

## Iechyd a Gofal Digidol Cymru Digital Health and Care Wales

### JOB DETAILS:

<b>Job Title</b>	Principal Specialist (Service Level Management)
<b>Pay Band</b>	7
<b>Hours of Work and Nature of Contract</b>	37.5
<b>Division/Directorate</b>	Information Services
<b>Department</b>	
<b>Base</b>	To be completed on recruitment

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Information Programmes and Planning Lead
<b>Reports to: Name Line Manager</b>	Information Programmes and Planning Lead
<b>Professionally Responsible to:</b>	Head of Information and Health Records Programme

### CONTEXT

Digital Health and Care Wales is a new and ambitious organisation. Created by Welsh Government to lead on the digital transformation of health and care across Wales, providing digital-first service model for the 21st century. Large-scale developments that will make a significant difference to the people of Wales include expansion of the digital patient record and Wales leading the way by creating an innovative national data resource, improving the way data is collected, shared and used.

This new organisation builds on the digital architecture and national services put in place by the NHS Wales Informatics Service over the past decade and recognises the vital role of digital and data in modern care. By 2025, Digital Health and Care Wales aims to become an international exemplar for the digitisation of health and care.

Our values are:

“We LEARN from our colleagues through the sharing of knowledge and experience to continually improve our service

- We take PERSONAL RESPONSIBILITY for what we do, being honest with ourselves and others
- We CARE about the people we support and those we work with
- We RESPECT and treat everyone in the way that we would wish to be treated
- We act with INTEGRITY to build trust
- We are PROUD to be part of NHS Wales and our achievements

**Job Summary/Job Purpose:**

To provide specialist ITIL Service Management skills, knowledge and advice to NHS Wales ITIL Implementation Programmes on behalf of DHCW.

To be responsible for identifying, negotiating, developing and managing IT Service requirements, agreements, plans and procedures for specific national clinical and non-clinical IT Services.

To be responsible for implementing processes for the end-to-end management of IT Services across multiple organisations and internal/external IT Service suppliers.

To manage, evaluate and report on the quality of these IT Services through defining, agreeing and monitoring Key Performance Indicators (KPIs) and conducting regular Service reviews and Service Management Boards.

Responsible for planning and deploying service management arrangements of new IT Services from inception through to ongoing full live Service. Responsible for developing and implementing Continuous Service Improvement Plans for IT Services once they become operational.

**Strategically:**

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Be the primary cross-organisational link between the owners, users and suppliers of specified national IT Services.

Following ITIL guidelines negotiate and gain agreement on IT Service requirements, service levels and procedures between users and suppliers of IT services across organisational boundaries and highly complex multi-faceted IT infrastructures where resistance to change/compliance is significant.

Utilise developed communication skills to engage with, advise and train ISD managers, project teams, departments and other large groups on the requirements and complexities of ITIL Service Management. Participate in the mediation, management and resolution of disputes.

**Operationally:**

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Assist in the development, provision and management of a range of Service Management transition plans, procedures, governance and group working practices to underpin the support and delivery of NHS Wales national IT Services.

Undertake the scoping, planning, preparation and implementation of complex Service Management transition arrangements.

Directing, motivating and mentoring Service Management team members while emphasising a benefit-based focus on product delivery and outcomes.

**Managerially:**

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Ensure appropriate training programs for the Service Management team are in place to attract, retain and develop key personnel.

Ensure personal Continued Professional Development in relation to work related activities.

## DUTIES/RESPONSIBILITIES:

Be the primary cross-organisational link between the owners, users and suppliers of specified national IT Services. Act as an intermediary, receiving, analysing and presenting complex information between users and providers of national IT Services.

Following ITIL guidelines negotiate and gain agreement on IT Service requirements, service levels and procedures between users and suppliers of IT services across organisational boundaries and highly complex multi-faceted IT infrastructures where resistance to change/compliance is significant.

Utilise developed communication skills to engage with, advise and train IT managers, project teams, departments and other large groups on the requirements and complexities of ITIL Service Management. Participate in the mediation, management and resolution of disputes.

Degree or equivalent experience within an IT or IT related discipline.

Specialist knowledge of IT Service Management underpinned by an ITIL qualification.

Practical experience in some or all of the ITIL Service Support and Service Delivery disciplines as well as an up-to-date understanding of the latest ITIL methodologies.

Demonstrate a highly developed understanding of the issues, constraints and barriers to implementing the ITIL framework within NHS Wales.

Experience in performance management of key areas of activity.

Significant experience in the development and implementation of policies, processes, procedures, reporting mechanisms and action plans, and to lead discussions on IT Service performance and improvements at Service Management Board level.

Responsible for analysing specific IT Service architectures in terms of hardware, networks, applications, development, support, processes etc., in order to identify and specify methods of monitoring key human and technical interfaces.

Responsible for sourcing, analysing and evaluating complex technical information and detailed business requirements to link user needs to IT resources and obtain measurable metrics against Service Schedule targets.

Responsible for developing, managing and continuously monitoring a multitude of complex Key Performance Indicators to monitor end-to-end IT service provision (from the user through to applications) and performance of each sub-process across multiple organisations e.g. IT Service Desk performance, network capacity, availability, Incident, Problem, Change Release and Configuration management.

The post holder will be responsible for planning, developing and organising the implementation of complex ITIL compliant IT Service Management procedures and arrangements for National IT

Services being delivered by DHCW.

As part of this activity the post holder will need to be capable of reviewing progress and making dynamic changes to plans to keep pace with changing direction, time scales and organisational needs.

Planning, negotiating and agreeing the activities, resources and action plans with ISD stakeholders and users well in advance of new IT services 'going live', to ensure that all processes, IT systems and people are in place to allow the ISD T Service to be managed.

Plan and arrange Service Management Reviews, administer the registers for their risks, issues and action plans, ensuring that outstanding items are prioritised, monitored and progressed to conclusion within agreed time scales.

Plan the methodology and technical requirements of measuring and monitoring service levels within distributed IT environments, including the planning of Configuration Management for the services.

Be responsible for the production and implementation of Continuous Service Improvement Plans.

The post holder is required to travel to national and local meetings and events.

The post holder will require keyboard skills to a level which enables the production of accurate documentation and the ability to manipulate complex data at speed.

Incidental contact within the care environment through attendance at meetings in hospital settings.

Contributing to the development and implementation of all ITIL-compliant policies, processes, procedures, Service Schedules and reporting across multiple organisations for specific national IT Services.

The post holder will be required to influence IT Service customers and suppliers across NHS Wales to adopt ITIL-compliant working practices which will involve significant change to working practices within each organisation.

The post holder will be responsible for proper and safe use of equipment within their environment including ensuring that members of their team use equipment safely and properly.

The post holder will provide assistance to national IT Service Management Boards in terms of budget monitoring and reporting. Additionally, the post holder will support the Transition & Service Level Management manager and DHCW Finance, Procurement and Contracts managers in developing appropriate national IT Service financial models.

The post holder will be responsible for supervising personnel within their team for national and local work stream programmes.

The post holder will also manage resource availability in the event of staff absence and will conduct staff appraisals and disciplinary meetings.

The post holder will be responsible for providing appropriate work-based training and coaching for team members to ensure that they are able to perform their roles competently.

Additionally, the post holder will be responsible for allocation and monitoring of workload within their team.

The post holder will be responsible for the provision, capture and accessibility of all Service Management documentation and systems, and supporting information requirements including

development and production of regular management and service reports and service reviews.

The post holder will ensure that Information Governance requirements are recognised and included in IT Service transition plans and ongoing Service Management Board stewardship.

Additionally, be responsible for designing, developing and producing regular client and IT Service side technical and business reporting and communication utilising a variety of specialist software applications and tools designed for ITIL Service Management.

The post holder will be required to undertake regular auditing of Service Management boards and Change Advisory Boards (and where necessary to make recommendations and/or take remedial action) in order to ensure that they are running effectively and within scope.

Additionally the post holder will work closely with the wider Service Management team to support the testing of changes and future requirements of the Service Management Tools.

The post holder is expected to use their discretion, knowledge, experience and skills in selecting how to implement the objectives of Service Management, guided by ITIL principles and established NHS Wales policies and processes.

The post holder will work to achieve agreed objectives and will have the freedom to do this in their own way, working within the policies and processes defined for the Service Management organisation. This includes being able to act without reference to the post holder's manager and to lead within their area and at ISD Service Management level, interpreting and acting upon established policies and processes.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Business/IT Degree or demonstrable equivalent experience  ISEB/EXIN Foundation Certificate in IT Service Management (ITIL) or demonstrable experience	ISEB/EXIN Practitioner Certificate in IT Service Management (ITIL)  PRINCE2 Foundation or demonstrable equivalent experience	Application form and pre employment checks
Experience	Significant experience in public sector service delivery to different organisations  Experience of budgetary management  Project management experience  Staff management experience	Experience in Healthcare, preferably in a shared/support services organisation	Application form and interview



Aptitude and Abilities	<p>Structured approach to programme working</p> <p>Strong verbal and written communications skills</p> <p>Ability to analyse complex IT issues to identify solutions to underlying Problems</p> <p>Able to clearly convey complex concepts within written reports</p> <p>Excellent interpersonal and diplomatic skills</p> <p>Good negotiation skills</p> <p>Knowledge of current themes in Healthcare in Wales</p> <p>Clear understanding of interrelationships between aspects of complex IT infrastructure and service support requirements</p> <p>Knowledge and understanding of the role of service management and continuing</p>	<p>Ability to speak Welsh</p> <p>High level of service support skills</p> <p>Strong influencing skills</p> <p>In-depth technical skills to support service configuration</p> <p>Skilled in the development of KPIs</p> <p>Knowledge of NHS Wales I.T. strategy</p> <p>Knowledge of relevant NHS standards and legal requirements relating to Information Governance and Security</p> <p>Interest in relevant application of new</p>	Interview
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	<p>service improvement</p> <p>Time management</p> <p>Problem solving approach</p> <p>Flexible approach to working</p>	technological developments	
Values			<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	<p>Ability to travel across sites within Wales.</p> <p>Able to work flexibly.</p>		Application form and interview

## GENERAL REQUIREMENTS

Include those relevant to the post requirements

**Values:** All DHCW employees are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

**Registered Health / Informatics Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

**Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

**Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

**Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

**Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

**Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder

is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

**Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

**Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

**Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

**Data Protection Legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the current Data Protection legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection) and the HB/Trust Disciplinary Policy.

**Quality:** DHCW is committed to delivering the highest quality IT systems and services to the NHS in Wales. Our aim is to be recognised by our customers as a centre of expertise and innovation in the provision and operations of specialist IT, Information and Support Services. The post holder is responsible for supporting this aim by working to, and continually improving, the organisation's Integrated Management System Quality Standard that aligns professional and IT best practice.

**Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

**Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

**Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to

any Director of the organisation. Any inappropriate behaviour inside the workplace will not be

tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

**DBS Disclosure Check:**

The post holder does not require a DBS Disclosure Check. \*Delete as appropriate.

**Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.

**Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

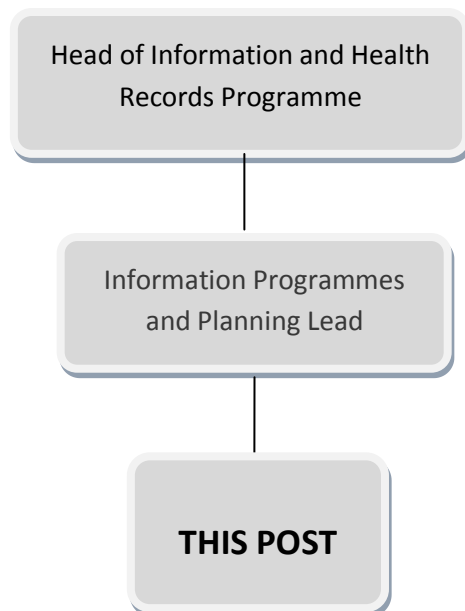
**No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: \_\_\_\_\_

**Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.



Job Title: \_\_\_\_Principal Specialist (Service Level Management ISD)\_\_\_\_\_

### Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

#### Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - N.B. Walking /driving to work is not included’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will spend the majority of the working day operating a PC, communicating with clients via the telephone and/or email, or attending meetings.	Daily	6-7 hours	
Light physical effort	Daily	1 hour	

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

‘Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out nonclinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The post holder must be able to concentrate for long periods of time e.g. writing and testing code.	Daily	2-3 hours	

There is an occasional requirement for prolonged concentration where work pattern is unpredictable e.g. drafting documents while dealing with interruptions.	Weekly	2-3 hours	
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### Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' N.B. Fear of Violence is measured under Working Conditions

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to distressing or emotional circumstances will be rare.	Ad hoc	Ad hoc	



Management exposure to distressing or emotional circumstances is periodic.	Ad hoc	Ad hoc	
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### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (even with the strictest health and safety controls), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

\*Driving to and from work is not included

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The post holder will be required to use a Visual Display Unit (VDU) more or less continuously throughout the working day.	Daily	6-7 hours	

CAJE Reference RQF/1344DT

Required to work on own initiative. Able to travel to other sites when required.	Ad hoc	Ad hoc	
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