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**JOB DESCRIPTION**

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| **1. JOB DETAILS** | |  |
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| **Job Title:** Service Manager | |  |
| Immediate Senior Officer/Line Manager: | CVSMT Contracts Manager | |
| **Department(s):** Contract and Vendor & Management Team (CVMT) | |  |
| **Division:** Digital and Security (DaS) Strategic Business Unit | |  |
| Job Reference: | |  |

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| 1. **JOB PURPOSE**  * Responsibility across Scotland for ensuring the needs of NHS Scotland are met in relation to the delivery of national and local services under the National IT Services and related contracts. * Develop the provision of national IT Services across Scotland, by maintaining constructive relationships between all NHS Scotland bodies and the contracted Service Providers and to take a lead role in services development and the assurance of quality of design and provision of contracted IT services. |
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| **3. DIMENSIONS** |  |
| The post holder will have influence over National and Health Board IM&T services budgets with respect to projects that will commonly be in excess of £1million per annum. At any given time, it is expected that the post holder will be advising several Health Boards, as well as National Programmes / Project Boards. The principal National IT Services contract is currently with Atos (with an estimated annual value currently at £48m), the National Picture Archiving and Communication System (PACS) contract and Radiology Information System are with Carestream, the GP IT contracts are with EMIS and INPS and SNBTS contract is with MAK System.  Due to the size and scope of the contract and the number of stakeholder groups, there are a number of boards and groups required to effectively govern the contracts. The post holder is a key member of a number of these bodies, required to attend and actively contribute to the Contract Management Board, Innovation Forum, Customer Focus Groups, Contract Management Review Group, Performance Review Groups, Commercial Review Groups, and Change Boards.  The Service Manager will lead on the technical and contractual activities that enables the provision of services. | |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| The role of the DaS SBU is to support the NHS Scotland national eHealth agenda through the effective delivery of IM&T products and specialist services that will enable clinical process and efficiency improvements across Scotland. The core remit is focused on the management and delivery of IM&T services focused on the development and enablement of national level business and clinical capabilities. This includes the delivery of IM&T services, systems, data and contracts which enable cross-Board/ boundary integration, workflow, information sharing, cost efficiency realisation and collaboration.  DaS SBU has of the order of 350 staff, approximately 260 based in Edinburgh and 90 based in Glasgow where national level software application products are developed, maintained and supported. DaS SBU is currently involved in over 50 projects and programmes in support of eHealth across NHS Scotland.   * The vision of the organisation is ‘To be valued as a trusted, integral IT services partner’ * The mission of the organisation is ‘To deliver high value national and specialist IT services which maximise health and financial impact’ * The purpose of the organisation is ‘To provide high value shared services, enable national level IM&T capabilities and cross- Board/ boundary collaboration’   The service model is focused on the following key areas:  **> Architecture & Consulting**  Providing focused IM&T expertise and advice to eHealth and business communities  **> Contract, Vendor and Service Management Services**  Managing 3rd party national level eHealth suppliers end-to-end  **> Programme & Project Management**  Scalable and adaptable delivery of eHealth initiatives at national level.  **> Solutions Design, Development, Integration & Maintenance**  Bespoke systems development, maintenance and support  **> National Solutions Accreditation & Testing**  Assuring inter-operability of the national architecture  **> Solution Stewardship / Service Management**  Managing service delivery assurance for systems after ‘go live  **> Infrastructure Management**  Managing the delivery of customer service, LAN, desktop and other infrastructure services  DaS SBU works in partnership with a wide range of organisations – NSS, NHS Scotland NHS Boards, Hospitals, Primary Care Practitioners, Community Health Partnerships, Local Authorities, Scottish Government Directorates, Other UK eHealth agencies, and major IM&T product and service providers operating in the Scottish public sector. |

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| **6. KEY RESULT AREAS** |
| The Service Manager will lead on the technical and contractual activities that enables the provision of services and as such will:   * Develop and maintain constructive working relationships between all NHS bodies and service providers for area of responsibility to ensure that best value is delivered from the national contract; * Liaise closely with the Supplier (Atos, EMIS, INPS, MAK) Service Managers and Account Managers; * Be responsible for ensuring appropriate Technical and Project Management experience is retained on the customer side, in order to challenge and motivate the supplier; * Be responsible for ensuring the business needs of the Service and Scottish Government Health Department (SGHD) are met; * Monitor service delivery and intervene where agreed standards fail to be delivered; * Promote the opportunities and benefits of the national contracts across the NHS customer base; * Ensure that the technical solutions and architecture proposed by contractors fits with the Architecture proposed by SGHD; * Ensure that technical solutions proposed by contractors make optimum use of existing services and systems; * Provide expert contract management and technical advice to colleagues in NHS Scotland; * Be responsible for ensuring that appropriate technical and contractual review and analysis is conducted for all projects and provide advice to those projects as required. * Be responsible for ensuring that a common methodology and structure is used for all projects under the contract, including appropriate resourcing from the customer side and adequate knowledge transfer; * Adopt and implement best practice from Office of Government Computing in Project Governance and Gateway reviews; * Be responsible for the provision of support to projects within their areas of expertise; * Understand the current state and future trends of the IT industry and trends within the NHS. Constantly review external sources to identify best practice to maintain depth of knowledge in the specialist field. Share this information through internal networking with IT/business colleagues and through external networking with suppliers to help ensure that future business requirements can be met and supplier solutions optimised. * Attend and actively contribute to the work of the Contract Management Board, Innovation Forum, Customer Focus Groups, Contract Management Review Group, Performance Review Groups, Commercial Review Groups and Change Boards, as appropriate. |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| The post reports to the NISG Contracts Manager who will review the post-holder’s performance through the NSS ’s formal performance appraisal scheme. Formal appraisal is undertaken on an annual cycle but the NISG Contracts Manager will undertake more frequent ongoing informal reviews of current developments and progress on major issues on an ongoing basis.  The post holder is responsible for providing high-level management and co-ordination at national, corporate and strategic levels. The post holder will have considerable freedom to drive progress within his/her areas of responsibility, but must be cognisant of the parameters of established national and local priorities, policies and procedures.  The post-holder will be expected to show initiative in reacting and responding to events arising within the contracts, including suppliers’ performance, and meeting unforeseen needs of customers.  The post holder is expected to function as a source of expertise and advice in response to the needs of Heads of IT, IT Managers and National and Local Project Managers.  Where conflicts arise, work priorities are agreed with the NISG Contracts Manager and Head of CVSMT. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder has key working relationships with the Chairs of the programme and project boards that he/she provides professional services to. Hence,  **Internal to NSS:**  The post holder works closely with other Service Manager s and all other members of the CVSMT. The post holder has regular face to face and written communication with the Contract Management Board, and Customer Focus Groups. The post holder conducts verbal (telephone, face to face) and written communication with NSS Divisional Directors and NHS Scotland IT Directors on service delivery.    **External to NSS:** The post holder has regular face to face communication with the eHealth Programme (SGHD), the NHS Scotland Health Board IT Managers to gain support for strategic and tactical actions and future developments and to discuss the progress of areas of responsibility, and the resolution of any problems. He/she will liaise with senior industry consultants. The post holder conducts verbal (telephone and face to face) and written communication with Suppliers, often centred around £million plus service change negotiations; including Atos, as required to discuss matters related to the performance of the IT services contracts. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| 1. Progressing the implementation of cost effective, value for money Strategic National and Local IT Projects and Programmes of work, via the Atos Contract and other related contracts, in the light of:    1. Constant and significant changes to National and Local IT Services requirements; and    2. The range of services available under the Contract.   2. Servicing the requirements of a variety of stakeholder groups, interests and expectations - Scottish Government Health Department, NHS Scotland Organisations, Programme/Project Boards, National User/Steering Groups, Boards and Trusts). |

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| **10. SYSTEMS** |
| The post holder will be responsible for maintaining data in MS Excel on a regular basis to monitor Change Control Notes (CCNs), Atos financial statements within the CMT accounts and to process charges out to the Health Service on a monthly basis. Spreadsheets are also used to carry out monthly, six monthly and end-of-year reconciliation. When required, the post holder will analyse information and produce summaries of charges to assist with queries from personnel within NSS and Health Services.  The post holder may be required to use Visio to interpret and adjust network and technical diagrams. Work will also be undertaken with systems such as Vantive, QAS, and Business Objects to monitor information and, when required, to produce reports for use by management and other appropriate personnel.  The post holder will be responsible for inputting invoices into the NSS finance system (Integra) on a monthly basis. The post holder will also monitor payments to suppliers and deal with any matters concerning the IT account.  The post-holder will maintain and develop the CMT website using appropriate software (Acrobat, Fireworks and Dreamweaver MX) on a monthly basis or as dictated by deliverables.  The post-holder must also have the ability to input and maintain the mail log and filing database (MS Access) and other administration systems including Team Budget and PECOS (web based) in order to assist in queries, locate information effectively, and maintain an accurate audit trail. When required, the post holder will also be expected to carry out weekly and daily back-up procedures.  The post holder must be able to utilise MS Outlook for correspondence and MS Word for letters, mail merges, minutes and other correspondence. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Daily requirement for sitting/inputting/working at workstation for substantial amount of time (i.e. the majority of the working day) with appropriate VDU breaks.  Requirement to travel to meetings throughout Scotland, in particular on a quarterly basis to National User Groups (NUGs). Mental Effort Concentration for hours at a time whilst carrying out daily tasks, ensuring that information is being processed accurately. There is a requirement to take high-level minutes requiring accuracy and concentration for periods up to 4 hours at a time.  There is certain unpredictability in this role for interruptions by other team members to satisfy regular urgent work requirements.  The post holder must be able to prioritise and manage their time effectively to ensure the progression of a number of tasks simultaneously.  The post-holder may find that at certain times during the year, demands are placed on them within tight timescales, which could in turn cause a degree of pressure.  The post holder will require excellent planning skills to maintain the appropriate work/life balance. Emotional Effort Frequent requirement to remain alert and concentrate for extended periods of time in meetings, typically 2-3 hours and on occasions 4 + hours, when negotiating with suppliers and liaising with customers. Frequent exposure to anxious/irate customers e.g. Health Boards when dealing with budgetary/IT issues. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Standard office conditions: Requirement to use VDU.  Requirement for travel throughout Scotland.  The post-holder will be required to use photocopiers, printers and fax machines in order to fulfil daily tasks e.g. generating paperwork for meetings, and distributing copies of mail etc.  Contact with customers and suppliers at their place of business, which can be in offices or clinical departments within a hospital setting. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| The post-holder must hold a degree plus relevant postgraduate qualification or have equivalent experience and hold a recognised qualification in appropriate field/fields e.g. Project Management (Prince 2), IT Services Procurement/Contracting, IT Service Delivery (ITIL).  Given the importance of the post to the delivery of NHS Scotland objectives, the scope of the IT Services delivered and the complexity of the delivery arrangements, the post-holder should have a proven track record of achievement in the application of IT in healthcare and have experience in contracting IT services.  The post-holder should have a demonstrable track record and experience (typically 5 years) in one or more of the following: Contracting / Procurement of major IT Services; Project Management; Planning, Delivery and Provision of IT Services. This experience should be within the NHS in Scotland or an organisation of equivalent size and complexity.  The post holder must exhibit excellent organisational, interpersonal and communication skills and will have the ability to effectively mentor staff. The ability to liaise effectively with senior internal NHS managers and senior external managers is essential. Proven customer facing skills and the ability to work well under pressure are also essential qualities for the post. Demonstrable experience of chairing supplier/customer meetings and experience in conflict resolution is required.  The post holder must be able to demonstrate initiative, analysis skills, good problem-solving ability, report writing and presentational skills.  Working knowledge/direct experience of NHS Scotland business and/or clinical processes is highly desirable. |

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| **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: |
| *HR Department will check job description format and content and then send the job description to the AfC Team*  HR Representative’s Signature: | Date: |