SINGLE CORPORATE SERVICES

JOB DESCRIPTION

Job title:	Digital Transformation Manager	***To be completed by HR - Job Reference Number:***
Reporting to:	Head of EPR and Programmes	
Accountable to:	Associate Director of Digital Development and Programmes	
Pay Band:	7	

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

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis, and 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 summary

The Digital Transformation Manager is responsible for leading and coordinating the delivery of business change and digital training functions across the organisation, ensuring the successful adoption of digital systems and realisation of programme benefits. The role provides leadership to Business Change Analysts and Digital Trainers, aligning change management, stakeholder engagement, and workforce training activities to support strategic digital programmes and wider clinical systems. The post holder ensures a coherent approach to change, communications, and training, enabling operational teams to effectively adopt new processes and technologies while maintaining service stability and delivering measurable outcomes.

Job Statement

The post holder will lead the development and delivery of the digital transformation, providing strategic oversight of the frameworks, standards and approaches that support effective organisational change, digital adoption and benefits realisation across programmes of work. They will manage and develop a high-performing team to deliver transformation, engagement and training activities that enables the successful implementation of digital products and services, ensuring staff are supported through change and equipped with high-quality training packages, materials and learning interventions. The role will work closely with programme, operational, clinical and corporate stakeholders to embed consistent change practices, improve readiness for digital transformation and support the safe, effective and sustainable adoption of new technologies across the organisation.

Organisational Chart



Specific Core Functions

- Lead the delivery of Digital change and training activities across digital programmes
- Ensure effective transition of business change, training delivery, and programme benefits into operational practice
- Support workforce capability and digital skills development aligned to Trust strategy

Key Responsibilities

- **Leadership & Management**
  - Line manage and develop Business Change Analysts and Digital Trainers
  - Provide visible leadership across multi-site teams and ensure consistent delivery of services
  - Build team capability in change management, engagement, and training delivery

- **Change & Benefits Realisation**
  - Oversee delivery of change management activities, ensuring alignment to programme objectives
  - Ensure benefits are identified, tracked, and realised across digital programmes
  - Manage stakeholder engagement, readiness, and resistance to change

- **Training & Adoption**
  - Lead the development and delivery of digital training strategies using blended learning approaches
  - Ensure training supports system adoption, workforce capability, and NHS standards
  - Align training delivery with system deployments and upgrades

- **Stakeholder Engagement & Communication**

  - Act as senior point of contact for change, engagement, and training activities
  - Build effective relationships with clinical, operational, and digital stakeholders
  - Ensure clear communication of the benefits, risks, and impacts of change

- **Planning & Governance**

  - Ensure change and training plans are integrated into programme and project plans
  - Provide reporting, assurance, and updates to programme boards
  - Monitor performance, risks, and delivery against milestones

- **Service Improvement & Strategy**

  - Support delivery of the Trust's Digital Strategy through effective adoption and workforce readiness
  - Drive continuous improvement in change, training, and engagement approaches
  - Contribute to policy, standards, and service development

Communication and Working Relationships

- Build and maintain effective relationships with clinical, operational, and corporate stakeholders
- Act as the senior point of contact for business change, engagement, and digital training
- Lead stakeholder engagement, ensuring clear communication of programme objectives, impacts, and benefits
- Work collaboratively with Programme Managers, operational leads, and technical teams to support successful delivery
- Provide advice, guidance, and assurance to senior stakeholders on change readiness and adoption
- Promote a culture of positive change and continuous learning across the organisation

Analytical and Judgement

- Analyse complex organisational processes to support the development of current and future-state models
- Assess change impacts, risks, and readiness across services and recommend appropriate mitigation strategies
- Evaluate training effectiveness and adoption metrics to inform continuous improvement
- Identify risks to benefits realisation and recommend corrective actions

Planning and organising

- Lead the development and delivery of change management and training plans aligned to programme objectives
- Ensure training schedules, engagement activities, and change interventions are effectively coordinated

- Manage competing priorities across programmes, ensuring delivery within agreed timescales
- Identify interdependencies across projects and ensure alignment of change and training activity
- Organise workshops, training sessions, and stakeholder engagement activities across multiple sites

Physical Skills

- Frequent requirement for sitting / inputting at keyboard for substantial amount of time during the working day
- Support systems outside of normal working hours (evening, overnight and at weekends)
- Ability to work flexibly, outside of normal working hours as required
- Ability to multitask
- Standard keyboard and mouse skills
- Familiar with the use of projectors, and running PowerPoint presentations
- Light to moderate includes moving light equipment, e.g., laptops and projectors etc. for presentations and to carry out tasks as appropriate
- Requirement to travel to other locations for meetings

Patient Client Care

- Patient contact is incidental; however, the role contributes to improved patient outcomes through effective adoption of digital systems that support safer and more efficient care delivery

Policy and Service Development

- Contribute to the development and implementation of policies, standards, and procedures related to business change and digital training
- Support service improvement initiatives and contribute to the Trust's Digital Strategy delivery
- Ensure compliance with national standards, including Information Governance and NHSD Education and Training requirements

Financial Management

- Contribute to the development and implementation of policies, standards, and procedures related to business change and digital training
- Support service improvement initiatives and contribute to the Trust's Digital Strategy delivery
- Ensure compliance with national standards, including Information Governance and NHSD Education and Training requirements

Management/Leadership

- Be responsible for the effective management development and leadership of the Transformation and Training Team complying with and acting upon all Trust HR policies e.g., sickness, disciplinary, appraisals, and mandatory training etc.
- Manage regular team meetings and resolve any personal/technical/user issues that arise

- Participate in the recruitment and selection of members of the Transformation and Training team
- Inspire and motivate teams and individuals to achieve the business objectives
- You will be working within a supportive, innovative, and modern environment where ideas are shared and valued
- Achieve task delivery using personnel not under your direct management or employed within Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust e.g., resources employed by Suppliers
- To take responsibility for workload and deadlines of the Transformation and Training team, ensuring tasks are completed in accordance with overall workplans and project deadlines
- To take responsibility for own personal training and development and ensure that members of the team attend training as required
- To oversee team members to deliver requirements and engage and liaise with key stakeholders, in particular;
    - To support the delivery of day-to-day activities and projects
    - To manage team and drive delivery of a range of business initiatives and projects in a highly political and sensitive environment
- Manage a Digital Transformation and Training service to professional standard including the management of dedicated resources contributing to delivery.
- To monitor, interpret and quality assure progress against deliverables that often require adjustments specifically in relation to the complex corporate business agenda and strategic objectives
- Identifying and monitoring risks, planning and implementing responses to them and responding to other governance and data quality issues that affect the Digital Transformation and Training function and ensure risks are escalated to the appropriate corporate risk registers, in line with Trust policy and processes.
- Establish and maintain governance arrangements for the delivery of the Transformation and Training services which define clear roles, responsibilities, and accountabilities, and align with organisational practice.

Information Resources

- Utilise and oversee use of digital tools, reporting systems, and learning platforms to support change and training delivery
- Ensure accurate data collection, reporting, and analysis of training and change activity
- Develop reporting outputs to support governance, assurance, and performance monitoring

Research and development

- Support development and implementation of innovative approaches to change management and training delivery
- Evaluate new methods, tools, and technologies to enhance adoption and workforce capability
- Promote continuous learning and sharing of best practice across the organisation

Person Specification

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	• Degree level qualification or equivalent experience in digital transformation, change management, training, or related field • Evidence of continued professional development	• Formal change management qualification (e.g. Prosci, MSP, PRINCE2) • Teaching/training qualification or equivalent experience • Leadership or management qualification	Interview/ Evidence
Experience	• Significant experience of leading business change and/or digital training functions • Experience managing or supervising staff and developing team capability • Experience delivering change within large-scale organisational or digital programmes • Experience of stakeholder engagement across clinical, operational, and corporate teams • Experience developing and delivering training or learning interventions across mixed audiences	• Experience within NHS or healthcare environment Experience of multi-site service delivery Experience supporting implementation of EPR or clinical system	Interview
Knowledge	• Knowledge of digital transformation and organisational change management, including change impact	• Knowledge of NHS clinical and operational workflows and the impact of	Interview

	assessment, stakeholder engagement, readiness and adoption. • Knowledge of business process mapping and redesign, including translating system changes into effective operational practice. • Knowledge of benefits identification, measurement and realisation, including evaluating training effectiveness and sustained digital adoption. • Understanding of project and programme governance, risk management and the interdependencies between technical delivery, business change and training. • Understanding of information governance, confidentiality and clinical safety considerations relevant to digital implementation and training.	digital change on service delivery. • Knowledge of digital learning platforms, learning management systems and tools for developing training materials.	

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.

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

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment continuously on most days.

Compliance statement to expected organisational standards:

To comply with all Trust Policies and Procedure, regarding:

- 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.
- Always Comply with key clinical care policies and protocols for prevention and control of infection; 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 regarding 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 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 adult's 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 everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

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.