

## SINGLE CORPORATE SERVICES

### DIGITAL SERVICES

<b>Job title:</b>	Automation Developer	
<b>Reporting to:</b>	Senior Automation Developer	
<b>Accountable to:</b>	Head of Software Delivery and Automation	
<b>Pay Band:</b>	6	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

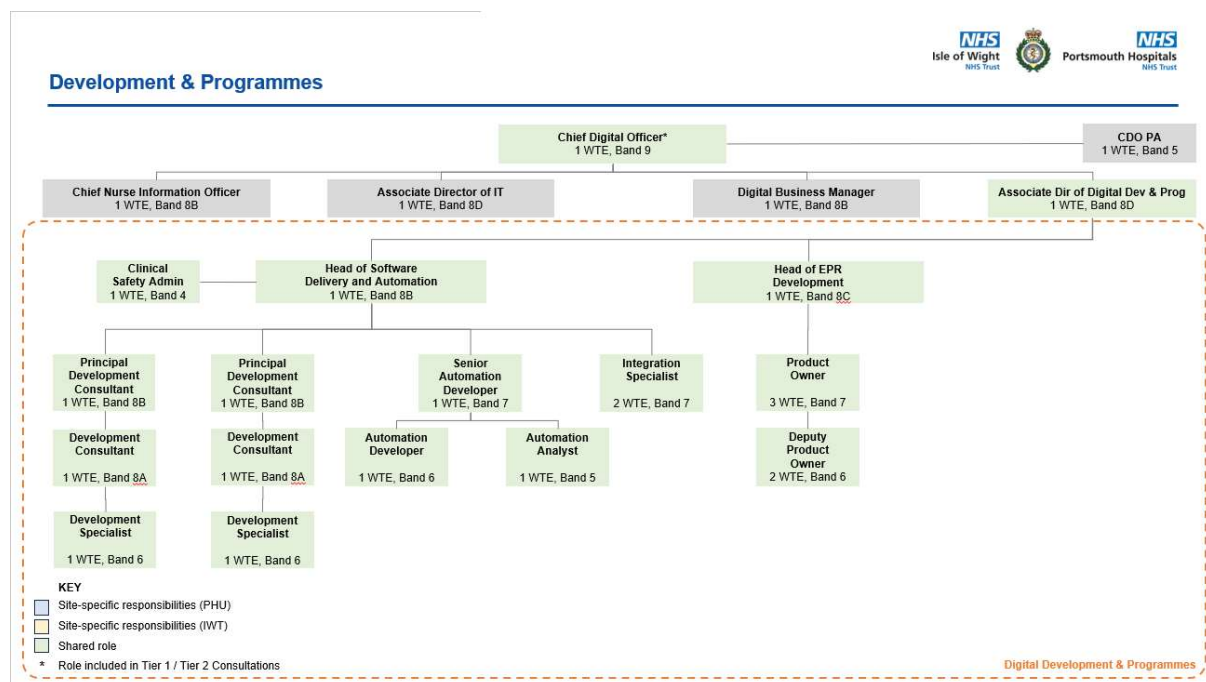
1. Contributes, as part of the overall team to delivering the organisations IT Development Strategy, meeting the organisations goals and objectives, and improving the quality of the services that it delivers internally and externally.
2. Responsible for the quality and technical approach of own work and that tasks are delivered on time.
3. Assists with development of specific software product user stories.
4. Assists with daily routine support and maintenance of software applications and interfaces.

#### Job summary

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.

7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
  - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
  - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
  - Challenge poor practice that could lead to the transmission of infection.
10. Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues

## Organisational Chart



## Specific Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated

5. Build and sustain effective communications with other roles involved in the shared services as required
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
12. Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.
13. Contribute to the smooth delivery of all RPA & PowerPlatform projects, enhancements and support delivered by the team.
14. Assist IT RPA & PowerPlatform Developers to define and specify functional and non-functional requirements, technical specifications and advice.
15. Write and design the build of RPA with integrity and scalability with data access layers that are optimised for performance and security.
16. Deliver RPA & PowerPlatform Apps which is well tested and consistently error free.
17. Undertake aspects of system maintenance and support as instructed, including end user support and training.
18. Assist with the investigation of functional problems with in-house and third party applications and performance issues with applications, databases and servers.
19. Utilise, as appropriate, a number of different methodologies such as Scrum and SPRINT to supplement normal PRINCE project management processes.
20. Ensure written reports are created to appropriate standards and client communication is at an excellent and professional level.
21. Be aware of Information Governance requirements, including data protection and security threats and make sure risks are mitigated through the use of known industry standards.
22. Contribute to the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.
23. Contribute to the proactive drive of innovation with new ideas and options made available through new technologies.
24. Embrace the culture of promoting new ideas and identifying opportunities within the team for the organisation.

25. Assist with research and development activities, contributing to evaluation of new technologies and systems as required.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required.
- The post holder will be expected to utilise a variety of skills; excellent copy writing skills, working with the media, managing social media activity, website and intranet work, annual events and other associated communications activity.
- The post holder will be required to use tact and diplomacy when dealing with highly sensitive and contentious issues.
- The post holder will be able to establish positive working relationships quickly at all levels of the organisation and manage competing priorities.
- The post holder will need to build relationships with internal and external stakeholders

### **Analytical and Judgement**

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.
- Undertake complex and detailed information analysis of specific projects/reports requiring high levels of concentration.
- Update, maintain, organise, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice.
- Monitor and evaluate risks and issues using a tracking mechanism to enable a proactive resolution and escalation processes.
- Contribute to the information management of performance, taking a lead for specific projects.
- Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested.

### ***Planning and organising***

- To plan and carry out communications and engagement activity, coordinating across teams and with colleagues throughout the organisation
- To own the processes that ensures the construction, governance and delivery of communications throughout the organisation.
- To manage and deliver complex and sensitive communications using a variety of tools.
- Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

### **Physical Skills**

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Provides general non-clinical advice, information, or guidance directly to patients, clients, relatives or carers.
- The post holder will have occasional contact with patients or clients where their involvement may be required in relation to communications and engagement activities.

### ***Policy and Service Development***

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.
- Propose changes to own area, informing policy and making recommendations for other projects delivery
- Contribute to the review and development of existing information management systems.

### ***Financial Management***

- The post holder is responsible for maintaining stock control and/or security of stock,
- Deliver against organisational objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.
- Support and inform teams on the targeting of resources, monitoring spends, implementing, evaluating and delivery of plans by providing sophisticated, high quality information and analysis.
- Manage relationships with suppliers and third party organisations providing services to the organisation in support of communications and engagement activity.
- Ensure good quality service and value for money from suppliers and partners

### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.
- Lead significant automation projects, overseeing colleagues in the Digital teams in line with improving services and efficiencies
- To be a leader in effective communications and engagement, sharing best practice and supporting colleagues across the organisation

### ***Information Resources***

- The post holder will regularly use computer software to develop or create statistical reports requiring formulae, query reports using desktop publishing (DTP)
- Be a confident and capable user of Microsoft packages to produce relevant reports.
- Handle large amounts of raw data and manipulate into simple formats to interpret findings.
- Use a range of IT effectively to develop clear communications to be shared with staff and the public

### ***Research and development***

- Undertakes surveys or audits, as necessary to own work
- Undertakes surveys/audits relating to the communications projects
- Undertake surveys and facilitate focus groups on a regular basis, as dictated by the needs of individual projects.

### ***Freedom to Act***

- Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.
- The post holder will be in a position of influence in the organisation and it is important to be able to demonstrate the knowledge, skill and gravitas required to operate effectively in the organisation at all levels.
- The post holder will work independently and creatively to enable the delivery the Trust's new Communications and Engagement Strategy.
- The post holder will be required to act autonomously, leading key projects and campaigns to ensure high quality communications and engagement.
- The post holder will provide communications and engagement support to colleagues and teams across the organisation, at all levels.
- The post holder will be required to use evidence-based decision making, adhering to industry standard best practice and local guidance and guidelines. They will use their own judgment but escalate issues to their line manager as required.

### ***Physical effort***

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

### ***Mental effort***

- An occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

### ***Emotional Effort***

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### ***Working conditions***

- Exposure to unpleasant working conditions or hazards is rare.

### **Person Specification**

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level education/qualification or equivalent in ICT or related field</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of system management and support</li> </ul>	Application and Interview

	<ul style="list-style-type: none"> <li>• Continuous improvement experience</li> <li>• An understanding of RPA &amp; PowerPlatform Apps best practice delivery</li> </ul>	<ul style="list-style-type: none"> <li>• RPA &amp; PowerPlatform design experience</li> <li>• Experience of NHS practices and information</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative, leading and motivating other staff to deliver set objectives on time and within target</li> <li>• Able to analyse complex problems and develop practical and workable solutions to address them</li> <li>• Ability to facilitate change – introducing new ways of working enabled by new technology</li> </ul>		Application and Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Customer service skills</li> <li>• Able to set clear and appropriate objectives for self to meet overall goals</li> <li>• Ability to manage problems in sometimes stressful environments</li> <li>• Planning and time-management skills, able to clearly manage priorities for self to meet deadlines</li> <li>• Technical awareness to understand and resolve technical problems</li> <li>• Knowledge of computer languages</li> <li>• Knowledge of computer program design methods and techniques</li> <li>• Written communication and documentation</li> <li>• Communication and interpersonal skills to influence and persuade staff in all roles and at all levels.</li> </ul>		Application and Interview

## **Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,



- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.