



OUR PURPOSE

To be a collaborative, innovative and inclusive learning organisation that provides high quality education, training, workforce development, workforce data and technology for Scotland's health and social care workforce.



OUR VISION

Supporting better rights-based quality care and outcomes for every person in Scotland through a skilled, capable and resilient health and social care workforce.

Senior Platform Engineer (Senior Specialist Information Analyst)

NES Technology Service Directorate - Engineering

NHS Education for Scotland (NES)

2024

Location: Flexible Location

Grade: Agenda for Change Band 8a

Salary: £60,126 - £64,906 per annum

Job Status: Full Time, 37 hours per week (2 Posts)

Duration: Fixed term/secondment opportunity until 31 March 2026

NHS Education for Scotland is committed to creating a diverse and inclusive environment for all employees and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation, socioeconomic background, and whether you're pregnant or on family leave.

Candidate Brief

About the Directorate

NHS Education for Scotland (NES) plays a critical role in supporting NHS Scotland Boards to have the right people, in the right place at the right time through education, training and workforce development. People are the lifeblood of the NHS and NES is right at the heart of ensuring a future supply.

We're also central to delivering digital solutions which enable improvement in service to Scottish citizens and support our workforce to deliver it. Our organisation is full of talented, committed, specialists across health and care disciplines, backed up by excellent support functions. We are highly collegiate, innovated and delivery focussed.

The function of NES Technology Service is to develop and lead a programme of work and services that supports both the corporate functions that allow NES to work and deliver its strategic objective and to deliver against Scotland's Digital Health and Care Strategy.

NES Technology Service (NTS) has been formed with the specific objective of consolidating NES' information-based expertise into a professional, focused centre for information and technical excellence.

It has created a strategic programme for the transformation of digital based services to allow NES to become a leading digital organisation in Scottish Health, digital by default and fully aligned with the Scottish Government's data and technology strategies.

These responsibilities relate to the core functions of NES in the following areas:

- Design, development, and operation of a technical environment and commensurate digital services to all NHS Scotland, Scottish Government and Care Sector stakeholders
- Support and development of fit for purpose technology systems and services to allow delivery of national strategic outcomes
- Communication, support, and leadership in all digital and technology disciplines
- Impact assessment of new technology services and systems
- Research and development as appropriate

About the Role

To enable delivery of the NES Strategy 2023-2026, and assist NTS in our contribution to delivering against the Scottish Government Digital Health and Care Strategy and Data Strategy, NTS is seeking two highly skilled and motivated Senior Platform Engineer to provide specialist support to the Digital Front Door (DFD) programme.

<https://www.digihealthcare.scot/our-work/digital-front-door>

The Digital Front Door is a platform for people to get access to their health and care information and to health and care services, directly. It will allow people to access, self-manage, and contribute to their own health and care information online.

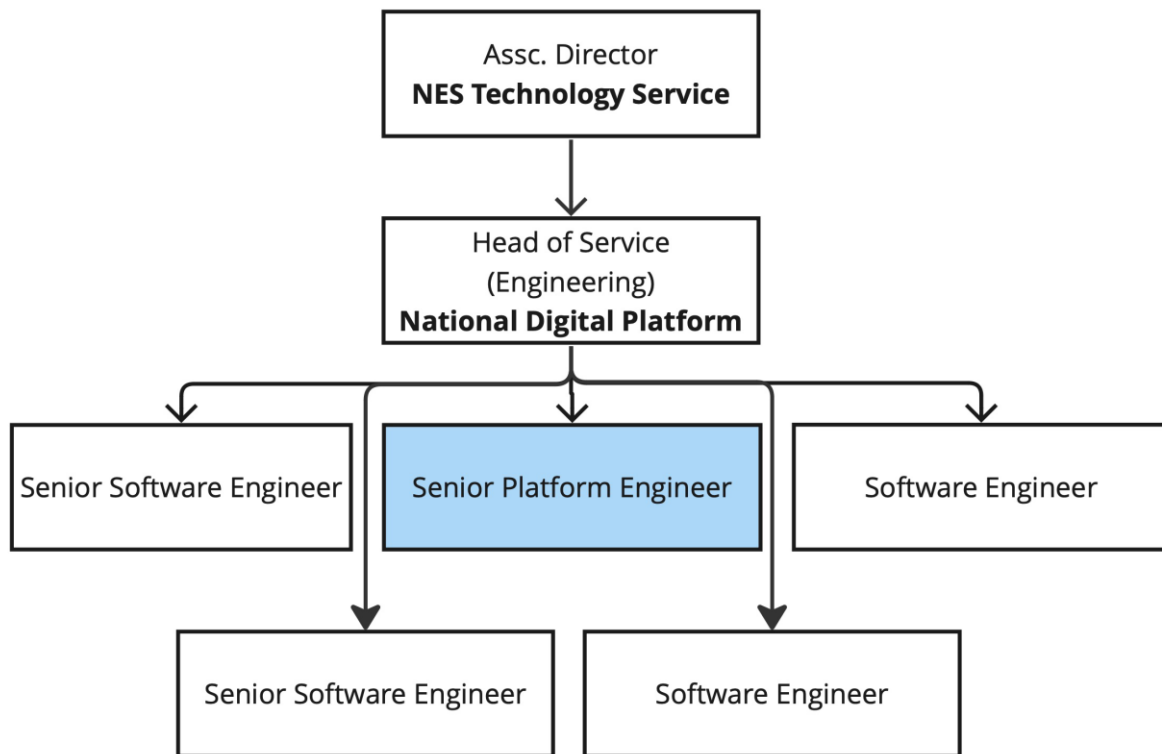
The Senior Platform Engineer (Senior Specialist Information Analyst) post will be responsible for technical leadership and hands-on delivery of a complex software product within an agile delivery team using modern development technologies and processes. We use an array of different programming languages (JS, Java, C#...) and frameworks, making use of various data storage and integration solutions. In short, we value pragmatism over prescription and aim to choose the best tool for the job at hand.

Engineering is a growing discipline within public service transformation and this role will be crucial in the ongoing delivery of high-quality software that contributes to strategic organisational objectives.

Key tasks will include but will not be limited to:

- Provide expert hands-on technical leadership across the entire product lifecycle, identifying and applying appropriate technology and processes and taking responsibility for all the stages and iterations of a software developer platform.
- Collaborate with others to design, code, test, deploy and document platform level solutions of high complexity, that meets user needs and non - functional requirements.
- Able to work on your own initiative through complex challenges; understanding the users' needs, breaking down the problem, planning an approach and delivering a solution.
- Mentoring and support of other members of the team, driving knowledge sharing and adoption of best practices
- Communication of complex technical information to audiences of varying technical experience in multiple mediums (e.g. written, verbal, presentation)
- Working closely with multi-disciplinary team members and stakeholders to provide specialist and well-evidenced technical direction, analysis, guidance, and impact-assessment.
- Continuous improvement: keen to understand architecture, non-functional requirements (e.g. security, performance) and team processes to find opportunities to improve.

As an experienced technology professional, you will also provide mentoring, coaching and guidance to other members of the team.



Applying for the role

Complete the Assessment section of the online application form by referring to the Person Specification and NES Leadership Behaviours below**.

- Complete Question 1 ('Why do you think you are suitable for this role?') by explaining how you meet the criteria in the Person Specification.
- Complete Question 2 ('Why do you want to work for the NHS?') by showing how your own values are aligned with each of the five NES Leadership Behaviours**.

Person Specification

Essential Criteria

These attributes are required for the role. Applicants who do not demonstrate the essential requirements in their application will normally not be considered.

Desirable Criteria

These attributes would be useful for the role. When shortlisting candidates, these criteria will be considered when more than one applicant meets the essential criteria.

| Factor | Essential | Desirable |
|--|---|--|
| Education and professional qualifications | | <ul style="list-style-type: none">• Degree level qualification with in-depth experience and postgraduate or post registration study, such as that obtained through a master's degree or• SCQF Level 11 equivalence obtained via Professional Development Awards; Graduate or Professional Apprenticeships; and SVQs• AWS or Azure cloud certifications. |
| Experience | <ul style="list-style-type: none">• Extensive track record of delivering highly complex and secure end to end software solutions across the entire software development lifecycle• Highly experienced in using Cloud architecture and services to deliver technology solutions• Experience of analysing requests for development, assessing and communicating technical viability as well as formulating alternative architectural solutions• Highly experienced in Agile Methodologies• Experienced in designing solutions and services with a high level of ingrained security• Experience of communicating and influencing at senior level and of giving presentations at local/national/international levels | <ul style="list-style-type: none">• Experience building and delivering platform services, developer portals and developer platforms.• Experience in driving continuous improvement in development and integration processes• Experience of complex environments where the parameters of the job are not necessarily clearly defined• Line Management experience including coaching, mentoring and/or development of team members• Experience of working within health and social care technology context |

| Factor | Essential | Desirable |
|---|---|---|
| | <ul style="list-style-type: none"> • A track record of collaborative working and of sharing knowledge and information across teams within large organisations • Flexible approach to learning and problem solving • Ability to work on own initiative, to organise and prioritise workload and to meet strict deadlines, and that of your team • Commitment to own personal and professional development, and that of your team | |
| Specific skills, knowledge, and training | <ul style="list-style-type: none"> • Experienced in cloud native development using providers such as Azure and AWS. • Expert programming ability and knowledge of at least server-side development language (Node.js or C# for example). • Experience with containers and Kubernetes • Proven expertise in designing and working with large, complex relational and non-relational (e.g. DynamoDB) databases with an appreciation of performance and scalability concerns. • Demonstrable knowledge and skills of at least one public cloud platform • Experience of source control management systems and tools such as Git and GitHub • Experienced in the delivery of continuous software integration and deployment using recognised toolsets such as GitHub Actions • Evidence of effective time management and self-management skills, including prioritisation of conflicting tasks • Knowledge and experience with automation, integration, and unit testing • Leadership role including coaching and/or mentoring of team colleagues • Ability to meet the travel requirements of the post • Values driven leadership approach to practice, aligned with core NHS & NES values** | <ul style="list-style-type: none"> • Experience with developer portal and API management tools. • Able to demonstrate strong technical documentation skills • Knowledge and understanding of digital environments within health and social care technology context. • Experience with observability and monitoring tooling like Prometheus and Grafana • Experience of infrastructure as code tooling such as Cloudformation or Terraform • Knowledge of open security standards e.g. OAuth, OIDC • Knowledge of open health standards e.g. FHIR, OpenEHR, SNOMED • An understanding of the wider combined health and social care system • Sound understanding of the application of GDPR to the storage and use of participant information and data privacy |

NES Leadership Behaviours**

The five NES Leadership Behaviours describe how we work at NES, and how we want colleagues to behave, whatever their role:

Inspiring

- Passionate about our purpose and about excellence
- Communicating with enthusiasm
- Innovative and learning from success as well as setbacks

Empowering

- Giving our colleagues space and authority to deliver outcomes
- Investing in learning and development
- Being approachable and open to constructive challenge

Adaptive

- Responding flexibly to changing requirements and helping others to do the same
- Recognising that required expertise may not always sit at the top of the hierarchy
- Actively encourage innovative ideas/input from all levels

Collaborative

- Committed to working together and across professional, clinical, and organisational boundaries internally and externally to achieve our objectives
- Sharing knowledge and skill for the benefit of the organisation as a whole
- Seeking feedback from colleagues to ensure quality

Engaged and Engaging

- Committed to our values, agreed ways of working and our strategic and operational direction
- Visible to our stakeholders and to our teams
- Straightforward and honest in our communications