



Software Engineering Manager (Head of Service)
NES Technology Service Directorate - Engineering
NHS Education for Scotland (NES)
2022

Location: Flexible Location
Grade: Agenda for Change Band 8c
Salary: £73,506- £79,221 per annum
Job Status: Full Time, 37.5 hours per week.
Fixed term/secondment opportunity up to 31st March 2024

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

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 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

This post is required to continue to design and lead the delivery of leading edge, digital by default, cloud based, person centric services in support of the NES Technology Service (NTS). It will support the Deputy Director in running the NTS group and associated programme delivery and explicitly in the design and development of the Scottish National Digital Platform, systems and services as part of the Scottish Government Digital Health & Care Strategy.

Key tasks will include but will not be limited to:

- Provide strategic leadership in relation to their field of expertise, applying highly specialised knowledge to architect and design sector-leading technical solutions for complex, integrated cloud-based services, ensuring security, efficiency, quality, resilience and performance.
- Leadership, line management of the NES Technology Engineering business unit ensuring excellence in all the complex, integrated and diverse services it delivers and supports. Promote a culture of leading-edge practice to build capacity and capability.
- Lead the development of policy and strategic direction of NES Technology services, particularly in delivery of the outcomes sought in Scotland's Digital Health & Care Strategy.

- To be responsible for the coordination, monitoring and management of information technology & service resources and other resources, including financial, within the department.
- Initiate, create and lead workstreams across a wide range of disciplines at national and regional levels for priority areas relevant to the field of expertise; this includes the design, development and operation of information systems and services used across NHS Scotland such as highly scalable cloud-based web applications and services including continuous integration and continuous deployment (CI/CD) pipeline design.
- Define and constantly test and evaluate technical and delivery standards that all NES technology products and services must adhere to, ensure the highest quality and the lowest possible development and support overheads.
- Identifying and leveraging opportunities within NHS Scotland, Scottish Government and the Care Sector along with peer networks which can aid delivery

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
Experience	<ul style="list-style-type: none"> • Proven and demonstrable proponent of best practice and standards in cloud native solutions, leading cross-functional software delivery teams towards successful delivery outcomes • The ability to function politically, analyse information, understand complex arguments, make judgements, reconcile competing demands and negotiate with and influence others are key skills. The postholder must be an excellent communicator and be able to demonstrate clear evidence of career success to date • Proven and demonstrable ability to function and support others within the context of a rapidly changing Digital environment - experience in the role to a strategic level • Track record in developing, commissioning, managing and evaluating development programmes/activities • Able to develop and utilise an extensive and complex professional network of contacts and relationships with stakeholders, partners and networks that may add value to delivery • Experience of initiating, conducting and coordinating research & innovation 	<ul style="list-style-type: none"> • Experienced in modern technology delivery methodologies • Experience of working within health and social care technology context • Experience of complex environments where the parameters of the job are not necessarily clearly defined

Factor	Essential	Desirable
Specific skills, knowledge, and training	<ul style="list-style-type: none"> • Evidence of expert knowledge within the Digital & Information Services speciality in leading technology innovation and improvement • Proven ability to engage, develop, collaborate, negotiate and utilise an extensive and complex professional network of contacts and relationships with government agencies, funding bodies, professional regulatory bodies, other education providers and the service • Evidence of core management skills applied (ideally within NHS settings) including analytical and negotiation skills, project management, facilitation, budget and relevant digital skills • Proven leadership skills (specifically in Digital architecture and design delivering all aspects of a national/international set of highly scalable web applications and services in the public cloud) • Understanding and knowledge of government health policy • A track record in delivering presentation to large audiences and with experience and knowledge of developing and delivering management education • Ability to meet the travel requirements of the post 	<ul style="list-style-type: none"> • Understanding of the application of GDPR to the storage and use of participant information and data privacy • Self-management ability and analytical, prioritisation and judgement skills to influence digital education and/or health and social care services at all levels

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