

SINGLE CORPORATE SERVICES

Digital Services

Job title:	Digital Product Owner	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Head of EPR Development	
Accountable to:	Associate Director of Digital Development and Programme	
Pay Band:	7	

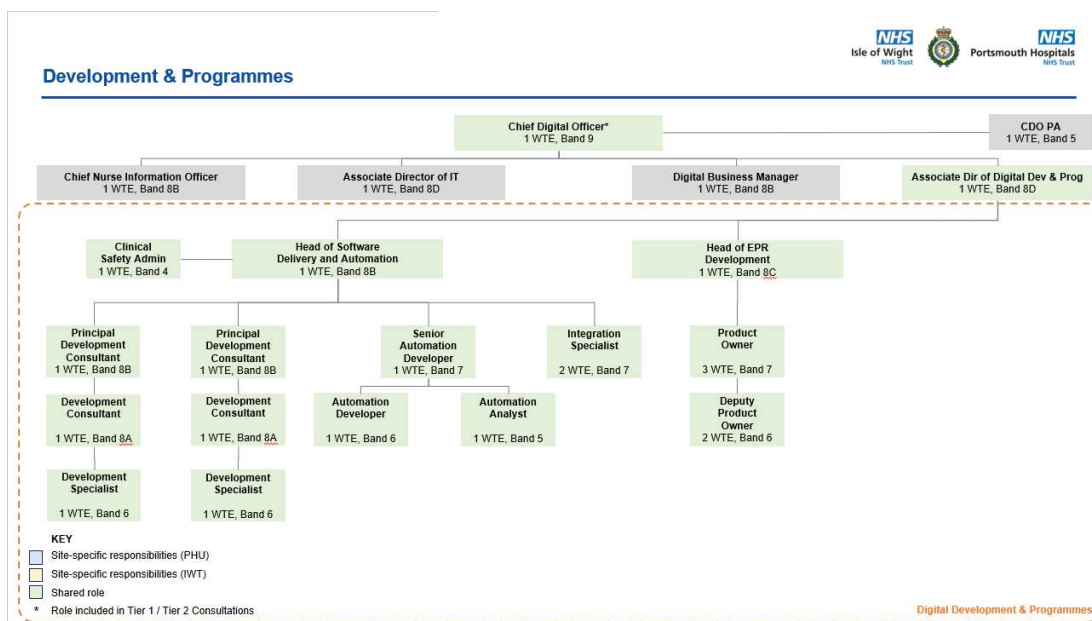
Job purpose

To improve the effectiveness and value of health care delivery for Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust (the Trusts). This post is a senior member of the Digital Service, within the Electronic Patient Record (EPR) function. Working as one service, to minimise the impact of IT services affecting service users and on patient care, support services and management by:

Job summary

- Product management for the portfolio of patient facing IT products and managing the product(s) backlog
- Stakeholder and Supplier Management within the context of Agile Software Development
- Maintaining Software User & Management Forums
- Represent the user within 'user stories' at sprint planning sessions and fulfilment of the sprint 'done' statement
- Understand the 'product category' to a subject matter expert level
- Promote the 'products' at various local, regional, and national forums
- Ensure all relevant product documentation is maintained e.g. release notes, clinical safety, change management, communication notifications

Organisational Chart



Specific Core Functions

IT Product Owners are responsible for internal software applications and their Agile delivery in the Trust. Post holders play a key role in software implementations, migrations, upgrades, providing technical guidance and IT services to users and project teams. Post holders are also required to engage fully with stakeholders, Trust staff, and third-party suppliers where applicable to ensure services are delivered in a timely fashion to meet the requirements of the clinical and corporate business staff.

Specifically, Product Owners are required to:

- Manage and lead Software User & Management Forums
- Represent users within 'user stories' at sprint planning sessions and sprint 'done' statements
- Be subject matter experts for the products they are responsible for
- Ensure all relevant product lite documentation is maintained (e.g. release notes, clinical safety, change management and communications notifications)
- Act as representatives for their products at local, regional, and national forums

This role will focus on the delivery, implementation, and development of a portfolio of IT Products that support engagement with our patients including appointment bookings, personal healthcare records and video consultations.

- Acting as the “go-between” between software developers and various application users and owners to interpret the business needs. Presenting the business needs in a modelling language so that software developers can visualise the design of a system.
- Filter and translate differing requirements from users, owners and developers into a single consistent vision whilst managing various complex situations and demands on future software releases.
- Management of customer requirements through the defined Software Development Release Management process from scoping, development, test to release. Maintaining strong internal governance in the software release strategy for all internal products.
- Actively managing Low-Code application platforms to enhance product development or prototypes.
- Development of co-design, co-experience environments to enhance the application experience for staff and patients.
- Act as the subject matter expert (product owner) representing the needs of both the IT department and the Trust users when talking to software developers. The product manager will work with the stakeholders to obtain information and to verify decisions and strategies.
- Plan and coordinate software development for multiple features of varying complexities. Engagement and communication with all relevant stakeholders and management of any associated risks.
- Identify opportunities that can improve efficiency of both clinical and administration processes.
- During testing and release phases, this post holds the responsibility of planning the early life support, software troubleshooting issues, software bug recording and management to resolution.
- Membership of appropriate IT project steering committees and be involved in the design phase of any new IT software development projects, offering expert advice and recommendations.

- Creation of the system design and functional specifications for all in-house development projects.
- Serve as a liaison and facilitator between all business units to assist in addressing and resolving IT software issues.
- Continuous Business Engagement to understand the application user needs and ensure development aligned to Trust Strategy and NHS long term plan.
- Adoption of Clinical Risk Management policy across all in-house software applications.
- 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.

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. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.

Planning and organising

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.

Physical Skills

- The post requires highly developed physical skills where a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.

Patient Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- The post holder is responsible for a range of policy implementation and policy or service development for a directorate or equivalent.

Financial Management

- The post holder will monitor and/or contributes to the drawing up of department/service budgets or financial initiatives.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder is responsible for the operation of one or more information systems for several services where this is the major job responsibility.

Research and development

Freedom to Act

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

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 prolonged concentration, or there is an occasional requirement for intense concentration.

Emotional Effort

- Occasional exposure to distressing or emotional circumstances, or frequent indirect exposure to distressing or emotional circumstances, or occasional indirect exposure to highly distressing or highly emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<ul style="list-style-type: none"> • Degree level qualification or equivalent in computing or related field. • CSPO Certification • Evidence of continuing professional development • Evidence of working in a high performing Agile environment 	<ul style="list-style-type: none"> • ITIL Foundation Certificate • BSC Diploma in Business Analysis • ISEB Testing Certification 	Application
Experience	<ul style="list-style-type: none"> • Significant experience managing Digital & IT and at a senior level, preferably in the public sector • Successful implementation of significant change, both technical and organisational, in a complex setting. 	<ul style="list-style-type: none"> • Experience of working at senior management level in a large, complex organisation (in or outside the NHS) leading on digital, IT and information services. • Experience of successfully operating in 	

	<ul style="list-style-type: none"> • Considerable experience of developing and implementing digital roadmaps and plans, IT development 	<p>and delivering priorities in a partnership environment.</p>	
<p>Knowledge</p>	<ul style="list-style-type: none"> • Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to ICT-illiterate. • Excellent verbal/written communication skills, you must be a strong communicator. • Good presentation and negotiation skills to produce and present formal proposals and get proposals accepted. • Excellent planning and time-management skills. • Good negotiating and relationship-building skills to gain maximum benefit for customers from software suppliers and internal IT providers. • Strong leadership • Ability to manage multiple complex problems in sometime stressful environments. • Able to set clear and appropriate priorities for self and others to meet overall goals. • Good technical awareness to understand and resolve technical problems. • Good knowledge of data protection and information security/governance issues. • Strong analytical and problem-solving skills <p>Personal Qualities</p> <ul style="list-style-type: none"> • Service-orientated, customer-focused. • Self-motivated, 		

	<p>enthusiastic and confident.</p> <ul style="list-style-type: none"> • Methodical, logical and numerate. • Patient and flexible, able to operate as part of a team, accepting others' opinions as being as valid as her/his own. • Mobility, clean driving license and access to a vehicle essential • Ability to travel across sites, training courses and conferences • Flexible approach to work outside normal office hours, when and if the need arises. 		
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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 everyday 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.