National Services Scotland



**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| Job Title: | Senior Consultant |
| Immediate Senior Officer/Line Manager: | NSS PACS Reprovisioning Programme Director - PACS (Picture Archive & Communications) |
| Department(s): | CVSMT |
| Division: | Digital & Security |
| Job Reference: |  |

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| **2. JOB PURPOSE** |
| To provide and take responsibility for project management and general eHealth consultancy services in support of the national Digital strategy, contributing to the delivery of national Digital solutions and in particular co-ordinating stakeholder input and project managing implementation and roll-out.  The post holder will successfully plan, manage, co-ordinate and deliver the National projects allocated, utilising the PRINCE2 project management methodology. The post holder has been assigned to the PACS programme. |

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| **3. DIMENSIONS** |  |
| The post holder directly and indirectly manages suppliers and project staff within the allocated IM&T national programme. Over 50 supplier staff and project staff within NHSBoards might be working on the implementation of a National programme at any one time.  The post holder must be capable of applying leadership skills as appropriate to ensure that projects are delivered successfully. He/She works closely with IM&T project related teams within NSS and NHSScotland.  The post-holder has an impact on the Digital & Security and other specific large national budgets, in particular in the PACS programme.  The PACS Programme is a large scale change programme which sets out to deliver technologies to achieve filmless diagnostic services across Scotland as well as comprehensive sharing of the radiological image and its report. A related project, RIS (Radiology Information Systems), is a significant dependency in the delivery of PACS. | |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| Digital & Security (D&S) is a division of NHS National Services Scotland.  The role of D&S is to support the Scottish Government Health Department and NHSScotland in the development of the National Strategy, to deliver associated national programmes and services, and to support local implementations.  Services include support and, in some instances, development of national systems, management of national contracts, management of programmes and projects, consultancy and advisory services in Information Security, Telecommunications, Web Technology, Strategy, Procurement and a range of technology methods, standards and developments.  Programmes vary from time to time, but currently include, SCI (Scottish Care Information), SCI-DC (SCI Diabetes Collaboration), ePharmacy, Maternal & Child Health Information Strategy, National Directory, SWAN, and NHSmail, SHOW, and other eHealth programmes in support of Electronic Health Records. All are key national services.  D&S staff are based in Edinburgh or Glasgow. |

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| **6. KEY RESULT AREAS** |
| 1. Identify and utilise components of the PRINCE2 methodology most appropriate to the particular project, to ensure that the projects are managed within a controlled environment and adhere to NSS standards, therefore delivering projects to agreed timescale, budget and quality criteria. 2. Manage cross functional project team(s) and utilising the skills and experience of staff in these essential teams to maximise their effectiveness and efficiency in identifying and putting in place agreed working/technology standards for NHS Scotland. 3. Provide high-level project management skills to achieve successful outcomes to key technical programmes. Delivering projects to timescales, budget and agreed quality criteria. 4. Apply divisional quality management processes to ensure that the project outputs are fit for purpose. 5. Provide key professional input to National eHealth / IM&T Programmes on IM&T Strategy implementation encompassing advice on a range of detailed technical projects that will ensure swift delivery of patient care. 6. Develop high quality specifications of requirement on behalf of our customers. 7. Oversee and manage specific areas of work commissioned from suppliers of national IM&T contracts ensuring the effective delivery of those contracts to the best advantage of the NHSS. 8. Keep up to date with technical developments, standards and relevant national contracts to ensure relevance and accuracy of advice. 9. Advise, guide and give support to NHSBoard IM&T functions in implementing local changes required to support the National Programme. 10. Produce analysis and reports such as proposals, terms of reference, option appraisals, evaluations, post-implementation reviews, project board papers, highlight, end-stage, exception reports in order to maintain regular and effective communications within the project environment   **PACS Specific**   1. Mobilise resources to complete PACS project planning within prospective PACS sites across Scotland. 2. Manage the resolution of implementation issues with individual PACS sites across Scotland. 3. Take responsibility for the delivery of a number of concurrent projects within the national PACS programme. 4. Ensure effective relationships and communication in place with NHS project managers in Health Boards (ensuring alignment with the overall timetable and leverage them where possible to keep NHS activities on-track). |

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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| Assignment of Work Work is assigned by the line manager. The post-holder has considerable freedom to act working within high level direction and guidance as appropriate.  Within this general framework, work can be generated from several contributory sources including:   * Scottish Government Health Department requests * National or NHS NSS led Boards and Steering Groups * Requests from NHS Boards or other NHS bodies * Initiatives generated by the post-holder  The post holder reviews and develops his/her own work on an ongoing basis using his/her own initiative. Work is reviewed by appropriate mechanisms such as programme boards and steering groups and by line or senior management at appropriate intervals (no less frequently than monthly). The post-holder is subject to the formal appraisal of performance system.Decisions & Judgements:  * Ongoing project management decisions and recommendations in respect of such matters as project plans, budget management, resource & people management, risk and issue management and resolution, containment and escalation of issues. * Judgements around initiating change and improvements in systems and services * Analysing complex situations or requirements, and evaluating options * Judgements on engaging with stakeholders |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal**   1. Regular formal and informal meetings with the line manager. 2. Day to day liaison with members of the Programme team to ensure effective communication and coordination of effort and resources. 3. Direct liaison with D&S Finance department with respect to project funding (face-to-face, telephone and email communications). 4. Direct liaison with project stakeholders throughout NSS, eg. Senior Managers, and all other levels of staff (face-to-face meetings and delivery of presentations, as well as telephone and email communications). 5. Direct liaison with CLO with respect to putting supplier contracts in place, and resolving issues (face-to-face, telephone and email communications). 6. Direct liaison with Contract Management Team with respect to using resources from NHS Scotland’s preferred IM&T supplier, and resolving issues (face-to-face, telephone and email communications).  **Wider NHS**  1. Direct liaison with NHS Board staff, including IM&T managers and staff, on matters of project delivery and quality assurance. In addition, the post holder provides advice and guidance on PACS and IM&T issues (face-to-face meetings, telephone and email communications, as well as presentation delivery). 2. Other divisions of the NSS and Scottish Government Health Department (face-to-face, telephone and email communications). 3. A variety of Clinical staff (face-to-face, presentations, telephone and email communications). 4. NHS Colleagues within the other British home countries. To observe IM&T developments, whilst ensuring that NHS Scotland is engaging and linking with these work streams. (face-to-face, telephone and email communications). 5. Liaison with policy branches in Scottish Government Health Department, as well as liaison with wide range of levels of senior and professional staff across the NHSS (including Board General Managers, Trust Chief Executives, Clinicians and other clinical staff). The post holder will be required to brief senior management on inputs to strategic matters pertaining to the post holder’s area of expertise.  External  1. Regular contact with national IM&T contract suppliers with respect to delivering the elements within the post holders remit to specification and standards (face-to-face, telephone and email communications). 2. Establishment of network and communication links to maintain market knowledge. 3. Responsible, if relevant to particular assignments, for liaison with other associated national groups in other countries within UK and abroad. |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| * Delivering high quality consultancy and project management services to a varied clientele, tailoring services to meet individual needs and to meet their quality, timescale and budget requirements.  1. Being multi-skilled and flexible to adapt to changing requirements, roles and priorities. 2. Developing and maintaining good working relationships with NHS Board IM&T staff during periods of change. 3. Dealing effectively with a number of simultaneous tasks, with the level of commitment, urgency and adaptability that these require, and having the empowerment within the Programme to ensure that these are carried out within the agreed timescales often under quite severe time pressure. 4. Maintaining and developing technical experience and expertise. |

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| **10. SYSTEMS** |
| The post-holder requires to be a seasoned IM&T professional and therefore have a background and thorough understanding of IM&T systems development, implementation and support.  The post-holder is required to understand complex technical concepts in relation to the national IM&T programme and its associated national products. A good understanding of systems implementation issues within NHSScotland is required. The ability to develop technical specifications is required. The post-holder must have experience of working with systems development teams and knowledge of systems development methodologies and systems development lifecycles. The post-holder should have experience of a wide range of systems solutions and the ability to develop a working knowledge of systems as appropriate within the bounds of each assignment.  The post-holder requires to be proficient in the use of the complete range of Microsoft Office packages and various internal applications to generate proposals, strategies and work plans. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Physical Effort  Light to moderate: includes moving light equipment, eg, briefcases and lap-tops, projectors for presentations; frequent and regular use of keyboards for word processing, spreadsheets, etc and email.  Mental Effort  Intense concentration and in-depth mental attention frequently required, eg, contract and supplier negotiations, leading meetings, influencing NHS staff and managers at all levels of seniority, public speaking, analysing technical and other system problems and proposing solutions; often working under pressure and balancing multiple demands in \complex and changing environments. Emotional Effort Exposure to distressing circumstances is rare.  Involves from time to time dealing with conflict situations eg, in emotionally charged meetings. Dealing regularly with challenging problems requires sustained emotional energy and resilience. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Standard office conditions with ongoing use of VDUs.  Frequent driving, which can be for extended periods of time in adverse traffic conditions.  Frequent use of mobile phones and electronic personal organisers. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Educated to degree level or equivalent with qualification in an Informatics / Information Technology or business-management field * A minimum of 8 years post graduate work experience including 4 years in IT related project management * Experienced Prince 2 project management practitioner * Experience of managing people * Influencing, negotiating and mediation skills, able to gain credibility and confidence of a wide range of NHS professionals and senior managers * Excellent inter-personal, communication (verbal and written) and presentation skills * Thorough knowledge of national eHealth / Information Management & Technology strategy and ability to contribute to planning for delivery against strategy. * Initiative, independence of action and maturity of judgement * Ability to deal with often conflicting demands and priorities, and working under pressure * Good understanding of NHS Scotland direction, priorities and structures * Good all round technical appreciation preferably with experience in modern environments such as Windows and internet based applications |

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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: |