**ISLE OF WIGHT AND PORTSMOUTH HOSPITALS NHS TRUSTS**

 **JOB DESCRIPTION**

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| **Job Group:** Admin & Clerical |
| **Job Title: Automation Manager** |
| Directorate/ CSC: Corporate Services |
| **Grade: Band 8a** |
| **Unit:**  **IT Department** |
| Base Location:  Portsmouth or Isle of Wight  |
| **Reports to:**  Head of Software Delivery, Automation and Clinical Systems |
| **Accountable to:** Associate Director of Digital Development and Programmes |

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.

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| Job Purpose The Automation Manager will have responsibility for end-to-end delivery of Automation of business processes where possible. Accountable for the development and operations of a defined range of IT products and services provided to support the Automation platforms and services. They will lead individuals who are primarily within the same IT Function or external professional services. This role will carry out some or all of the following activities:* Investigate and analyse opportunities for artificial intelligence, machine learning and automation within the Trust and wider healthcare communities.
* Planning the future RPA roadmap in line with the Trust and Digital Strategy, understanding the Healthcare Digital Systems Landscape.
* Forming an ethos of enabling rapid delivery within a demanding and complex setting.
* Visionary thought leader with encouraging energy for the introduction of enabling technologies such as AI, ML, and a recognized authority in the field, providing advice and guidance to stakeholders.
* Continuously horizon scanning for technology developments undertaken by department colleagues, regional and national digital developments.
* Setting out the delivery programme to maximise the benefits of the IA, ML and CA, ensuring these are realised.
* Leading the analysis and agreement of Trust technical standards through leadership of the Design Authority.
* Control over end-to-end Automation IT services that have transitioned into Run Management alongside the delivery of all change activity is the responsibility of this role.
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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.

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| Key Dimensions1. **Budgets** **-** Indirectly, strong influence on budgetary spend via the Trust’s strategic digital programme of up to £10M per annum
2. **Staff -** Specialist advice to staff across the Trust (including IT Department), line management band 8a Automation Developer and external Professional Services
3. **Other**  - Deliver IT developments to c.8,500 staff across the Trust
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| **Passport to Manage** We are proud to support staff with a competency framework that is designed to equip staff with the skills and knowledge to become effective managers and leaders.[**Please click here for further information about the Passport to Manage programme.**](http://www.porthosp.nhs.uk/Learning/PtM.htm) |

**ORGANISATIONAL CHART**



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| Trust Organisational ExpectationsThe post holder will: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.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.  |

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| Shared Core Functions1. 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.
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| Specific Core Functions**Business functions** * As a Trust expert on Automation IT Services, assess the impact of potentially transformative technologies to support effective digital services. Share knowledge of emerging trends and industry developments appropriately.
* Lead the implementation of selected digital development programmes and work streams as required, ensuring that these are carried out in accordance with IT Department methodologies.
* Lead or contribute to the development of Trust digital policies and procedures. Carry out quality assurance of proposals.
* Contribute to the smooth delivery of all RPA & PowerPlatform projects, enhancements and support delivered by the team.
* Assist IT RPA & PowerPlatform Developers to define and specify functional and non-functional requirements, technical specifications and advice.
* Deliver RPA & PowerPlatform Apps which is well tested and consistently error free.
* Utilise, as appropriate, a number of different methodologies such as Scrum and SPRINT to supplement normal PRINCE project management processes.
* Ensure written reports are created to appropriate standards and client communication is at an excellent and professional level.
* 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.
* Contribute to the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.
* Contribute to the proactive drive of innovation with new ideas and options made available through new technologies.

**Leadership & Management*** Provide leadership and direction to team members and colleagues in areas of key knowledge to ensure their effectiveness and efficiency in delivering IT solutions and service process changes that ultimately deliver better, quicker, more effective, efficient and cost-effective Trust clinical services to patients.
* Collaborate with other IT Department Heads of Service to ensure a cohesive, coordinated approach to all aspects of delivery enabling the Department, as a whole, to meet priority demands and ensure needs of the Trust and Department supersede those of individual services and staff.
* Collaborate with other IT Department Heads of Service to ensure robust processes are in place to maintain Departmental compliance with information governance, cyber security, Freedom of Information, data protection, Caldicott, health & safety, major incident planning, risk management, equality & diversity and other relevant requirements.
* Maintaining mandatory/regulatory compliance of the IT Services managed by the Automation team.
* Contribute to providing clear and consistent communications across the Trust about the aims, plans and achievements of Trust digital development programmes.
* Lead market analysis and supplier engagement work streams of digital development programmes to inform key Trust staff about digital solutions and their suppliers available in the market-place so that the Trust’s vision and strategic plans for digital are based upon an achievable reality.
* Lead data quality and data migration work streams of product delivery and interoperability programmes to ensure that data migrated from legacy systems to the replacement digital solutions are appropriate and fit for purpose and are migrated successfully within agreed timeframes.
* Set performance standards for services and teams, monitor achievement against these, review working practices and devise improved ways of working where necessary to enhance the efficiency and effectiveness of services delivered.

**Automation IT Services Strategy, Development and Delivery** Be accountable for the management and provision of the following services:* Understand the overall Trust and Divisional business strategies and plans in order to define principles for digital strategy and ensure a longer-term view is taken of requirements.
* Influence decision-making as part of relevant automation opportunities, ability to make executive decisions, influence automation technical strategy.
* Own and drive the overall long-term Automation roadmap. Ensure decisions meet the Trust, Clinical Service Centres and IT Department strategies to ensure it is truly "joined up," with identified "gaps" being addressed.
* Steer, lead and drive process from information gathering, development, procurement and delivery ensuring client satisfaction.
* Automation strategy and management of the end-to-end process, balance automation development priorities, ensuring compliance with prioritise scoring and customer satisfaction whilst also ensuring Data standards and Data controls are in place.
* Ensure strategy drives financial and digital efficiency by reducing unnecessary duplication and complexity, understanding what is possible and defining where the Trust should be investing technologically (assisting where necessary with business cases) and ensure alignment between different digital initiatives.
* Conduct and coordinate IT Department research & development, evaluating and advising on emerging technologies to identify new, more cost-effective, ways to achieve existing business needs and additional opportunities provided by IT to contribute to business strategy. Communicate the benefits of new technologies to Trust digital sponsors to meet mutual goals for the releasing of time to care and back office automation.
* Review project design deliverables for conformance to architectural principles. Participate in governance of key projects for approval of solution and design and quality assurance including both in-house and 3rd party projects, and in departmental and organisational governance where appropriate.
* Identify cross-technology area technical risks, identify mitigating actions and work with sponsors to ensure action plans to complete mitigating actions are agreed and implemented successfully.
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| OtherJob Holders are required to:1. Comply with the Trust’s corporate governance principles, structures and standards.
2. 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.
3. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
4. Contribution to the IT Departments on-call rota.
5. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
6. Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.
7. 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.

This job description does not purport to cover all aspects of the job holder’s duties but is intended to be indicative of the main areas of responsibility |

| ***CRITERIA*** | ***How criteria will be assessed:******- Application******- Interview******- Assessment******- Reference*** |
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| **Qualifications** |  |
| ***Essential**** Masters degree level qualification or equivalent in computing or related field.
* Quality Improvement, Service Improvement or Lean Certification
* ITIL Foundation Certificate
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| ***Desirable**** Certification in programming Intelligent Automation or similar.
* MSP (Managing Successful Programmes) Registered Practitioner.
* Professional registration (BCS, IEE, UKCHIP).
* ITIL Expert level qualification
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| **Experience** |  |
| * Education and experience in Machine Learning or Artificial Intelligence
* Experience of software, systems and database development (preferably in an NHS environment) delivering robust and innovative solutions that are fit-for-purpose
* Experience driving technological change through assessing as-is position, performing external benchmarking, defining long-term strategy and roadmap, and leading tactical execution
* Experience of developing and implementing digital strategies, development programmes and business cases
* Continuous craving to maintain up to date knowledge of modern technologies and paradigms.
* Demonstrated history of excellent engagement with external partners adding business value.
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| **Skills and Knowledge** |  |
| * Excellent communication, leadership and interpersonal skills to gain the credibility of, and work effectively with, a wide range of health organisations and professional groups including directors, other senior managers, health and social care professionals and IT staff.
* Strong communication and negotiation skills to gain agreement from multiple stakeholders to organizational and technical changes and their related resource implications.
* Strong and effective leadership and people management skills.
* Strong influencing, persuasion and negotiating skills to gain agreement from multiple stakeholders.
* Ability to work with and through others.
* Able to clearly manage priorities for self, staff and teams in order to meet targets.
* Strong knowledge of NHS/Government policies, strategies and organizational relationships in relation to digital, IT and public service developments, to be able to advise client organization Boards and develop proposals for IT to respond to corporate needs.
* Good knowledge of corporate and information governance issues.
* Able to clearly manage priorities for self, staff and their teams in order to meet targets
* Able to keep cool in a crisis and manage staff to resolve problems and restore services which are frequently vital for maintaining clinical care and organizational performance, with minimum delay.
* Excellent time management and planning skills.
* Expert user of MS Outlook, Word, Excel and PowerPoint, able to rapidly produce complex spreadsheets, reports, databases, presentations, etc.
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| **Personal Qualities** |  |
| * Service-orientated, customer-focused
* Self-motivated, enthusiastic and confident
* An understanding of the political sensitivities of the Trust
* Willing to be flexible and operate as part of a team
* Ability to juggle many priorities at one time, whilst remaining calm
* Full driving license and access to a car during working hours.
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| **Quality of Care** (Trust Value) |  |
| * Demonstrate an understanding of the importance of quality of care
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| * Accountable
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| **Respect and Dignity** (Trust Value) |  |
| * Respects the privacy and dignity of individuals
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| * Demonstrate an understanding of equal opportunities
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| **Working together (Trust Value)** |  |
| * Ability to work efficiently, effectively and professionally in a multidisciplinary team
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| * Demonstrate that you value everyone’s contribution
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| **Efficiency (Trust Value)** |  |
| * Understanding and experience of improving efficiency and reducing waste
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| * Demonstrate that you will be open to improving everything you do
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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.
* 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
* 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.