1. ***NHS Academy***

NHS Golden Jubilee and NHS Education for Scotland have formed NHS Scotland Academy, a national joint venture that will support the implementation of NHS Scotland's Recovery Plan. The initial focus of the venture will be supporting the immediate workforce priority needs of NHS Scotland, including the acceleration of the appointment of at least 1500 additional staff to National Treatment Centres, and responding to the workforce needs created by the proposed 10% increase in inpatient, day case and outpatient activity to address the delays in treatment across Scotland as a result of the pandemic.

NHS Scotland Academy will provide a critical role in ensuring there is a skilled and sustainable workforce for health and care services in Scotland, working collaboratively with partners, focusing on a once for Scotland ethos. It will deliver accelerated training to meet the clinical and care needs of citizens across Scotland at a crucial time of recovery from the pandemic enabling people to live healthier lives.

Knowledge Management and Discovery Business Unit, Digital Group

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff.

NES Digital, Knowledge Management and Discovery Business Unit manage access to knowledge and learning resources to inform practice and learning for the health and social care workforce. This is via Turas Learn (https://learn.nes.nhs.scot/) and The Knowledge Network (www.knowledge.scot.nhs.uk).

2. Organisation Chart

NHS Academy post based in NES
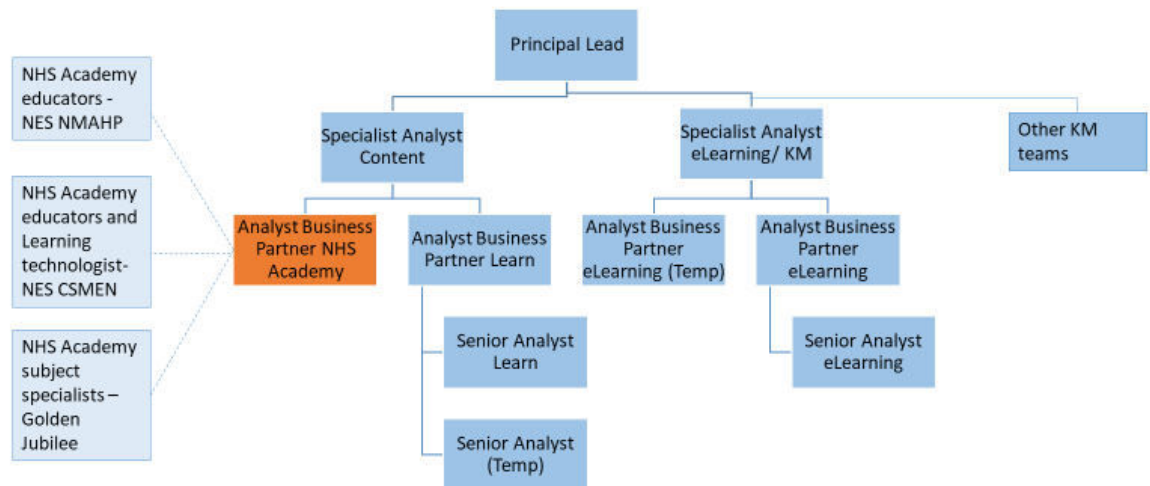
3. Job Role

This is a new full-time post for August 2021- July 2023.

The post holder will work with educators and subject specialists in the NHS Academy to develop and manage their digital learning content and courses on Turas Learn. You will have a good understanding of the role and benefits of technology to improve the learning experience of course participants and provide highly specialised support and advice to a range of educators in NHS Academy based in NES and the Golden Jubilee.

You will be comfortable discussing with Content Owners how best to present the learning for maximum impact. You will have significant experience developing digital learning resources including videos, recorded presentations, workbooks. There may be a need to occasionally build eLearning modules. You will have a good understanding of accessibility standards.

You will demonstrate innovation and creativity when working collaboratively with stakeholders and will provide highly specialised support and advice for senior members of staff as well as supporting less experienced colleagues.

You will have experience designing and managing content on a website ensuring that resources are easy for learners to access and use. You will understand the benefits of good metadata and cataloguing standards. You will develop and implement robust processes to manage the range of NHS Academy resources and courses hosted on Turas Learn.

The work will involve close collaboration with teams in NHS Academy, NES Nursing, Midwifery and Allied Health Professions Directorate, Clinical Skills Managed Educational Network (CSMEN) and others involved in technology enhanced learning in NES.

4. **Key Tasks**

These will include but will not be limited to:

- Provide advice to the educators and subject specialists on using technology to enhance the learning experience of students
- Work with the educators to develop digital learning objects eg videos, workbooks
- Design and maintain learning sites on Turas Learn
- Catalogue resources
- Use the learning programmes functionality on Turas Learn to host content
- Support educators to ensure resources adhere to quality and accessibility standards
- Support the use of NES Evaluation tools and collate statistics and other feedback to evidence impact

Band 6 Analyst Business Partner

1. JOB IDENTIFICATION

Job Title: **Analyst Business Partner***..

Department(s):Knowledge Management and Discovery

Directorate: Digital

Job Reference: JD04/H

Responsible to (insert job title): Specialist Analyst

* KM & Discovery Operating Division

2. JOB PURPOSE

The purpose of this role is to provide specialist advice and guidance, expertise and training to support the creation, dissemination and on-going maintenance of systems, resources and related management solutions. This includes advice on data and analytical matters to both internal and external customers, carrying out innovative analyses of data as necessary.

They will lead and contribute to projects and support other work within the team, providing information management support for major development projects, and contribute to marketing and training activities and end-user trouble-shooting.

The postholder will have knowledge of facts, principles, processes and general concepts in their field of work, and be guided by standard operating procedures, building and sustaining the quality of information and records management within NES.

3. DIMENSIONS

The postholder will have technical, advisory and managerial components with responsibility for playing a key role in developing the information infrastructure to support major projects across the organisation.
They will be in regular contact with senior management and other staff across NES.
They will be managed by a line manager and have no financial responsibilities.
The post holder will line manage colleagues within their team.
The postholder will be required to assist in any other duties which are deemed reasonable to their role and band.

4. ORGANISATIONAL POSITION

NHS Academy post based in NES
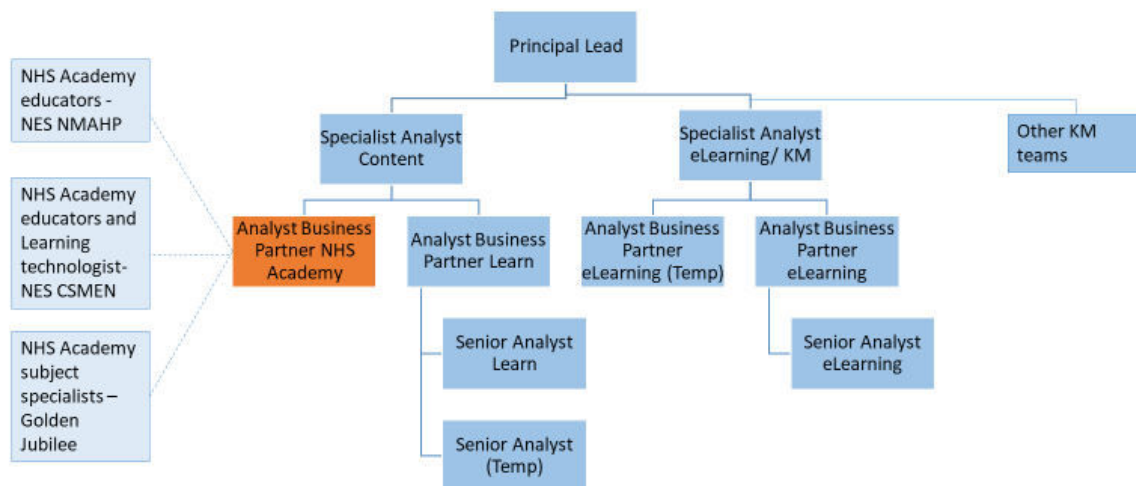
5. ROLE OF DEPARTMENT

NHS Education for Scotland (NES) is a Special Health Board whose mission is to contribute to the highest quality of healthcare throughout NHS Scotland by promoting best practice in the education and life-long learning of all staff

Within NES Digital the **Knowledge Management and Discovery Business Unit** manages access to resources to inform practice and learning for the health and social care workforce. The Unit supports both the management and use of the resources. The objectives of the unit include -

- To ensure knowledge and learning resources are discoverable and can be managed effectively by users
- To deliver a digital library service for the health and social care workforce in Scotland via The Knowledge Network (www.knowledge.scot.nhs.uk) utilising ExLibris Alma Library Management System and the Primo Discovery Service
- To deliver Turas Learn as a learning management system for NES and other organisations (https://learn.nes.nhs.scot/)
- To support educators in NES to deliver learning in a digital environment
- To support the health and social care workforce to have the skills and competencies to find, share and use knowledge and learning resources.
- To promote knowledge management good practice both within the organisation and externally.

- To collaborate with the NHSS librarians to get knowledge into action for policy and practice.

6. KEY RESULT AREAS (Key Result Areas convey **all potential** aspects of a job role. Key result areas will be further developed within the KSF outline with some being more relevant than others dependent on the current requirements for your role.)

- Manages delivery and development of the access and authentication of systems across NES and externally, working within a team to support the information needs of NHSScotland. This includes the testing or adapting of IT systems.
- Support colleagues in providing outreach and end-user training on effective retrieval of information and use of interactive knowledge services.
- Manage complex enquiries and trouble-shoot problems.
- Design, production and dissemination of resources and services.
- Design, collate, promote, and provide guidance and training on the use of systems, service and resources available to colleagues within NES and external stakeholders.
- Detailed business analysis to inform design of information and learning systems and organisation of resources.
- Work to the project management principles and methodology for all tasks, acting as project manager as well as a member of the project team, depending on the workstream.
- Contribute to and implement policy on system design, information management, knowledge management, system testing, record-keeping and statistics.
- Actively participate in local and national groups to review and amend policies and introduce new polices as and when required.
- Develop and deliver training, guidance and expert support in the use of relevant services and systems to colleagues within NES and to external stakeholders.
- Deliver existing information and learning systems and maintain the quality of the content.
- Conduct business requirements analysis and evaluation of usability of solutions.
- Research the learning technology and information science literature to identify new solutions and development opportunities.
- Assist in the day to day support of systems users, trouble shooting problems and reporting systems issues to the appropriate parties.
- Analysis and evaluation of a variety of datasets, including user feedback, ensuring the results are accurate, fit for purpose and presented to a high standard, to define gaps and issues and define improvements or new solutions.
- Identify requirements for customisation of nationally available solutions to prevent duplication of effort by information providers.

7a. EQUIPMENT AND MACHINERY

- A range of office, audio-visual and IT equipment

- Use of PC for everyday use
- Multi-function devices : scanners, copiers, printers, fax
- Telephone
- VC Facilities

7b. SYSTEMS

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation.
- Regular use of complete MS Office suite of programmes.
- Use IT as directed, maintaining confidentiality.

8. ASSIGNMENT AND REVIEW OF WORK

- Responsible for planning and organising a variety of tasks, including the involvement in multiple projects and programmes of work.
- Monitor and prioritise current work and reassess where applicable to manage customer expectations and conflicting priorities, negotiating with senior colleagues.
- Formally line manages relevant team members when required.
- Ability to adjust priorities to meet frequently changing customer demands and will review these, self managing any conflicting demands.

9. DECISIONS AND JUDGEMENTS

- The postholder will be required to analyse situations and information to identify and resolve a range of problems, where these could have resulted from one of many causes and remedies are from a range of possibilities.
- The postholder will be required to liaise with other team members, external stakeholders and NES departments/staff to ensure duties are completed appropriately, deciding how best to achieve expected results. The postholder's manager is generally available to provide guidance.
- Diagnose software and user problems, identifying possible technical issues and deciding whether a solution lies within their expertise.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing accuracy and efficiency across a varied range of responsibilities within a national and high-profile service.
- Communication and relationship building with software developers, IT, information and learning service managers across the health and care system, and with non-technical members of the team to ensure that inter-dependant workstreams come together effectively.
- Expertise with a wide variety of highly specialist online information and learning

systems, designing and implementing new solutions where little or no precedent exists.
- Maintaining quality and ongoing delivery of existing systems while at the same time responding to new needs and demands from stakeholders and policy imperatives.
- Taking a pro-active role in exploring and meeting customer requirements through the effective use of the most appropriate information available with a view to developing information services and products to support the evolving need of the health service and other partner organisations.
- Managing often conflicting demands and deadlines of multiple projects either as an individual or as the manager of the responsible team.

11. COMMUNICATIONS AND RELATIONSHIPS

- Ability to communicate effectively with people in the workplace with a variety of internal and external contacts, in person, by phone and by email.
- Respond constructively to complex queries and complaints, taking full part in formal and informal discussions, ensuring contributions meet the needs of the audience.
- Provide professional advice, within their area of expertise, ensuring complex information is explained to colleagues in an understandable way to allow informed decision making.
- Analyse a range of texts, produce effective emails, short reports, presenting information in a manner suitable for the audience.
- Work with others towards achieving shared goals, being open to the opinions of others, receiving and giving constructive feedback.
- Demonstrate honesty, integrity, care and compassion when dealing with others, using tact and persuasive skills when there are any barriers to understanding.
- Deal with a range of problems and people with honesty and integrity, showing interest in your work and seeking and valuing the contributions of others.
- Pro-actively raise concerns about the provision of services with supervisors and managers.
- Understand your rights and responsibilities in the workplace including promoting equality of opportunity, valuing diversity and maintaining confidentiality.
- Make best use of resources including time, to achieve agreed goals for service delivery, taking responsibility for own actions and self-development.
- Be open and respond constructively to change, coping with uncertainty and taking the lead in supporting others in the team as appropriate.

12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB

Physical skills

- Advanced keyboard skills with a requirement for accuracy.
- Occasional requirement to move equipment

Physical effort

- Sitting and working at a PC for long periods each day
- Occasional requirement to exert moderate physical effort for several short periods during a shift e.g. in the movement of PC's.

Mental Effort

- Frequent requirement for concentration required to analyse results of needs analysis, user feedback and evaluation, write reports and progress updates, produce and update project plans, carry out report writing.
- Attention to detail

Emotional Effort

- Exposure to distressing circumstances is rare/ occasional exposure to distressing circumstances

Working conditions

- Long periods of VDU use.

---

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to degree level with postgraduate qualification or equivalent in relevant discipline.
- Significant experience in the design, delivery and on-going management of e-learning and electronic services and systems. E.g. e-learning, information management, learning management.
- Significant experience of research and evaluation methods.
- High level of experience working with current hardware and software.
- High level of interpersonal, organisational and communication skills and a pleasant manner
- Customer service skills, with a helpful, flexible attitude.
- Able to prioritise own workload and work to deadlines
- Fast and Accurate typing skills
- Good communicator
- Ability to work within a complex and dynamically changing team
- Discretion and confidentiality
- Numerate
- Ability to prioritise and work on own initiative
- Good organisational skills
- Accurate eye for detail

- IT skills

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:

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 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 within the factor.

Factors	Essential	Desirable	Means of Assessment
Key Leadership Behaviours	• Empowering • Adaptive • Collaborative • Inspiring • Engaged and Engaging		Application & Interview
Education and Professional Qualifications	• Educated to degree level with postgraduate qualification or equivalent in relevant discipline e.g. Library and information management or graphic design		Application & Pre-Employment checks
Experience/Training (including research if appropriate)	• Significant experience in the design, delivery and on-going management of electronic services and systems. E.g. e-learning, information management, learning management. • Significant experience designing digital learning resources. • Experience of research and evaluation methods. • Ability to work within a complex and dynamically changing team • Discretion and confidentiality	• Experience in a health or social care context • Experience of promoting good practice in technology enhanced learning • Experience of Agile delivery for projects	Application & Interview

Specific Skills and Knowledge	• High level of interpersonal, organisational and communication skills and a pleasant manner • Customer service skills, with a helpful, flexible attitude • Able to prioritise own workload and work to deadlines • Fast and Accurate typing skills • Good communicator • Numerate • Ability to prioritise and work on own initiative • Good organisational skills • Accurate eye for detail • IT skills	• Knowledge of cataloguing rules and metadata standards	Application & Interview

CONDITIONS OF SERVICE

TITLE:	Analyst Business Partner	**LOCATION:**	Flexible- your Contractual NES Office location will be agreed upon appointment
REPORTING TO:	Specialist Analyst Digital		
GRADE:	Agenda for Change Band 6	**SALARY SCALE:**	£33,072 to £40,736 per annum
HOURS AND DAYS OF WORK:	Full time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
JOB STATUS:	Fixed term/ secondment opportunity for up to 24 months	**NOTICE PERIOD:**	4 weeks
ANNUAL HOLIDAYS:	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service	**PUBLIC HOLIDAYS:**	8 local/ Public Holidays per annum
REHABILITATION OF OFFENDERS CLASSIFICATION:	The 'exemption' status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from Disclosure Scotland at a later date, should a post's status change, or if they are transferred or promoted into a post that is exempt.		

SUPERANNUATION:

Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below;

Employee contribution rates 2020/2021		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £20,605	5.2%
2	£20,606 to £24,972	5.8%
3	£24,973 to £31,648	7.3%
4	£31,649 to £64,094	9.5%
5	£64,095 to £89,731	12.7%
6	£89,732 to £119,560	13.7%
7	£119,561 and above	14.7%

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.

Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:

Inspiring
Passionate about our strategic mission and about excellence; communicating purpose and vision with enthusiasm; innovative, and learning from success as well as setbacks

Empowering
Giving our teams space and authority to deliver outcomes; investing in learning and development; expecting top performance & dealing with occasions where this is not delivered; being approachable and open to constructive challenge

Adaptive
Respond flexibly to changing requirements and help others to do the same, recognising that required leadership and expertise may not always sit at the top of the hierarchy and actively encouraging good ideas/input from all levels.

Collaborative
Committed to working together, and across professional, clinical and organisational boundaries, internally and externally to achieve our objectives

Engaged & Engaging
Committed to our values, agreed ways of working and our strategic and operational direction; visible to stakeholders and to our teams; straightforward and honest in our communications