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| **PERSONAL SPECIFICATION FOR POST OF: Digital Services Programme Manager** |
| **Essential criteria:** these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short-listing stage.**Desirable criteria:** these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.**Means of assessment:** please note that candidates invited for an interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria in addition to interview questions**.** |  |
|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |  |
| **QUALIFICATIONS**  | * First degree plus relevant Masters Degree or evidence of equivalent experiential knowledge within the NHS or public sector
* OR with equivalent professional experience
* Management training and development/ Record of continuous professional development
* Formal programme and project management training e.g. Managing Successful Programmes™, PRINCE2™, AGILE™
 | * Relevant Professional qualifications, e.g. ITIL certification
* Process improvement qualifications such as EQFM, Six SIGMA, Lean SIGMA
 | * Application
* Pre-assessment checks
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| **EXPERIENCE** | Programme and project delivery* Substantial experience of working within NHS primary and secondary care services
* Effective management of budget and resources
* Corporate working at senior management level and shared decision-making responsibilities
* Contract negotiation
* Experience of adopting and adhering to programme and project management principles.
* Proven track record of successful organisational change/ transformation leading to service improvement and benefit realisation
* Leading the definition, development and implementation of large and/or complex programmes and projects
* Application of proven methodologies and techniques for planning, monitoring and controlling complex programmes and projects to deliver outcomes and benefits to quality, time and budget
* Establishing programme governance structures
* Scoping programmes and project

Staff Management* Relative work experience with at least two in management roles.
* Demonstrable resource management experience
* Expertise in staff management.

Quality* Proven analytical, evaluative, and problem-solving abilities and experience
* Takes personal responsibility for quality improvement within their sphere of influence

Digital / IT* Experience of infrastructure services with technical knowledge
* Experience of working within a Digital / IT environment
* Development of complex systems and implementation
 | Programme and project delivery * Managing and delivering high profile programmes and projects spanning multiple organisations
* Business case and options appraisal development
* Successfully delivering change with significant staff, resource or process impact
* Experience of delivering in both waterfall and Agile methodologies with the ability to flex approach based on clients needs
* Delivering quality improvement initiatives to drive best value
* Experience and knowledge of delivering effective customer-orientated services
* Awareness of Service Design approaches
* Financial and budget management
 | * Application
* Interview Presentation
* Interview questions
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| **KNOWLEDGE** | * Evidenced based knowledge of data centre environments
* In-depth knowledge of wide area networks and technical architecture, ideally within a Healthcare or large scale organisation setting
* Evidenced based knowledge of processes associated with development and deployment of complex, integrated digital applications
* In-depth knowledge and understanding of NHS primary and secondary care services
* Highly developed specialist knowledge of programme and project management principles
* In-depth knowledge of applicable data privacy practices and laws.
* Strong understanding of human resource management principles, practices, and procedures.
* Good knowledge of budgeting and resource allocation procedures
 |  | * Interview Questions
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| **COMPETENCIES & SKILLS** | Communication * Excellent communication and influencing skills
* Excellent business writing skills
* Excellent facilitation and presentation skills
* Excellent communication, negotiation and influencing skills in complex, sensitive or political environments

Leadership* Adaptive leadership skills. Ability to lead and create a clear common purpose amongst staff at all levels
* Ability to work with minimal direction or supervision
* Able to operate with integrity understanding that everything we do is for our patients, customers and the people and communities of Scotland
* Demonstrable transformational leadership skills
* Leading multidisciplinary teams
* Developing others (training, mentoring and coaching)
* Proactive approach to managing conflict
* Ability to develop and maintain effective working relationships with other members of the programme management team, senior managers and clinicians, project teams and third-party service providers
 |  | * Interview Questions
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| **PERSONAL CHARACTERISTICS AND OTHER** | * Outstanding problem solving skills with the ability to critically analyse information and make informed decisions
* Ability to adapt to constantly evolving environments and customer requirements providing a flexible approach to ensure customers requirements are understood and met
* Ability to adopt a resilient approach in managing programmes and project in adverse or challenging environments
* Emotional intelligence
* Empathy with and clear understanding of public sector values
* Excellent interpersonal skills.
* Exceptional customer service orientation.
* Empathy with colleagues and users
* Ability to effectively prioritise and execute tasks in a high-pressure environment.
* Ability to deal with complex technical issues against deadlines
* Logical thinking
* Intense concentration, occasionally prolonged for strategy and report writing and technical reading, problem solving and system analysis and development
* Commercial acumen and business skills
 |  | * Interview Questions
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