

## Job description

**Service area:** Digital

**Job title:** Digital - Team Manager

**Band:** AfC Band 7

**Location:** Stella House, Newburn Riverside, Newcastle

### Job purpose:

As Digital Team Manager, leading and managing multidisciplinary teams to both develop and support a range of products and services to the NHSBSA; you will demonstrate a range of leadership skills, in managing, developing and supporting people, processes and activities. You will instil professional and customer centric approaches to deliver a variety of change initiatives, project and programmes of work, as well as reactively dealing with incidents, swiftly and effectively so that you can enable the NHSBSA's journey to become a multi-sourcing digital business. The Digital, Insight and Technology teams are modernising and transforming the business in line with this journey and this includes the delivery of business solutions using agile methods in a continuous delivery environment. You will work with Professional (Community of Practice) leads to ensure that staff from different professional disciplines to your own has the peer support from their community of practice as well as within their line management team.

You will be an active member of the department, with occasional travel to other locations. Working under general direction and within a clear framework of accountability you will exercise substantial personal responsibility and autonomy to plan one or more teams' workloads to meet objectives and delivery timeframes.

Demonstrating excellent communication skills, influencing across multiple groups of people including customers, suppliers and partners you will form a deep understanding of wider customer and organisational needs, participating in both internal and external activities in line with your specialism to

keep your skills up to date. With a clear ability to rationalise complex technical information, you will transform this information, making it understandable for others to work with.

Engaging with stakeholders, you will facilitate and foster collaborative approaches, prioritise requirements and optimise resource utilisation, demonstrating a creative and innovative approach and advising on a number of standards, methods, tools and applications, so that the optimum approaches, standards and solutions are delivered to meet organisational objectives.

### **In this role, you are accountable for:**

#### **Specialist skills**

1. Prioritising and managing a number of requirements across a range of skills and technologies, people and processes.
2. Contributing and creating business cases, including estimating resources, budgets and timescales.
3. Providing strong leadership to manage support issues and major incidents, whilst delivering a variety of sized change initiatives, and project.
4. Implementing processes that manage application lifecycles, from implementing new services, modernising existing services and technologies, and retiring/replacing old products, services and technologies.
5. Managing a number of conflicting priorities, with multiple development and technologies, dealing the management of day to day activities and general management of staff within multi-disciplinary teams.
6. Driving the identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services.

#### **Staff Management**

7. The management of day to day activities and general management of staff within multi-disciplinary teams.
8. Enabling the performance of others, including objectives setting fully aligned to departmental and organisational objectives and goals, and the development and motivation of staff to achieve them.
9. Conducting meaningful appraisals and 1-1s, identifying and meeting development needs, implementing, monitoring, evaluating and reporting on the impact and success of implemented training plans. Advises individuals on career paths and encourages pro-active development of skills and capabilities. Sets performance targets and monitors progress against agreed quality and performance criteria.
10. Receive and act upon and where possible resolve a range of escalations including staffing, disciplinary procedures, resourcing business and technical, to secure satisfactory outcomes. Where unable to resolve, providing sufficient detail, escalate to the appropriate levels within the organisations, within agreed policies, procedures and processes to ensure appropriate resolution.

11. Undertake recruitment and selection in line with organisational processes, and participate in the implementation and delivery of initiatives to secure suitable resources, increase skills levels and develop talent pools to meet the changing needs of the business landscape.
12. Provide feedback to support and encourage teams and individuals to develop thinking and independently work through issues, to reach solutions based outcomes. Leading by example by seeking, providing and implementing individual feedback to improve ways of working and own performance.

### **Knowledge Management**

13. Keeping abreast of technological and maintain an excellent understanding of the use of technology in delivering business objectives.
14. Maintains an in-depth knowledge of application(s) residing within BSA business streams providing specialist advice where necessary.
15. Identify and support opportunities for the team to further develop their skills to meet the changing needs of the business Taking ownership for decision making within own area, seeking support and feedback to develop well thought out solutions, processes and work as required, and in conjunction with agreed procedures.
16. Maintain own knowledge and expertise at the forefront of sector knowledge. Investigate research and development to support future business needs. Develop an understanding of emerging technologies and business opportunities

### **Financial Management**

17. Responsibility for contributing to budget management processes in accordance with NHSBSA's policies, standing orders, financial regulations and legislative requirements.
18. Monitoring budget spend and resource estimates against projects, and change initiatives.

### **Relationship Management**

19. Identify opportunities, engaging and fostering relationships and partnership working within the organisation, and with third parties, to identify and deliver value to the organisation.
20. Implements stakeholder engagement/ communications plans, such as handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information. Uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management.
21. Working collaboratively with Professional Leads to identify, implement and support team and individual development.

## Information Management

- 22. Implement, monitor and report on a number of areas including agreed service levels, KPI's and standards within team, reviewing individual and team performances including outputs from appraisals, development needs, and trends are identified, and anomalies understood and reports generated and delivered to agreed frequency, methods and processes.
- 23. Monitoring, reviewing accuracy and authorising a number of activities including financial claims leave requests and timesheet submissions at both team and individual level to both assure accuracy and to inform forward planning and resource management.

## Delivery Management

- 24. Managing staff workload and completing own assigned tasks, to a high quality and within agreed timelines. Delivering continuous improvements to enhance own and business areas;
- 25. Preparing plans to enable the delivery and management of projects and programmes undertaken by the team. Providing operational direction in the preparation of plans to deliver systems and service across the organisation.
- 26. Manage and implement approaches strategies, standards, practices and policies across the team, ensuring and monitoring the timely delivery of business objectives within budget through the management of projects and programmes.
- 27. Participating in procurement processes. Reviewing functional requirements and providing non-functional requirements to ensure the overall needs of the business are met..

## In addition to the above accountabilities, as post holder you are expected to:

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Comply with NHSBSA policies, procedures and protocols as they apply to your role.

## Working relationships

**Responsible to: Service Manager**

**Responsible for: Team members**

**Key relationships and connections:** Intelligent Client Service Managers and staff

ICT Service Managers and Staff

BSA Heads of Service and Directors

BSA customer teams

Senior ICT Suppliers

Technical Operations Managers and Staff

Peer Networks in ICT Architecture, Service Management and Intelligent Client functions



## Person specification

Service area: Digital

Job title: DigitalTeam Manager – band 7

	Essential criteria	Desirable criteria	Demonstrated by
<b>Personal Qualities, Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Business change, rationalisation and transformation</li> <li>• Evaluation of data from multiple sources to inform decision making</li> <li>• Planning and organisational skills across a broad range of activities to support the delivery of project planning and resource management.</li> <li>• Communicating and negotiating with internal and external bodies, suppliers and organisations to reach satisfactory outcomes for the organisation.</li> <li>• On-going professional development</li> </ul>	<ul style="list-style-type: none"> <li>• A strong understanding of relevant frameworks and methods relevant to the role, such as Agile and Waterfall Project Management delivery methodologies</li> <li>• Knowledge of IT systems, infrastructure, cloud and managed services.</li> </ul>	<p>Application form</p> <p>Interview</p>
<b>Experience</b>	<p>Experienced at</p> <ul style="list-style-type: none"> <li>• Ongoing and continuous professional development</li> <li>• Engaging and building relationships with a range of stakeholders to support delivery of</li> </ul>	<ul style="list-style-type: none"> <li>• Working within a scrum teams.</li> <li>• Interpreting strategy and translate emerging trends and technologies which might impact or benefit the organisation.</li> <li>• Open source and cloud technologies and their sourcing.</li> </ul>	<p>Application form</p> <p>Interview</p>

	<p>business outcomes</p> <ul style="list-style-type: none"> <li>• Leading and managing staff with a range of skills and experience to deliver organisational goals and objectives.</li> <li>• Engaging and building relationships with a range of stakeholders to support delivery of business outcomes.</li> <li>• Working within a variety of development and support environments, technologies, and skills.</li> <li>• Developing capabilities within multi-disciplinary teams and at individual levels.</li> <li>• Delivering difficult messages in challenging circumstances and providing honest and constructive feedback to support the ongoing development of skills and talent.</li> </ul>		
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree calibre with relevant in-depth knowledge of the subject matter</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Relevant demonstrable experience of the subject matter</li> </ul>		<p>Application form</p> <p>Approval body</p> <p>Certification</p> <p>Interview</p>
<b>Core capability level (minimum)</b>	<p>Working at Level 3 within the Core Capabilities framework</p> <ul style="list-style-type: none"> <li>• Communicates using appropriate style, method and timing with colleagues across all levels and functions</li> <li>• Uses creative methods to involve and generate new thinking from others</li> <li>• Facilitates flexible use of resources through innovative structuring of teams and resources within own area</li> <li>• Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same</li> <li>• Translates business priorities into clear outcome-focused objectives</li> <li>• Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities</li> <li>• Is honest and realistic with people about their potential, whilst challenging them to stretch beyond what they believe they can do</li> </ul>		

	<ul style="list-style-type: none"> <li>• Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same</li> <li>• Provides direction and support without micro-managing</li> <li>• Achieves an effective balance between decisiveness and analysis - recognises when an issue requires a more considered response or immediate confident decision</li> <li>• Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery.</li> </ul>
<b>Relevant professional framework</b>	<ul style="list-style-type: none"> <li>• Operating at SFIA level 5 across Complexity and Business Skills</li> <li>• Operating at SFIA level 4 across Influence and Autonomy,</li> <li>• Operating at SFIA level 4 across specialist skill areas: <ul style="list-style-type: none"> <li>○ Strategy and Architecture/Technical Specialism</li> <li>○ Delivery and Operation/Service Acceptance</li> <li>○ Skills and Quality/Performance management</li> </ul> </li> <li>• Operating at SFIA level 4 across specialist skill areas: <ul style="list-style-type: none"> <li>○ Skills and Quality/ Resourcing</li> <li>○ Skills and Quality/Professional Development</li> <li>○ Relationship and engagement/Customer service support</li> <li>○ Relationship and engagement/Relationship management</li> <li>○ Change and transformation /requirements definition and management.</li> </ul> </li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Operating at SFIA level 5 across Complexity and Business Skills</li> <li>• Operating at SFIA level 5 across Influence and Autonomy</li> </ul>