



Job description and person specification

Position			
Job title	Head of Open Tech	Directorate/ Region	NHSX
Pay band	AFC Band 9	Responsible to	Director of Standards & Interoperability
Salary	From £89,537- £103,860 per annum	Accountable to	Chief Technology Officer
Tenure	Substantive Position	Responsible for	Responsible for day to day work assigned to Project team whilst on allocated project.
Funding Arrangements	Programme Funded	Base	Leeds/London with travel to both locations



NHSX	NHS England and NHS Improvement
<p>NHSX is leading the largest digital health and social care transformation programme in the world and has been created to give staff and citizens the technology they need.</p> <p>We are a joint unit made up of colleagues in the Department of Health and Social Care (DHSC) and NHS England and Improvement (NHSE/I) and will harness the best expertise from industry, the NHS, Government and the health and care sectors.</p> <p>NHSX will deliver the Health Secretary's Tech Vision, building on the NHS Long Term Plan. We will speed up the digital transformation of the NHS and social care. We have set ourselves five missions, which are focused on how we can make things better for patients and staff. These are:</p> <ul style="list-style-type: none"> • Reducing the burden on clinicians and staff, so they can focus on patients; • Giving people the tools to access information and services directly; • Ensuring clinical information can be safely accessed, wherever it is needed; • Improving patient safety across the NHS; and • Improving NHS productivity with digital technology. <p>We have established NHSX on 4 core values:</p> <ul style="list-style-type: none"> • Open • Respectful • Collaborative • Innovative <p>These values are guiding the way that NHSX works now and develops in the future, we would expect applicants to demonstrate, at interview, a</p>	<p>NHSX is a joint unit between DHSC and NHSE/I. This role is being recruited into NHSE/I.</p> <p>NHS England and NHS Improvement (NHSE/I) came together on 1 April 2019 as a new single organisation. The NHS Long Term Plan focuses on delivering integrated care to patients at the local level and we can best support the NHS to deliver this as a single integrated organisation.</p> <p>Our new operating model represents a strong shift to regional delivery supported by expert corporate teams. Local health systems are supported by our integrated regional teams who play a major leadership role in the geographies they manage.</p> <p>We are jointly committed to creating and maintaining a fair and supportive working environment and culture, where contributions are fully recognised and valued by all and staff feel empowered to carry out their duties to the best of their abilities. As employers we are committed to promoting and protecting the physical and mental health and well-being of all our staff. This underpins our values as set out in the NHS Constitution, supports us to be an Employer of Choice and ultimately enables our employees to support the effective care of our patients.</p> <p>The seven integrated regions of our joint enterprise will work with local systems to support and improve how care is provided to patients and communities. These regions will be supported by the corporate centre providing expertise and developing policy. The focus will be on guiding and managing the delivery of services through local integrated health systems, sustainability and transformation partnerships, and devolution areas.</p>



commitment to these values.

Service and team	About the role
<p>NHSX has been set up as a joint unit made up of colleagues in the Department of Health and Social Care (DHSC) and NHS England and Improvement (NHSE/I) to lead on the digital transformation of the health and care system. NHSX will harness the best expertise from industry, the NHS, Government and the health and care sectors to deliver against the five missions.</p> <p>We have established our organisation on 4 core values:</p> <ul style="list-style-type: none"> • Open • Respectful • Collaborative • Innovative 	<p>The Head of Open Tech is responsible for NHSX's strategy in improving our ecosystem by promoting open source, open standards, and open data ways of working.</p> <p>They will be highly experienced in open source development and evangelism, open standards development; stakeholder engagement and research, and the principles of open data.</p> <p>They will position NHSX as leaders in these fields, demonstrating how organisations in the health and social care community:</p> <ul style="list-style-type: none"> Can participate in open source projects and release their own code Know when and how to publish or expose open data Understand how adopting open standards increases their choice of tools and suppliers Understand the business case and benefits to our patients and staff <p>The Head of Open Tech will guide NHSX to clear away barriers to the ecosystem we want, by informing Department of Health and Social Care policy, regulation, NHS-wide processes and NHSX's own assurance and spend controls. They will advise and defuse misconceptions using evidence they collect of the benefits of open source, open standards, and open data.</p> <p>They will provide expert advice, documentation, blog posts, conference speeches and other forms of engagement to work with and continually gather the user needs of developers, informatics professionals and technical decision-makers across our ecosystem. And they will inform the work of the broader Standards and Interoperability Team.</p>



Key Job specifics and responsibilities	Key accountabilities
<p>Key Relationships - Partnership and cross boundary working</p> <ul style="list-style-type: none"> • To work closely with the Department of Health and Social Care (DHSC), NHS England and NHS improvement colleagues to ensure that technology capabilities are fit for purpose to meet the needs of the health and care system • To work closely with local health and care professionals to ensure that effective technology capabilities are defined and deployed to meet the needs of citizens and staff, and to fully support the effective and efficient delivery of health and care services. • To form close relationships with external stakeholders and partner organisations to ensure that NHSX can marshal and access expertise quickly around specific issues, generating practical recommendations and new insights <p>Key Relationships (Internal)</p> <ul style="list-style-type: none"> • To lead NHSX's strategy in open source, open standards, and open data across the health and care system. • To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes. • Operate effectively in a flexible and demanding environment and proactively engage with stakeholders. • Lead across the health and social care system as an expert, managing effective working relationships with the appropriate stakeholders. • Manage potentially difficult and conflicting situations with 	<p>Guide NHSX in transforming the health and social care technical and informatics ecosystem. Help everyone understand how to use and produce open source software, open standards and open data. Demonstrate through NHSX's activities and by highlighting good examples in local NHS and social care organisations.</p> <p>Explain, simplify and remove barriers to using and producing open source software, open standards and open data. Activities may include blogging, actively participating on social media, speaking at conferences, and building any central web content, documentation or code libraries we may need.</p> <p>Advise other parts of NHSX (including Policy, Commercial, Assurance etc.) on how they can help to create and encourage these open ways of working.</p> <p>Maintain the evidence base to demonstrate the benefits and to guide this policy as it iterates and evolves.</p> <p>Participate in external standards development processes, as needed.</p> <p>Developing an excellent organisation</p> <ul style="list-style-type: none"> • To actively manage and support the development of individuals



staff and stakeholders within change programmes to ensure successful outcomes

- Employ effective communication, negotiation and influencing skills to enable stakeholder relationships to deliver objectives over the duration of projects/programmes.
- Represent the Sector in sensitive and political situations, delivering difficult messages where required to senior-level audiences

and the team through appraisal, personal development planning, coaching and mentoring.

- To work in partnership with others and as part of cross-directorate teams to deliver successful outcomes.
- To support the organisation's ways of working, model its values and champion the NHS Constitution.
- To ensure the health, safety and wellbeing of all staff within the department.
- To ensure compliance with all confidentiality and governance requirements within the Group and Directorate.
- To adhere to the NHS Managers Code of Conduct and any other relevant professional codes of conduct at all times.

Numbers and types of staff managed

Budget Managed

To Be Confirmed

Financial and Physical Resources



Key Functional Responsibilities

Operational

Accountable for leading all activities including, but is not limited to: -

- Manage, monitor and report on benefits realisation management, tracking the progress and ensuring that the intended benefits are achieved with outcomes maximised.
- Oversee the work with the Deputy Directors to ensure the information systems are integrated with the overall strategy; ensuring synergy between strategy milestones and objectives.
- Develop and implement appropriate long-term business strategy with stakeholders, implementing new business processes as required.
- Ensure appropriate governance structures are in place to support.
- Work with the Directorate and People & OD senior staff to ensure the smooth transition of people within the new system. And appropriate focus on the culture changes needed to underpin, working with People and OD staff to deliver appropriate OD interventions.
- Manage the impact on business-critical process and key talent.
- Manage the appropriate programme controls ensuring monitoring and control activities and performance targets are on track.
- Ensure appropriate stakeholder engagement strategy is in place defining how the strategy will engage with all stakeholder groups and what information flows will be established and maintained.
- Ensure there is a resource management plan which sets out the activities required to implement. (Resources meaning finances, people, assets and technology).
- Manage system risks ensuring they are appropriately identified, and controls and/or mitigation is in place, escalating to the system board as appropriate.

- Budget setting across a range of areas/services, managing and monitoring related activity, liaising with Finance colleagues to ensure appropriate costings, and ensure compliance with standing financial instructions.
- Responsible for ensuring adherence to the directorate budget, ensuring appropriate documentation is available for scrutiny. Constantly striving for value for money and greater efficiency.
- Responsible for providing guidance, management and assurance on the procurement of identified products, equipment, services and facilities for assigned Directorate.
- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings as required.
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year.

Staff Management

- Manage the Directorate, building a collaborative working environment and an innovative culture.
- Motivate and inspire staff throughout the strategy to role model leadership and innovation.
- Leading multiple teams to ensure the plan/deliverables are met in a timely manner, to the required standards and within budget.
- Work across the wider organisation to agree prioritisation of blocks of work and related resource allocation.
- Responsible for the recruitment and development of the Directorate staff, including undertaking appraisal and personal development and, where appropriate, progressing any disciplinary or capability issues.
- Support an effective matrix approach.
- Highlight, promote and report innovative approaches to education and training, particularly their impact on service.
- Responsible for managing multiple functions within the directorate.



- Establish and manage the Directorate's risk management, change control and issue resolution processes.
- Supports the Director in senior stakeholder engagement and aligning the function/strategy from strategic objectives and business needs.
- To monitor, interpret and qualify assure progress against deliverables. Quality assurance and progress of deliverables to NHS England and NHS Improvement that often require adjustments specifically in relation to the complex corporate business agenda, strategic objectives and the business planning process.
- To develop business plans and provide expert strategic and policy advice and guidance on all areas of the National Director's portfolio.

Policy and Service Development:

- Ensure that all staff within the Directorate are aware of relevant policy and procedures and that communication is developed and deployed appropriately.
- Maintain a good knowledge of emerging policies from government departments, the organisation in defining the strategy. In order to support delivery of the NHS Long Term Plan.
- Working across multiple agencies both within and outside of the NHS, equivalent to a directorate when compared to other NHS provider organisations.
- Lead on policy development with impact across the organisation.

Information Management.

- Required to present to a range of internal and external stakeholders (including executive sponsors and non-executive authorities). Information relating to programme/service delivery often in challenging and potentially hostile situations.
- Developing and presenting detailed reports summarising status on issues, appraising outcomes, and providing progress reports for senior staff or groups of staff as directed from time to time, tailoring the content to meet the needs of the audience.
- Operate within and provide enhancements to current management information and reporting to enhance decision making processes.
- Responsible for the overall planning and delivery of the strategy and for providing vision and strategic direction to the team and defining and managing the governance processes of the strategy.
- Chair or attend as appropriate, meetings with varied internal and external key stakeholders to facilitate the delivery of the strategic objectives.
- Contribute to the review and development of existing project information management systems and contribute to the development of an integrated approach to project management.
- Responsible for the development and delivery of data systems across the organisation.
- Responsible for the design, development and implementation of information systems within the directorate rather than data systems.

Key Working Relationships



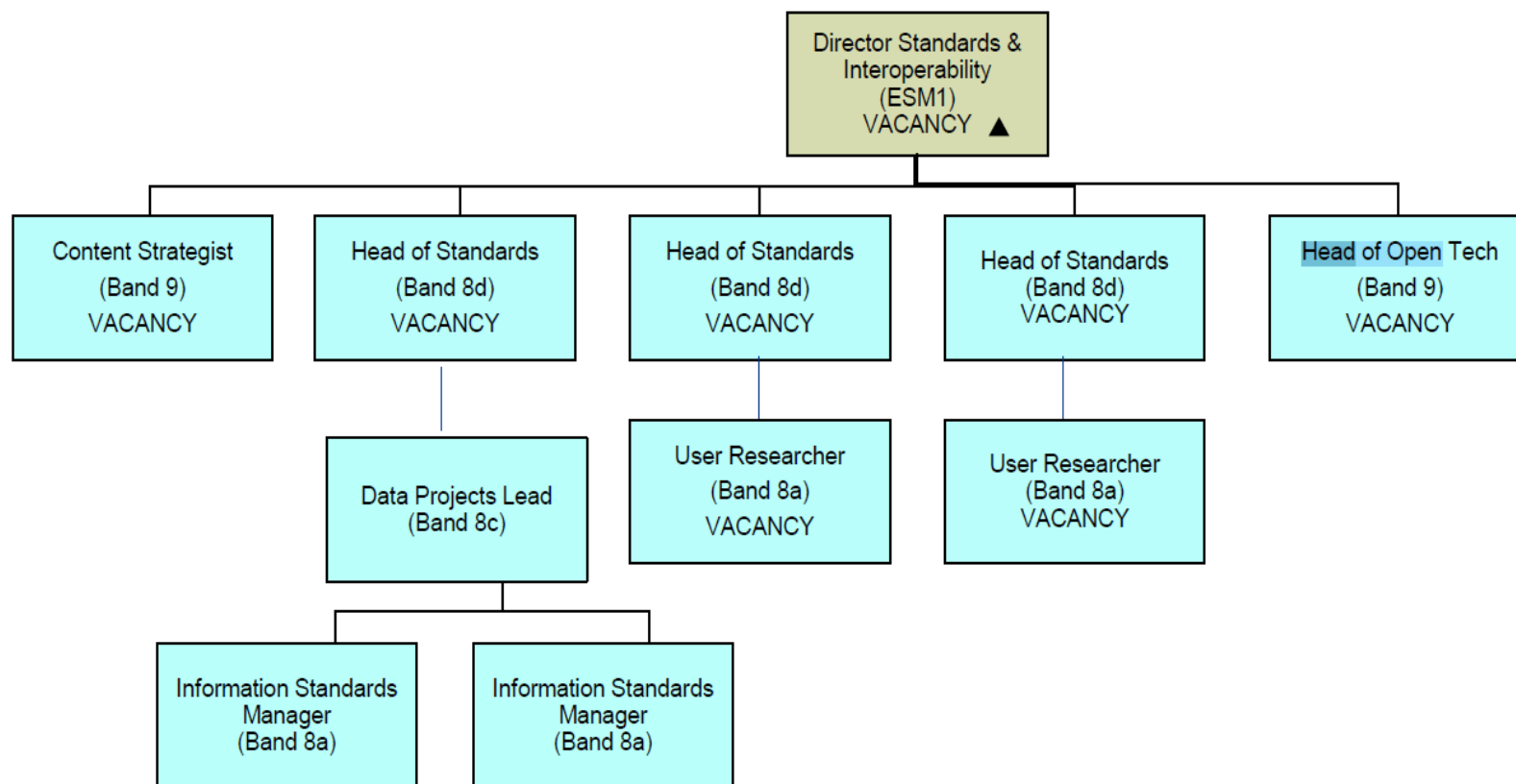
Research and Development

- Develops a strategy including research and development to identify, develop and promote best practice, this could be UK wide, globally, public or private sector both within and outside the health economy
- Drawing from experience and expertise in other academic fields and industries, ensures that the organisation benefits from relevant initiatives.
- Highlight, promote and report innovative approaches to education and training, particularly their impact on service.
- Commission and co-ordinate Research and Development strategy to drive innovation.

- Operate effectively in a flexible and demanding environment and proactively engage with stakeholders.
- Lead as an expert; integrating systems and managing effective working relationships with the appropriate stakeholders.
- Drive and challenge each key working relationship to innovate with drive reform to achieve agreed objectives.
- Manage potentially aggressive and/or antagonistic situations with staff and stakeholders within change programmes for successful outcomes, often dealing with complex and conflicting issues with staff and stakeholders.
- Employ effective communication, negotiation and influencing skills to enable stakeholder relationships to deliver objectives over the duration of projects/programmes.
- Represent the Sector in sensitive and political situations, delivering difficult messages where required to high-level audiences.

Organisational Structure





Person specification				
Criteria		Essential	Desirable	Evidence*
Qualifications	Masters level qualification (or equivalent experience) in a relevant discipline	✓		A/I
	Experience of project and programme management techniques and tools such as Prince 2 or Managing Successful Projects	✓		A/I
Knowledge and experience	An in depth understanding of the internet stack	✓		A/I
	Experience of developing or managing a large open community (ideally online and offline)	✓		A/I
	Experience developing or delivering a strategy and benefits case for open source, open standards and open data	✓		A/I
	An in depth understanding of modern software and web development practices (like agile, extreme programming, develops or lean development)	✓		A/I
	Experience working with multiple senior stakeholders in diverse teams	✓		A/I
	Experience working with international standards development organisations.		✓	A/I
	Open standards: An understanding of existing policy, leading thinking, and benefits	✓		A/I
	Open data: An understanding of existing policy, leading thinking, and benefits of open data	✓		A/I
	Knowledge of evidence-based policy making	✓		A/I
	Experience of presenting complex technical information to a very senior audience	✓		A/I
				A/I

	Experience of presenting complex technical information to a geographically distributed online audience	✓		A/I
	Experience of developing, recommending or implementing major policies over a set of interconnected teams or organisations	✓		A/I
	Experience of user research and development of digital services using open source elements, open standards and open data	✓		A/I
	Extensive experience of working with open source software or product communities.	✓		
	A significant track record of national or international thought leadership and achievement in open source, open data, or open standards		✓	A/I
	Knowledge of international health systems		✓	A/I
	An understanding of the NHS and key levers for change		✓	
	An understanding of the NHS political environment and evidence-based decision making		✓	A/I
	Experience with public service delivery		✓	A/I
	Experience with content strategies, especially communicating with the public		✓	
	Proven and significant leadership experience and/or formal management qualification.	✓		A/I



	Significant evidence of continued professional development	✓		A/I
	Demonstrated expertise in a Healthcare environment	✓		A/I
	Proven Board level experience of leading and delivering complex change and strategy development programmes in a politically sensitive and complex environment	✓		A/I
	Significant experience and understanding of proven implementation of project management methodologies or a Prince 2 or managing successful projects practitioner.	✓		A/I
	Significant management experience at senior level in the NHS or other public healthcare related industry	✓		A/I
	Experience and/or understanding of the UK Health Economy	✓		A/I
	Experience of successfully operating in and delivering priorities in a partnership environment.	✓		A/I
	Experience of leading major change initiatives with entrepreneurialism in a challenging organisational environment	✓		A/I
	Significant experience of managing and prioritising a large budget with solid knowledge of financial process requirements	✓		A/I
	Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments	✓		A/I
	Member of a relevant professional body.	✓		

Skills Capabilities & Attributes	Proven leadership skills and ability to motivate and lead multi-disciplinary, virtual teams	✓		A/I
	The ability to build excellent collaborative networks	✓		A/I
	Excellent analytical techniques and a thorough understanding of application of these techniques in contexts like health	✓		A/I
	Ability and know how to shape development of standards through international bodies	✓		A/I
	Excellent written communication skills, including online under wide scrutiny, and the ability to quickly write responses with technical accuracy and high legibility	✓		A/I
	Highly developed interpersonal skills, negotiation, conflict management, feedback, partnership working, and coaching skills	✓		A/I
	Excellent presentation skills with a proven record of delivering impactful and convincing presentations	✓		A/I
	Ability to build credibility and work collaboratively with leaders in NHSX to ensure resources are aligned behind strategic and operational delivery of objectives	✓		A/I
	Ability to deal with challenging situations in a formal setting	✓		A/I
	Strong external communications skills in a politically sensitive environment with knowledge of and experience in handling media relations	✓		A/I
	Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required	✓		A/I
	Ability to analyse highly complex issues where material is conflicting and drawn			



	from multiple sources (verbal, written and numerical).	✓		A/I
	Demonstrable ability to act upon incomplete information, using experience gained to make inferences and decision making	✓		A/I
	Significant ability to analyse numerical and written data, assess options and draw appropriate initiatives	✓		A/I
	Demonstrable leadership, vision, strategic thinking and planning with highly developed political skills	✓		A/I
	Demonstrable ability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	✓		A/I
	Ability to provide informative reporting on finances and impact to Board management	✓		A/I
	Demonstrable ability to work effectively between strategic and operational activities where required	✓		A/I
	Demonstrable ability to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	✓		A/I
	Ability to make decisions autonomously, when required, on difficult issues	✓		A/I
	Demonstrable ability to use autonomy to undertake actions as a result of own interpretation of policy and guidance providing a source of expert advice to the organisation	✓		A/I

Values and Behaviours	Commitment to and focused on quality, promotes high standards in all they do	✓		A/I
	Able to make a connection between their work and the benefit to patients and the public	✓		A/I
	Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients	✓		A/I
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	✓		A/I
	Will consider the most effective way to promote equality of opportunity and good working relationships in employment and service delivery and has the ability to take actions which support and promote this agenda	✓		A/I
	Demonstrable commitment to partnership working with a range of external organisations	✓		A/I
	Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation	✓		A/I
	Values diversity and difference operates with integrity and openness	✓		A/I
	Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness	✓		A/I
	Demonstrates honesty and integrity and promotes organisational values.	✓		A/I
Other	Ability to travel across multiple sites where required	✓		



* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
T	Test or Assessment
C	Certificate

