



Moorfields
Eye Hospital
NHS Foundation Trust



Job description and person specification

Head of IT Service Management –
EPR and Deputy IT Director



Job description

Job title: Head of IT Service Management– EPR and Deputy IT Director

Department: IT Operations

Grade: Band 8c

Responsible to: IT Director

Accountable to: Chief Information Officer

Location: All sites

Hours: 37.5 hours per week

MY JOB MAKES LIVES BETTER BY...

Ensuring that our IT service portfolio is running smoothly, making sure our IT services continue to meet the needs of our users. I also keep at the forefront of digital technology initiatives, ensuring that our digital solutions put people at the heart of all that we do.

THE POST

We are at a pivotal stage of our digital journey and have an ambitious portfolio of digital technology initiatives ahead of us, all grounded around – empowering patients and service users; improving the experience navigating the healthcare system and joining up systems and data to better meet the needs of citizens.

This role is part of IT Operations, who are responsible for:

- Maintaining our IT services and ensuring they remain operational, performant, supported, fit-for-purpose and meeting the needs of our end users
- As IT subject matter experts, contributing to the design and development of new products and services
- Improving user experience in our systems and processes



- Proactively maintaining our IT service portfolio and reducing technical debt

As Head of IT Service Management – EPR, you will be responsible for setting the vision and strategy for service management for your portfolio, ensuring that processes are owned and maturing.

Your portfolio will include:

- Application Operations – responsible for managing our application portfolio for EPR, including managed service providers
- Development Operations – responsible for joining up our systems and data (including our integration engine)
- Service Practitioners – dedicated change and release manager (process owner for change management), and problem and escalation manager (process owner for problem management)

You will put people at the heart of everything you do – with a relentless focus on user experience and ensuring all our user needs are met across sites at Moorfields Eye Hospital NHS Foundation Trust.

With the ever-increasing need and interest in the use of digital technology in healthcare, you will be part of a team of Digital, Data and Technology experts that delivers service improvements and keeps at the forefront of new technology.



ORGANISATIONAL CONTEXT

This role is part of the IT Operations Senior Management Team (SMT), and participates in the IT Senior Manager On-call (SMoC) rota.

KEY WORKING RELATIONSHIPS

- All staff
- Patients and service users
- Digital, Data and Technology teams
- Information Governance team
- Emergency Preparedness, Resilience and Response (EPRR) teams and community
- Cyber Security teams and community
- Sector and regional communities of interest and peer group forums
- External suppliers



KEY ACCOUNTABILITIES FOR THIS ROLE

At this role level, you will:

- be responsible for setting the vision, strategy and strategic decision making for IT service management for EPR, ensuring processes are owned and maturing
- lead multiple service teams, ensuring adequate resources, skills and capacity
- represent the IT service management function at a senior level
- act as an escalation point for business stakeholders

Skills required for this role

Leadership

- Provide leadership and direct line management for the Application Operations, Development Operations and Service Practitioner, including vendors / managed service providers and provide subject matter expertise to wider directorate service teams.
- Mentor, coach, and line manage teams and services (including managed services) - developing their skills and capabilities to meet the needs of the organisation and healthcare partners, as well as building on existing recruiting capabilities to address new needs or skill gaps.
- Develop and lead the implementation of long-term strategic plans for IT service management for EPR, identifying risks and issues and developing mitigation strategies – with clear outcome measures.
- Deputise for the IT Director, including representation in key internal boards / committees / project and/or programme delivery and governance meetings, and with external partners

Asset and configuration management

- Manage configuration management, ensuring value for the business and adherence to company policies
- Ensure that changes to assets are recorded and controlled appropriately
- Advocate organisational commitment to asset control

Business analysis (IT Operations)



- Lead investigative work into highly complex problems and opportunities in existing processes
- Lead the collection of information and creation of recommendations for improvements
- Absorb large amounts of conflicting information and use it to produce solutions

Continual service improvement

- Analyse current processes, and identify and implement opportunities to optimise them
- Lead and develop a team of experts to deliver service improvements
- Help to evaluate and establish requirements for the implementation of changes by setting policy and standards

Financial management

- Understand how to balance cost versus value.
- Consider the impact of user needs.
- Responsible for the budget for your services (pay and non-pay) and know how and when to escalate issues.
- Contribute and develop economic investment cases for IT Operations, including business planning processes – covering sound financial models for implementation, and running of the services.

Governance and assurance

- Evolve and define governance for IT service management practices
- Take responsibility for working with and supporting other staff in wider governance.
- Assure services across sets of services.
- Use tools such as standards, guardrails, and principles to effectively govern delivery.

Making and informing risk-based decisions

- Act as a point of escalation.
- Be trusted by senior risk owners as an expert in IT service management practices.
- Apply risk methodologies at the most complex levels of risk.

Ownership and initiative



- Take accountability for issues that occur, and be proactive in searching for potential problems
- Achieve excellent user outcomes

Policies, procedures, and processes

- Responsibility for IT service management practices for your portfolio, ensuring that policies and procedures are effective, realistic and enabling for the business.
- Develop, maintain, and improve IT service management policies & procedures, considering regional and national policies and practices, ensuring that both manual and electronic information across the Trust is included in-scope.

Risk management

- Responsible for the management IT service management risks for your portfolio, including identifying new risks and ensuring we are actively managing risk controls.

Service focus, monitoring, and reporting

- See the bigger picture and investigate how to get the best out of the underlying services to support the organisations' strategic objectives and business priorities.
- Take complex reporting data from multiple sources, compare, and interpret against service baseline and industry standards and provide a supporting narrative.
- Use your data analytics skills to enhance business performance.
- Responsible for service reporting for IT service management for EPR, in-line with Trust-agreed reporting measures



Service management framework knowledge

- Have an expert certificate in the service management framework qualification
- Demonstrate an industry understanding of how to implement the framework into numerous environments

Stakeholder relationship management (IT Operations)

- Determine strategic vision and direction
- Positively influence important senior stakeholders
- Provide an arbitration function

Strategy

- Lead the design and implementation of IT service management strategy for your portfolio, ensuring the business requirements are being met.
- Contribute to the development of the broader IT strategy.
- Apply strategy, using and challenging patterns, standards, policies, roadmaps, and vision statements.
- Challenge and lead changes to policy and processes that support business outcomes, with business architecture, legal and political implications.
- Ensure alignment of operating procedures and policies in-line with national, sector (ICS) and industry best practice – where it makes sense to do so.

Technical understanding

- Show a thorough understanding of the technical concepts required for the role, and explain how these fit into the wider technical landscape

Understanding the whole context

- Understand trends and practices outside your team and how these will impact your work.
- See how your work fits into the broader strategy and historical context.
- Consider the patterns and interactions on a larger scale.

User focus

- Give direction on which tools or methods to use



- Demonstrate experience in meeting the needs of users across a variety of channels
- Bring insight and expertise in how user needs have changed over time to ensure they're met by the business
- Apply strategic thinking to provide the best service for the end user

Community of practice

- Develop and maintain a network of professionals to enable continuous learning and a community which can share, learn, and keep up to date on the IT service management landscape, within the wider Digital, Data and Technology teams.



Other Duties:

- Deputise for the IT Director as required.
- Occasional work may be required outside of core business hours to support major projects / programmes.
- All other reasonable requests

GENERAL DUTIES

1. To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
2. To comply at all times with the Trusts Information Governance Policy. The policy sets out the accountability and reporting arrangements for Information Governance in the trust and how assurance is provided that the Trust continues to meet at least the minimum standards of information governance compliance required by the NHS Information Governance Toolkit.
3. Disclosure and Barring Service (DBS) (formerly CRB) checks are now a mandatory part of the NHS Six Recruitment Check Standards for all staff whom, in the course of their normal duties, may have regular access to patients and children and/or vulnerable adults. Moorfields Eye Hospital NHS Foundation Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant, and an unspent conviction will not necessarily bar applicants from being considered for employment. Moorfields Eye Hospital is exempt under the Rehabilitation of Offenders Act which outlines that convictions never become 'spent' for work which involves access to patients. Failure to disclose any 'unspent' convictions may result in the offer of employment being withdrawn or if appointed could lead to dismissal. The Disclosure Barring Service (DBS) has published a Code of Practice for organisations undertaking DBS checks and the trust has developed its own DBS policy in line with the guidance.
4. The trust has adopted a security policy in order to help protect patients, visitors and staff and to safeguard their property. All employees have a responsibility to ensure that those persons using the trust and its service are as secure as possible.
5. It is the responsibility of all trust employees to fully comply with the safeguarding policies and procedures of the trust. As a Moorfields employee you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.



6. The trust is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department.
7. The trust operates a no-smoking policy.
8. You should familiarise yourself with the requirements of the trust's policies in respect of the Freedom of Information Act and comply with those requirements accordingly.
9. The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
10. All appointments within the National Health Service are subject to pre-employment health screening.
11. It is the responsibility of all employees to ensure that they comply with the trust infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the trust's infection control manual, this includes the 'bare below the elbow policy'. Employees must ensure compliance with their annual infection control training.
12. You are responsible for ensuring that all equipment used by patients is clean/decontaminated as instructed by manufacturers and in line with the infection control/guidelines protocol and policy.
13. Any other duties as designated by your manager, and which are commensurate with the grade.

Please note: The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

Person Specification

Requirements	Essential / Desirable	How Tested
Education / Qualifications		
Masters degree, or extensive equivalent experience including people management	E	AF, I
Relevant management / leadership qualification or equivalent experience to masters level	E	AF, I
Relevant specialist technical, or application management qualifications	E	AF, I
Service management qualification or equivalent experience (example: ITIL)	E	AF, I
Delivery management qualification or equivalent experience (Agile, PRINCE2, etc)	D	AF, I
Experience		
Experience in leading multiple complex and high-risk user/customer-centric teams, and delivering on continuous service improvement initiatives	E	AF, I
Experience of running highly complex, and high risk IT services in a Service Management environment (ITIL, etc) and expert / lead practitioner of key practices (incident, problem, change, service request, configuration, etc)	E	AF, I
Experience of supporting the transition of products from Delivery into Live Service, including Service Design and Transition activities	E	AF, I
Experience of measuring service performance to agreed SLAs/OLAs and creating report packs for stakeholders – with supporting context / narrative	E	AF, I
Experience of working with conflicting, highly complex, highly contended, and/or highly sensitive information	E	AF, I
Experience in managing critical incidents, and highly complex problem investigation + resolution	E	AF, I
Experience of contributing to, and developing enabling strategies	E	AF, I
Coaching, mentoring and supervision of others	E	AF, I
Management of financial budgets for a service (pay, on-call, consumables, relevant 3 rd party provision contracts) and developing investment cases	E	AF, I
Experience of management products / services in healthcare (NHS)	D	AF, I



Skills and knowledge		
Lead the end-to-end service provision of a portfolio of IT services – covering Service Management practices (incident, problem, change, service request, etc)	E	AF, I
Deal with complex business problems and translate into technical requirements and solutions	E	AF, I
Strong domain knowledge in at least two of the following areas, and the ability to acquire an adequate understanding of the other areas: <ul style="list-style-type: none"> • Application Operations • Development Operations • Change and Release Management • Problem and Escalation Management 	E	AF, I
Identify training needs and develop a professional development framework to build and sustain capability in your portfolio	E	AF, I
Prioritisation of work – within the team and across the wider directorate	E	AF, I
Meet set targets or metrics for service	E	AF, I
Autonomous working and can delegate appropriately	E	AF, I
Good communication skills – tailoring your message for your audience, providing, and receiving highly complex, sensitive and/or contentious information, able to communicate complex technical information in a simple way to stakeholders	E	AF, I
Present complex, sensitive, and contentious information to large groups	E	AF, I
Strong domain knowledge and ability to keep ahead of technology initiatives	E	AF, I
Design and develop our service management tools and processes	E	AF, I
Systematic and methodical approach to problem solving	E	AF, I
Personal qualities		
Relentless focus on user needs and experience	E	AF, I
Problem-solving mindset – focusing on improving outcomes	E	AF, I
Seeing the bigger picture - understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders	E	AF, I
Able to work well within a busy environment	E	AF, I

Means of Assessment include application form (AF), Interview (I), Test (T), Presentation (P)

