

## 1. Job Details

Job Title:	Product Specialist
Responsible to:	System Manager
Accountable to:	Informatics Programme Manager
Band:	Band 5
Division:	Informatics Directorate

## 2. Job Purpose

- Maintain a good understanding of the system and other associated systems that may have an effect on the product
- Support the System Manager to ensure that the developed software will continue to meet constantly changing user and stakeholder needs
- Provide advice and information, in some cases on complex issues, on all areas relating to the system being introduced
- Inform the development and configuration of the system to reflect user requirements and workflow
- Provide support, guidance and training for project teams and staff across sites and across disciplines
- Assess the impact and implications of any incidents and events and to report them as appropriate
- Support the system team in promoting the effective use of the system, providing user support and expert advice to a range of individuals and groups
- Main duties also include:
  - Assist in resolving day to day system issues
  - Resolve more complex issues directly relating to the system being introduced
  - Manually resolve inconsistencies
  - Identify and troubleshoot system bugs and errors
  - Maintain user accounts including the set-up and deletion of new users
  - Review and update system documentation

- Provide a key role in co-ordinating and carrying out testing
- Provide end user support and training

### **3. Principle Responsibilities**

The principle responsibilities of the product specialist will be drawn from all or some of the following:

#### **Communication and Relationship Skills**

- Work with System Managers, other Product Specialists, NHS clinicians and users to help establish requirements and enhancements
- Assist in the generation and management of a communications strategy
  - Produce and distribute a range of communications which include training materials and user guidance
  - Provide routine information to the programme and divisional teams
  - Ensure communications are maintained and kept up to date
- Develop, maintain and initiate relationships with customers and suppliers, where appropriate provide them with expert advice, guidance and support. Attend and represent ABUHB at various user groups
- Plan, prepare & carry out complex business & technical presentations to user groups and senior NHS managers to update on all product matters including issues and progress
- To communicate complex product information to a range of stakeholders
- To build strong working relationships with stakeholders including other IT professionals and product suppliers

#### **Training and Teaching**

- Acquire and maintain a detailed knowledge of the system and integrated applications and the business and clinical processes that support them
- Must have knowledge of training methodologies and training experience to ensure system training is delivered to a high standard
- Must have an in depth knowledge of the service delivery needs
- Facilitate, train, coach and support users and provide support on best practice to ensure efficient utilisation of the system
- Assist in the development of teaching packages and support infrastructure for a range of staff
- Consider and explore new ways of delivering training
- Promote a learning environment

### **Planning and Organisational Skills**

- Assist with the roll out of training to an agreed timetable
- Work with clinicians, managers or users to establish requirements and enhancements to produce business outlines for system development
- Develop test plans and procedures to ensure that the system is stable, maintainable, meets usability criteria, provides accurate information and meets the required specification
- Assist in the co-ordination of testing, preparation of scripts and test data and undertake testing
- Liaise with testers, test teams and individuals within ABUHB, NWIS, Local Authorities and other organisations
- Prepare test reports and document lessons learnt and feedback outcomes and progress to the System Manager

### **Data Quality**

- Support data quality initiatives to improve the data quality of the product
- Demonstrate a good knowledge of the principles of Information Governance, Data Protection, Freedom of Information and best practices in the use of handling confidential information
- To participate in data quality groups to ensure improvements are communicated, agreed and comply with national and Health Board strategies
- Ensure that system configuration is maintained to support data quality

### **Responsibility for Policy / Service Development Implementation**

- Implement departmental policies within configuration management and project management
- Ensure all corporate organisational policies and procedures are followed within the team

### **Responsibility for Human Resources**

- Implement and ensure all corporate organisational policies and procedures are followed
- Lead, develop and motivate the team to ensure they perform to acceptable standards. To monitor and review both team and individual performance to identify problems and take the appropriate corrective actions

### **Responsibility for Information Resources**

- Specify new system requirements and enhancements
- Prepare documentation for system and user support
- Support and maintain the system being introduced
- Ensure that the information generated and held by them is accurate and meets the requirements of the NHS

### **Responsibility for Research and Development**

- Develop and maintain a high level of knowledge of relevant NHS clinical and business processes
- To liaise with third-party suppliers where necessary to facilitate service delivery and improvement

## **4. Personal Responsibilities**

### **Directorate & Departmental Management Conduct**

- As a member of the Directorate's Senior Team, contribute to a seamless response to the needs of the Health Board and its Directors, maintaining a professional approach and leading by example at all times
- Promote the department and the Directorate at all times

### **Continuing Professional Development**

- Develop a personal development plan annually as part of the Individual Performance Review process.
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of information and desktop applications.
- Use available resources to keep abreast of IM&T topics (Intranet, internet, reading materials, conferences etc).
- Ensure continuation of personal development through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, confidentiality, Human Rights Act, Freedom of Information Act etc and the latest Policies.

***Health and Safety***

Perform duties in a manner which will ensure the Health and Safety of all persons who may be affected by your acts of omission at work and co-operate within the Health Board to ensure that statutory and safety regulations are adhered to.

***Confidentiality***

The handling of information within the Health Board must be treated as confidential and disciplinary action will be taken in the event of a breach of confidentiality.

***Data Protection***

You are reminded of your duties and responsibilities as an employee under the Data Protection act of 1998, that you must ensure that personal data is not negligently or unlawfully handled or disclosed to unauthorised persons.

***Information Security***

Employees are required to comply with the requirements of the Health Board ICT Security Policy and standards to ensure that any information held on both manual and computer records are kept confidential and secure.

***Other Duties***

This job description describes the role in broad terms. The post-holder may be required to undertake any other relevant duties as required.

# PERSON SPECIFICATION

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	ASSESSMENT
QUALIFICATION	<ul style="list-style-type: none"> <li>Educated to Degree level or equivalent higher qualification experience</li> <li>Evidence of IT training / teaching experience</li> <li>Evidence of further development – education / training</li> </ul>	<ul style="list-style-type: none"> <li>IT qualification i.e. ECDL</li> <li>Teaching qualification</li> </ul>	<ul style="list-style-type: none"> <li>Certificates</li> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> <li>Proven experience in IT service delivery and support</li> <li>Demonstrable experience of testing and validating information systems</li> <li>Experience of working as part of a team across software development, training and implementation environments</li> <li>Experience training and communicating with a range of individuals and teams within a public sector environment</li> <li>Experience of working in a Public Sector environment</li> <li>Understanding of NHS Clinical / Administrative Information and ICT requirements</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of NHS / Social Care software applications</li> <li>Extensive use of Microsoft Office knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> <li>References</li> </ul>

<b>SKILLS</b>	<ul style="list-style-type: none"> <li>☐ Effective interpersonal, communication and facilitation skills</li> <li>☐ Excellent presentation skills using a variety of resources</li> <li>☐ Ability to communicate with staff up to senior level</li> <li>☐ Organisational skills</li> <li>☐ Ability to train individuals and groups of staff</li> <li>☐ Ability to analyse and resolve complex IT issues</li> <li>☐ Ability to process information logically</li> <li>☐ Ability to impart information in a clear and convincing way</li> <li>☐ Ability to discuss and explain complex issues to non-specialist staff</li> <li>☐ Ability to prioritise work appropriately and manage a changing work load demonstrating an organised approach and an ability to meet deadlines</li> <li>☐ Ability to establish good working relationships with people at all levels</li> </ul>	<ul style="list-style-type: none"> <li>☐ Good understanding of data protection, information governance and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>☐ Application Form</li> <li>☐ Interview</li> <li>☐ References</li> </ul>
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	<ul style="list-style-type: none"> <li>☐ Self-motivated and ability to motivate others</li> <li>☐ Ability to work autonomously and on one's own initiative, as well as being a team player</li> <li>☐ Flexible and adaptable to meet all aspects of the work</li> <li>☐ Time Management skills</li> <li>☐ Positive approach to problem solving and good analytical skills</li> </ul>	<ul style="list-style-type: none"> <li>☐ Ability to speak Welsh</li> </ul>	<ul style="list-style-type: none"> <li>☐ Application Form</li> <li>☐ Interview</li> <li>☐ References</li> </ul>
OTHER	<ul style="list-style-type: none"> <li>☐ Able to travel between sites in and outside of the Health Board as demanded by job role</li> </ul>		<ul style="list-style-type: none"> <li>☐ Application Form</li> <li>☐ Interview</li> </ul> ste