

## SINGLE CORPORATE SERVICES

### DIGITAL SERVICES

<b>Job title:</b>	Senior Automation Developer	
<b>Reporting to:</b>	Automation Manager	
<b>Accountable to:</b>	Assoc Director of Digital Dev & Programmes	
<b>Pay Band:</b>	7	

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

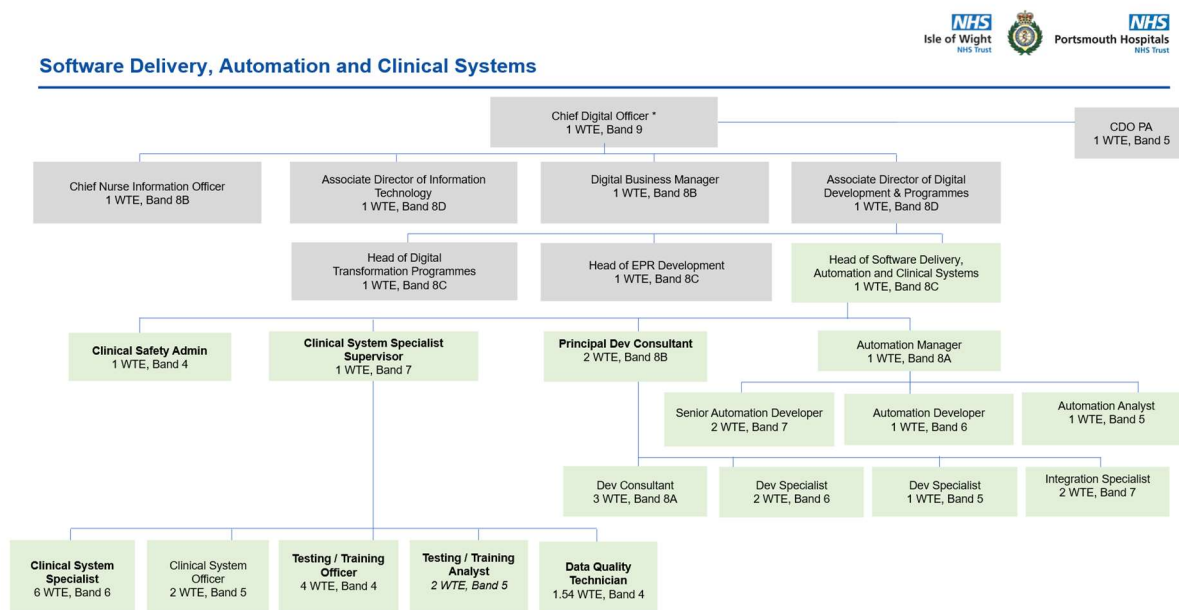
- Contributes, as part of the overall team to delivering the organisations IT Development Strategy, meeting the organisations goals and objectives, and improving the quality of the services that it delivers internally and externally.
- Responsible for the quality and technical approach of own work and that tasks are delivered on time.
- Assists with development of specific software product user stories.
- 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 every day practice, decision making and interactions with patients and colleagues.

## Organisational Chart



## Specific Core Functions

1. Contribute to the smooth delivery of all RPA & PowerPlatform projects, enhancements and support delivered by the team.
2. Assist IT RPA & PowerPlatform Developers to define and specify functional and non-functional requirements, technical specifications and advice.
3. Delivery of complex technical RPA & PowerPlatform development projects.
4. Write and design the build of RPA & PowerPlatform Apps with integrity and scalability with data access layers that are optimised for performance and security.
5. Deliver RPA & PowerPlatform Apps which is well tested and consistently error free.

6. Undertake aspects of system maintenance and support as instructed, including end user support and training.
7. Assist with the investigation of functional problems with in-house and third party applications and performance issues with applications, databases and servers.
8. Utilise, as appropriate, a number of different methodologies such as Scrum and SPRINT to supplement normal PRINCE project management processes.
9. Ensure written reports are created to appropriate standards and client communication is at an excellent and professional level.
10. 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.
11. Contribute to the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.
12. Contribute to the proactive drive of innovation with new ideas and options made available through new technologies.
13. Embrace the culture of promoting new ideas and identifying opportunities within the team for the organisation
14. Assist with research and development activities, contributing to evaluation of new technologies and systems as required.
15. Contribute to the smooth delivery of all RPA & PowerPlatform projects, enhancements and support delivered by the team.
16. Assist IT RPA & PowerPlatform Developers to define and specify functional and non-functional requirements, technical specifications and advice.
17. Delivery of complex technical RPA & PowerPlatform development projects.
18. Write and design the build of RPA & PowerPlatform Apps with integrity and scalability with data access layers that are optimised for performance and security.
19. Deliver RPA & PowerPlatform Apps which is well tested and consistently error free.
20. Undertake aspects of system maintenance and support as instructed, including end user support and training.
21. Assist with the investigation of functional problems with in-house and third party applications and performance issues with applications, databases and servers.
22. Utilise, as appropriate, a number of different methodologies such as Scrum and SPRINT to supplement normal PRINCE project management processes.
23. Ensure written reports are created to appropriate standards and client communication is at an excellent and professional level.
24. 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.
25. Contribute to the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.
26. Contribute to the proactive drive of innovation with new ideas and options made available through new technologies

## **Key Responsibilities**

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

- Responsible for engagement of clinical and non-clinical stakeholders across the organisation and wider health system, managing their potentially conflicting views and priorities.
- Development of communications plans, reflecting the information needs of all stakeholders.
- Responsible for producing clear, concise highlight reports on plans, progress, risks and issues for the project board and exception reports where project tolerances are breached.
- Rapidly building strong relationships with all parties – staff, contractors, suppliers and other project stakeholders – to actively manage their contributions to project deliverables.
- Able to present clearly and persuasively (both formally and informally) to stakeholders within the trust and wider healthcare system the benefits, plans and progress of projects.
- Manage difficult situations and sensitive matters when liaising with operational staff to identify efficiencies and other matters that may lead to an operational change.
- Able to use enhanced communication skills to communicate highly complex and sometimes contentious information which may or may not require negotiation and persuasive skills.

### **Analytical and Judgement**

- Required to monitoring the delivery of all elements of schemes, analysing large amounts of complex information, from multiple sources and often under pressure of time, to identify risks and issues that might derail the project.
- Identify and manage interdependencies and prioritise actions to mitigate these, escalating to the project board for support when required.
- Drawing on expert support where needed, analyse, map and review current state processes and pathways across multidisciplinary teams
- Work with relevant leads to identify benefits from project activities and ensure that these are documented and actively managed
- Required to use own judgment and to interpret and analyse highly complex facts and undertake research to compare these to different options available

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

- Ensuring all risk and issues are documented and those that need them have mitigation plans in place.
- Ensure that all records and information are maintained in a way that allows up-to-date and timely information to be available and ensure that good configuration management is adhered to.
- Plan and organise on multiple complex projects and instrumental in adapting these if required.

### **Physical Skills**

- Ability to concentrate on complex tasks with frequent interruptions
- Energetic and resilient
- Clear verbal and written communication
- Able to work on a daily basis with computers/ keyboard

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

- Assists patients/clients/relatives during incidental contacts.

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

- To contribute to the ongoing development of processes and methodologies that support the successful delivery of projects and programmes of work
- Encourage innovation and identify opportunities for continual improvement.
- Contribute to target setting, policy development and monitoring and evaluation for improvement of performance in project area
- Advocate persuasively for the use of relevant project management and improvement methodologies across all project stakeholders.
- Responsible for implementing policies for the division.

### ***Financial Management***

- Responsible for the management of appropriate budget
- Responsible for maintaining full records of actual and forecast expenditure against both capital and revenue budgets
- Advise on resource costs as part of business case development

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

- Responsible for the line management of a department
- Contributes, with input of the programme manager, to the development of more junior staff in understanding and use of project management methodology
- Train project stakeholders on project management methodologies, including project board members on their own roles

### ***Information Resources***

- Responsible for maintaining accurate records within the Trust's project and programme management system, including regular highlight reporting, project planning, risk and issue management, and benefits identification.
- Expert use of standard office productivity software (Microsoft 365) for collaboration on project outputs and analysis and visualisation of progress (e.g. Gantt charts, burn down charts, financial tracking)
- May act as champion for one or more IT systems introduced through project work
- Required to develop statistical reports which will be comprehensive to enable these to be shared in multiple forums including executive reports

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

- Undertakes complex surveys/audits relating to project benefits.
- Benchmarking with other Trusts and exploring lessons learned
- Responsible for their own learning and development including identifying and researching any areas of learning that add to the knowledge base within the programme

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

- Full responsibility for the day-to-day management of job requirements with freedom to act delegated from the relevant board.
- Act as source of expertise for automation, applying this as needed to deliver outcomes.

### ***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***

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

### ***Emotional Effort***

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

### ***Working conditions***

Requirements to use Visual Display Unit equipment more or less continuously on most days.

### **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b><i>How criteria will be assessed</i></b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level education/qualification or equivalent in ICT or related field</li> <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>• Experience of system management and support</li> <li>• RPA &amp; PowerPlatform design experience</li> <li>• Experience of NHS practices and information</li> </ul>	Application and interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to facilitate change – introducing new ways of working enabled by new technology</li> <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> </ul>		Application and interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Customer service skills</li> </ul>		Application and interview

	<ul style="list-style-type: none"> <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>		
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**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.