National Services Scotland



**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| Job Title: | Data Systems Manager |
| Immediate Senior Officer/Line Manager: | Stock Management Project Manager |
| Department(s): | Business Development Directorate, Technology Services  |
| Division: | Procurement, Commissioning & Facilities (PCF) |
| Job Reference: | HPSS026 |

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| **2. JOB PURPOSE** |
| As a member of the Technology Services team, the Data Systems Manager both maintains existing data systems and implements new data projects: ensuring integration with existing core data systems. In addition, the Data Systems Manager responds to the information requirements of internal and external collaborating health professionals. |

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| **3. DIMENSIONS** |  |
| Provide professional support and advice in the identification of data requirements to Technology Services team and colleagues within NSS. Operational responsibility for providing Business As Usual support function to NHS Scotland Inventory Management System (IMS) users (approx. 2,000 users) Information provision to local, national and international health organisations. Align and develop KPI’s to support and deliver continuous improvement.Responsible for 3 Data Support staff /Inventory Stock Controllers involved in data collection, data extraction, data analysis and dissemination. Analyse e-Procurement and Supply Chain systems data to support strategic and tactical decision makingContribute to the design, development and implementation of eProcurement software systems including database applications, intranet and web based systems. |

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| **4. ORGANISATION CHART** |
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| **5. ROLE OF THE DEPARTMENT** |
| The Procurement, Commissioning and Facilities (PCF) Strategic Business Unit (SBU) provides a complete range of procurement, commissioning and facilities services to a range of stakeholders including Health Boards, Scottish Government and the wider public sector. The SBU will provide specific services and expert advice across its portfolio of activity. Outputs include specialist services commissioning, screening, national contracting, logistics, procurement systems, and professional advice and expertise about property, facilities, construction and equipment.The Business Development Directorate is tasked with co-ordinating support services within the SBU and providing high quality service to the other Directorates. The Directorate will provide strategic leadership in its areas of operation, linking closely with NSS in the areas of business planning and strategy, service delivery and improvement and customer engagement as well as driving synergies across the SBU.The Directorate is the change agent for the SBU supporting the drive for improved technology services, service development and identifying operational synergies.The Directorate will also lead the SBU in its role as a Procurement Centre of Expertise (CoE) and the development of a similar role for Facilities which can involve giving policy advice and support on a range of issues to the Scottish Government (SG).The Technology Services department is responsible for providing strategic direction and leadership for IT developments within SBU. It is also responsible for leading, managing and directing the implementation of eProcurement technologies for customers in Health, SG and the wider public sector. Recognised as the Centre of Expertise and NHS Scotland focal point for technology services in relation to Purchase to Pay (P2P) solutions. |
| 6. KEY RESULT AREAS1. Develop, monitor, and review specifications of data structures, software, and the methods of data collection to ensure integration. Carry out developments in existing systems to improve on the quality and quantity of data delivered by PCF
2. Ensure validity of core data held in PCF and ensure integrity, quality and successful transfer of data extracts obtained from external data sites.
3. Responsible for recruiting, directing, motivating, allocating work, appraising and personal development planning, and day to day management of data support staff to ensure data quality, and to improve on their own skills.
4. Perform routine administration tasks including account management, software licence management and strict monitoring of anti-virus software. Responsible for successful validation and testing of handheld scanner and inventory management system software developments in collaboration and on behalf of Health Board users.
5. Responsible for carrying out the design, development and implementation of database applications for NSS and Health Board colleagues.
6. Provide guidance to Health Board staff on information analysis and KPI data reporting from Inventory Management System. Respond to ad hoc requests for operational efficiency, clinical productivity or patient safety data from Supply Chain, Finance or Clinical staff. Ensure effective communications in place between all parties and ensure compliance with best practice. Liaise with Health Board IMS Users to promote and implement best practice.
7. Provide second line service desk technical support function to NHS Scotland Inventory Management System (IMS) users (approx. 2,000 users) in relation to handset scanners, IMS desktop and application.
8. Create functional and technical specifications for new systems and produce systems documentation.
9. Work closely with Health Board procurement teams to ensure all relevant catalogue data are accurate and up to date, highlighting where this is not the case, the lost opportunity, and a corrective plan
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| **Assignment and Review of Work**The Stock Management Project Manager will be the first point of contact for any proposed work, thereafter, greater autonomy is expected from the post holder to address any needs and requirements. The post holder is relied upon to produce results within agreed timescales.The post holder will feedback on progress at weekly meetings with the Stock Management Project Manager. Annual objectives will be set in consultation with the Stock Management Project Manager and will be reviewed through the PCF formal appraisal scheme.*Decisions and Judgements*On a day-to-day basis the postholder works without direct supervision, using their own initiative to prioritise and progress Programme deliverables within agreed Programme governance, delegating tasks to more junior members of the Programme Team as appropriate..Expected to anticipate, resolve and take the decision to escalate problems arising from day-to-day work as appropriate. Advice and guidance from the Project Manager is available as requiredWork in collaboration with other team members and PCF staff to produce required results. Prioritise own workload, as well as the workload of the Data Support staff, which is based on the needs of colleagues Evaluate and assess any impact of changes to data or database structure, and implement these changes, where relevant, in order to improve both quality of data, and the service provided by Data Support staff.Anticipate and resolve any system functionality or usability issues both in-house and at collaborating off-site.Evaluate and assess best practices for developing systems and maintaining an efficient data providing service; producing Standard Operating Procedures to aid members of Data Support in their duties where relevant. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
|  ***Internal***Provide monthly status reports to the IMS/PoC Programme Manager and progress updates to the Scan for Safety Implementation leadLiaise regularly with Scan for Safety Programme team colleaguesDevelop highly effective working relationships with a range of other technical expert groups such as the IT Business Partner, NSS DaS SBU, eHealth Leads, Pharmacy Business Systems & Technology Group, NSS Shared Support Services and National Finance Systems Team to drive forward the Scan for Safety Programme and rollout of Inventory Management System**External**Excellent communication skills are required to liaise on a daily basis with IMS users across NHS Scotland Health Boards; the postholder must be able to respond to a variety of user issues involving both hardware and software problems, adopting an analytical approach to identify the cause, select and implement the most appropriate solution. Liaises regularly with software and system providers to ensure maximum system efficiencyDirect communication with third party vendors. These communications will normally be related to technical issues |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Eliciting all the information from users in order to ascertain their requirements in order to action changes, even though users may not understand what it is they require themselves. A high degree of self-discipline is needed in focusing on clear objectives that can be achieved within required time scales and constraints. Being self-reliant in identifying causes of data and software issues, researching solutions and correcting them. |
| **10. SYSTEMS**Maintaining/Developing SystemsWorking with IMS supplier to develop desktop and application solutions throughout lifetime of contract. Liaison with Health Board staff (Clinical, Supply Chain, Finance) to determine user requirements on behalf of NHS Scotland. Responsible for working with IMS supplier on going database development of analytics module, and for information management of data contained in these datasets.Responsible for data validation and extraction of data sets in appropriate format to import to NSS Corporate Data Warehouse for Health Board colleagues to access and analyse. Good technical knowledge of mainstream commercial e-Procurement, Logistics, Finance and associated solutions:• Genesis Automation Ltd Inventory Management System• PECOS - eProcurement system; use of system to requisition goods and services on-line• PECOS Catalogue Content Management System• Advanced eFinancials Financial Management System• Blue Yonder Dispatcher Warehouse Management System• Industry recognised messaging standards such as cXml• Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, Project• Visio or equivalent process mapping software• Business Objects for the extraction and analysis of reports for usage on ProjectsAdvanced knowledge of stock management systems. Good awareness and understanding of clinical IT systems; the postholder is required to keep up-to-date with new technology which may impact on SBU processes.Awareness of relevant and/or bespoke systems appropriate to the wider PCF SBU. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| Physical EffortThe minimum of physical effort is required. The post is primarily at workstations with occasional days attending meetings or visiting external sites.Mental EffortThe post requires extended periods of intense concentration on a daily basis. It also requires analysis and problem solving of complex technical issues, computer coding, and systems analysis to a great degree on a day-to-day basis. There is a need to switch from one activity to another depending on the urgency and in order to meet publication deadlines. Emotional EffortMinimal emotional effort required by the post. Incidents are rare. Unrealistic timescales are imposed by uncontrollable external factors on an infrequent basis. |
| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Working ConditionsA medium level of noise and disruption caused by many staff in an open plan environment. Machinery and EquipmentComputer (desktop and laptop) for database development and information management purposes.Photocopiers, printers and mobile phone for undertaking general administrative duties. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **SKILLS & KNOWLEDGE** | Technical knowledge of mainstream commercial e-Procurement, Logistics, Finance and associated solutions.Skills in data interrogation, extraction and presentation and be fully conversant with a range of procedural querying tools.An understanding of front-end application design, database design and development techniques. |
| **QUALIFICATIONS & TRAINING** | Degree within relevant subject (data management or IT related discipline) with an appropriate professional accreditation in a technical, business or similar discipline, or equivalent experience; evidence of continuing professional development |
| **WORKING EXPERIENCE** | experience in a technical IT, database management or development role.  |
| **OTHER ATTRIBUTES** | Good analytical and strong problem-solving skills.Excellent organisation skills and communication skills with both technical and non-technical people.Ability to work on own initiative with limited supervision.High awareness and interest in current technology solutions and future trends within their area of expertise.Enthusiastic approach and capable of maintaining good working relationships with key stakeholders of all backgrounds.. |

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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: |