow options for post-innovation scale-up to be considered. This could be carried out locally within the project team, or by using external bodies or academic partnerships to facilitate.
- Identify routes and barriers to allow services to scale innovation work to other services or test bed regions. This will include the development of business cases, completion of procurement processes and scale-up / implementation planning

The West of Scotland Innovation Hub is hosted by NHSGGC, and as such you will be employed by NHSGGC as part of the eHealth Directorate, will support projects across the six West of Scotland NHS Boards, and potentially be involved with other NHSGGC eHealth projects and programmes.

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

Innovation team structure



Case studies and example projects



Test Beds overview (9 min's)

An overview of the role of Test Beds and a number of the projects we have delivered

https://www.youtube.com/watch?v=-w-w_vfoq2M



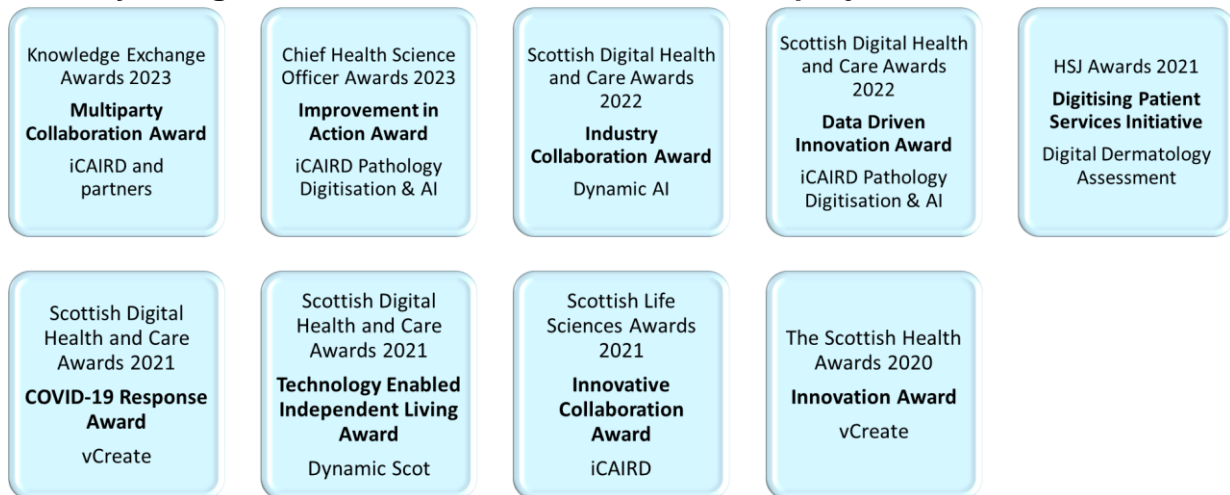
COPD Innovation project (4 min video, 5 min read)

Overview of our COPD innovation project and the difference it has made for patients

<https://www.youtube.com/watch?v=HJ1YDumTcpc>

<https://www.nhsggc.scot/at-home-copd-care-gives-me-peace-of-mind-when-i-need-it-most/>

Industry recognition for our Innovation service and projects



Useful links – Innovation team and WoS Innovation Hub

- Twitter - <https://twitter.com/wosinnovation>
- LinkedIn - <https://www.linkedin.com/company/west-of-scotland-innovation-hub>
- YouTube (curated playlists of some videos and podcasts we've participated in) - https://www.youtube.com/channel/UC1eXZTkId8IZq15lh3_KEOg/playlists
- Website (for more static information and background) - <https://www.woshealthinnovation.scot/>

Useful links – NHSGGC

- NHSGGC Digital Health & Care “Digital on Demand” Strategy 2023 - 2028 - <https://www.nhsggc.scot/staff-recruitment/staff-resources/ehealth/digital-strategy/>
- NHSGGC Twitter - <https://twitter.com/nhsggc>
- NHSGGC Moving Forward Together (MFT) programme - <https://www.movingforwardtogetherggc.org/>
- NHSGGC “Growing Our Great Community” Workforce Plan 2022-25 - <https://www.nhsggc.scot/downloads/workforce-plan-2022-2025/>

Useful links – national strategies and drivers

- National Digital Health & Care Strategy - <https://www.gov.scot/publications/scotlands-digital-health-care-strategy/>

Appendix 1 – Job Description

JOB IDENTIFICATION

Job Title: Project Manager / Senior Business Analyst/Project Lead (BA/PL)
Responsible to: eHealth Programme Manager
Department: Innovation
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.

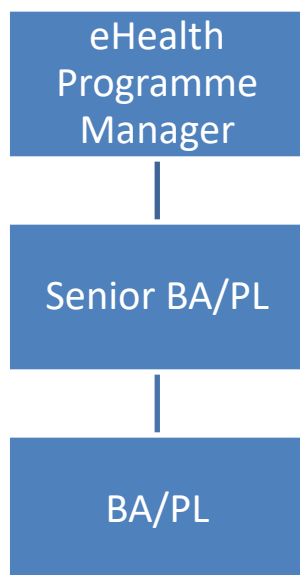
This includes patients' case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical 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 GG&C 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

Cloud technologies

Desktop/Laptop/Tablet PCs

Hand held devices

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 Manager 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, many of which are focused within Research and Development regulations.

Being aware of National eHealth developments within the NHS, and keeping abreast of new technologies and innovations as they develop

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.

History:

Version	Date	Comment
V1.00		Caje Ref: asdec07073 Snr BA/PL
V1.1	July 2016	Updated section 3 and 4 to reflect change in Directorate realignment.
V1.2	Feb 2018	Updated Old Terminology in relation to ICT Strategy & HI&T. Also updated Role of Department for new Directorate structure
V1.3	Jan 2020	Removed HI&T from the directorate. Amended references of NHSGG&C to NHSGGC. Removed percentage split from Section 6. Removed number of years from experience required in section 12 & amended to significant experience required.
V1.4	31 May 2021	Updated role of department added to section

Appendix 2 – Person Specification

PERSON SPECIFICATION FORM

Job Title: - eHealth Innovation Project Manager (Senior Business Analyst / Project Lead)

Department: - Innovation

Qualifications	Essential (X)	Desirable (X)
Degree with relevant content or can demonstrate equivalent knowledge gained through significant practical experience in an IT / Digital project lead, project support, or similar role	X	
Project management qualifications such as Prince-2 or equivalent	X	

Experience	Essential (X)	Desirable (X)
Significant practical experience in the specification, development and implementation of IT / Digital systems within a public or private service environment.	X	
Significant experience in project management and project delivery	X	
Significant experience in IT systems implementation	X	
Significant experience in collaborative approaches, working with end-users, working with suppliers, and working with wider IT operations teams to deliver services required to support projects.	X	
Experience in some or all of business analysis, testing, user-centred design, data and innovation		X
Experience of working in IT applications implementations involving integrations and data flows with other systems		X

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

Other	Essential (X)	Desirable (X)
Caring Competencies	X	
Ability to travel across Region – driving license	X	
A working knowledge of data analytics and informatics		X