JOB DESCRIPTION

Job Title: Software Engineer

Pay Band: Band 7

Hours: 37.5 hours

Accountable to: Lead IT Engineer

Location: Leeds/London/homeworking

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| Purpose:  Values: | The post holder is expected to fully understand, embrace and uphold NHS Resolution’s Purpose and Values:  *“To provide expertise to the NHS on resolving concerns fairly, share learning for improvement and preserve resources for patient care.”*  **Professional**  Being an organisation which operates to the highest possible professional standards.  **Expert**  Being the centre of expertise for resolving claims, disputes and concerns about performance.  **Ethical**  Having high standards and doing the right thing.  **Respectful**  Dealing with customers, colleagues, patients and the public in a considerate and respectful way. |

Key Working Relationships

*Internal*

* All NHS Resolution staff

*External*

* NHS Bodies
* Panel firms
* Arms’ Length Bodies
* Other external stakeholders

Job Summary

NHS Resolution is currently upgrading its core information systems and adopting the use of modern, cloud based software as a service (SaaS) solutions, the transformation includes legacy services and on-premise case management system. They are transitioning from an old, on-premise case management system to modern, cloud-based software as a service (SaaS) solutions

However, it is vital that we continue to support and maintain the legacy systems whilst this transformation is underway.

The primary focus on this role will be to:

* Provide expertise, ongoing support and end-to-end maintenance for the legacy case management systems (Extranet, CMS, DTS, EKS2 and ADMS) working alongside the software provider.
* Conduct timely collaboration with a multidisciplinary team comprising of the supplier, business users and NHS Resolution technical teams to build up knowledge and experience in the legacy systems so that basic support duties can be undertaken in-house and assist in the decommissioning of the systems once they are no longer required.
* Lead and oversee the development of the hybrid support system with appropriate documentation and fit for purpose monitoring systems and processes put in place that will enable the continued delivery of the organisation and directorate’s strategic outcomes.
* Provide day-to-day management, support and administration of the organisation’s IM&T infrastructure in area of specialism, to deliver the technology service in line with Service Level Agreements.

Organisation Chart



Main Duties and Responsibilities

* Develop a deep understanding of the legacy Extranet, CMS, DTS, EKS2 and ADMS case management systems including all related infrastructure, application and databases
* Responsible for the management of complex technical problems which may impact the legacy systems
* Support the legacy systems to ensure that they remain fully operational within Engineering SLAs
* Proactive monitoring of these systems taking preventative action where necessary in line with processes
* Design and implement a robust knowledge transfer strategy in line with industry standards and regulatory requirements.
* Responsible for understanding all routines and scheduled jobs whilst ensuring that they continue to function and troubleshoot as necessary
* Responsible for understanding the Disaster Recovery plan and its implementation
* Responsible for understanding and implementing regular changes that may be needed within the services (e.g. Data manipulation)
* Responsible for ensuring any system replication remains in place with data being up to date
* Keep up to date with developments in our modern case management system (Casehub).
* Engage with key stakeholders to define the architectural state for legacy systems.
* Provide expertise, advice and contribute to the thinking around risk assessment.
* Present work including reports at relevant forums.
* Contribute to a positive digital innovation culture in DDaTT.
* Help develop the technical understanding of other members of the team and wider stakeholders.
* Contribute to discussions around funding and ongoing supplier requirements
* Documentation of the solution.
* Design, implement and evaluate a decommissioning strategy with solutions (using AI) that meet the industry standards of security, regulatory requirements, GDPR, reliability and cost efficiency.
* Provide technical documentation throughout where required.
* Undertake line management/supervisory responsibilities where necessary.

Communicates Effectively

* Post holder must have well developed communication skills and emotional intelligence. The post holder must be able to express and describe highly complex, multi-stranded, sensitive and contentious security and technical information effectively in both written and verbal medium
* Work with other managers, whether in statutory committees, formal committees or ad-hoc management groups established for specific purposes.
* The post holder will be expected to be able to use their expert knowledge and experience to influence and persuade staff and communicate complex and contentious information where there may be barriers to understanding.
* Responsible for communication of scheduled and un-scheduled Infrastructure activities that impact performance or availability of core systems.
* Support staff at all levels with the overall management objectives of the project.
* Delivery of scheduled reports to highlight emerging technology issues and to identify trends in service up to the Lead IT Engineer.
* Provide assistance to panel solicitors and scheme members on IT infrastructure issues (e.g. access to Extranet).
* Provide clear and visible leadership including direction as a subject matter expert on all software development issues which may be complex, evolving, multifaceted or contentious.
* Work as part of a multidisciplinary team of Dorset systems, business users, NHS Resolution DDaTT team as well as other related organisations and develop good working relationships.
* Discuss progress and provide regular reports to the Lead IT Engineer.
* Liaise with the key stakeholders in technical and digital teams to continually analyse the business requirements, ensure a consistent and coherent approach to enterprise-wide architectural issues.
* Communicate effectively data management solutions to a range of internal and external stakeholders at all levels in various meetings.
* May be required to work unsociable hours to provide technical support and /or enable the delivery of the hybrid support system including any associated key programmes or projects.

**Analytical and Judgmental Skills**

* Lead and participate in the strategic planning for ongoing support, knowledge transfer and decommissioning of the legacy system.
* The post holder will be responsible for day-to-day decisions in carrying out software development tasks for the project working with suppliers. Anticipate highly complex problems and initiate solutions including proposing and implementing changes, and suggestions for continuous improvement of the hybrid support system for users.
* Make judgements with tact and diplomacy based on sound data analysis and understanding of the organisation’s needs.
* Act as a point of escalation for technical incidents and issues including taking ownership and responsibility for them as well as putting in place actions that would mitigate any likely risks.
* Apply discretion to resolve issues in accordance with the operational procedures, standards and any service level agreements in place
* Provide tailored options to meet decommissioning and knowledge transfer issues/challenges, unpredictable factors, anticipated future solutions and likely conflicting stakeholder demands.
* Demonstrate strong analytics skills and highly complex technical problem-solving skills.
* Respond constructively and confidently to queries and complaints, ensuring

contributions meet the needs of the service users and persuading and influencing others in a way that builds and promotes confidence.

* Prioritise own work based on criticality, impact and deadlines.

**Planning and Organisational Skills**

* Maintains and ensures appropriate security and backup solutions are in place and observed for systems.
* Ensure the timely delivery of key required outputs is achieved.
* Work in a collaborative way with all members of the supplier and internal teams
* Provide regular reports on progresses, risk assessments, mitigation planning for the decommissioning activities and hybrid support system issues. including emerging technology developments.
* Proactively review methodologies and advise of potential opportunities to adopt alternative options where appropriate.
* Undertake the production of technical diagrams and illustrations
* Undertake the necessary research, and training to ensure that personal levels of technical expertise are maintained and developed to support the organisation.
* Advise management and stakeholders on new technologies, tools and standards, including assessing the potential for enhancement of hybrid support system so that it’s fit for purpose.

**Financial and Physical Resources Responsibilities**

* Ensure the robust management of financial resources are allocated appropriately and make proposals to maximise them through contributing to budget setting, recharges, long term financial planning and cost saving opportunities.
* Responsible for the safe use of IM&T hardware and software, including any installation, repair and maintenance of the hybrid support system as well as the decommissioned legacy systems.
* Responsible for maintaining and monitoring the hybrid support system, ensuring continuity of service and budget management.
* Proactively liaise with key stakeholders to identify and evaluate potential value processes for continuous improvement.
* Ensure that procurement processes and procedures are followed where necessary in a timely and efficient manner including participating in the procurement processes where appropriate and providing assistance for the development and assessment of procurement documentation as required.
* Provide training on the hybrid training system

**Develop Self, Others and Team**

* Participate in the Annual Performance Appraisal process, sourcing and undertaking training as identified in the Personal Development Plan.
* The post holder has supervisory responsibilities, which may include day-to-day management and development of staff, the recruitment and selection of new employees; undertaking annual appraisals and objective setting; sickness absence management; and other duties as deemed appropriate by the line manager
* Undertake continued personal and professional development to meet the changing demands of the post. This will include keeping up-to-date on industry developments and offerings from external suppliers.
* Provide knowledge sharing and training sessions to colleagues and key stakeholders regarding the hybrid support system developments.
* Demonstrate a strong commitment to continuous service improvement and developing, ensuring that NHS Resolution values are demonstrated by the Architecture and Engineering team.

**Information Resources Responsibility**

* Responsible and accountable for the development of hybrid support system and decommissioning of the legacy systems.
* Compares, proposes and provides technical and systems options for solutions based on feasibility and impact.
* Adapts, designs and monitors systems for faults, performance and stability, fixing problems where needed and identifying trends and patterns, and when necessary,feeds back information to relevant key stakeholders.
* Ensure all data is handled in accordance with the applicable Data Governance arrangements and network security policy.

**Research & Development**

* Provide specialist technical expertise on the hybrid support system including software and decommissioning of the legacy systems.

**Freedom to Act**

* As a specialist and subject matter expert, the post holder will have the autonomy to work within broad established guidelines and policies, only referring to line manager or key stakeholders as and when required.
* Take responsibility for resolutions considering the service level agreements, timely delivery of the assigned programme of activities and within the budgetary obligations.

**Effort and Working Environment**

*Physical skills*

* The role requires advanced keyboard skills to manipulate information and complex data at speed, ensuring accuracy and within tight deadlines.

*Physical effort*

* Hybrid/Office based post which requires the post holder to sit in a restricted position for the majority of the working day; the post holder will be required to undertake light physical effort when carrying laptop and documents between NHS Resolution offices or meetings and events including conducting demonstrations of the hybrid support system.

*Mental effort*

* With the role being a subject matter expert of the hybrid support system, including data analysis of the highly complex, contentious and sometimes sensitive IT issue, there will be a frequent requirement for prolonged intense concentration which will require a great deal of mental effort manage the programme of work/tasks to meet the deadlines.
* Analysehighly complex streams of information and data in order to diagnose, design and implement appropriate technical solutions. The post holder may be required to deal with unpredictable interruptions on a daily basis.

*Emotional effort*

* May be exposed occasional emotional or distressing circumstances as users can be very demanding and may require further discussions about the design and implementation of the hybrid support system.
* The post holder may be required to deal with people related matters such as performance, capability and conduct issues.

*Working conditions*

* Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.
* May be required to work unsociable hours to provide technical support and /or enable the delivery of the hybrid support system including any associated key programmes or projects and to ensure that any changes do not impact the business activities during normal working hours.

Further Information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the *Data Protection Act/General Data Protection Regulations 2018* and the *Common Law Duty of Confidentiality*.
2. The post holder must follow the record keeping guidelines established by NHS Resolution to ensure compliance with the *Freedom of Information Act 2000*.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with NHS Resolution’s policies and procedures.
5. The post holder must be aware of individual responsibilities under the *Health and Safety at Work Act* and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post’s grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates *No Smoking Policy* and *No Alcohol policies*.

Person Specification

| **Category** | **Criteria** | **Essential (E) Desirable (D)** | **How tested\*** |
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| **Education and Qualifications** | Degree level or other qualification or evidence of relevant on-job qualification, e.g. Informatics, Software Engineering, Computer Science, or Systems Engineering at Bachelor level | E | A & I |
| Software Engineering, or relevant Professional IT qualification to master’s level or equivalent in-depth experience | E | A & I |
| ITIL Certified or equivalent | D | A & I |
| Understanding of ISO27001 | D | A & I |
| Project management qualification (e.g. PRINCE 2) | D | A & I |
| **Skills and Abilities** | Proficient IT skills and ability to use Microsoft Office packages (i.e.. Outlook/Word/Excel/PowerPoint) | E | A & I |
| Excellent software development skills | E | A & I |
| Experience and excellent skills including software development good practices (version control, tests, etc.) | E | A & I |
| Strong analytical and problem-solving skills | E | A & I |
| Experience of communicating and influencing at a senior level including the ability to articulate technical content to non-technical colleagues and senior managers | E | A & I |
| Able to work autonomously, plan, organise, manage and prioritise own workload; using own initiative and working to tight deadlines | E | A & I |
| Able to design, prepare and maintain technical documentation | E | A & I |
| Able to provide clear, concise, accurate and timely documents and reports | E | A & I |
| High levels of attention to detail and the ability to concentrate for long periods | E | A & I |
| Experience of legacy case management platforms:   * SQL management & replication * SQL scripts * IIS Web Services * SharePoint (on-premise & Cloud) * API Integrations * Windows Server OS | E | A & I |
| Detailed knowledge of   * Cloud Services (IaaS, SaaS, PaaS) * Azure (Native, IaaS, PaaS, Containerisation) * Microsoft 365 Cloud * All external facing systems * Microsoft Defender for Endpoint * Server virtualisation – VMware, Hyper-V * Certificate Authority * Active Directory, DNS, DHCP, GPOs, WINS, Replication, Sites * Vulnerability management * Management, testing and application of Updates for Servers/Appliances and Clients * Cyber Security and IT Security | E | A & I |
| Able to communicate with staff at all levels | E | A & I |
| Ability to concentrate for sustained periods of time while applying excellent analytical and problem solving skills to highly complex system issues requiring interpretation of technical and non-technical data which may be incomplete | E | A & I |
| Able to work on own initiative | E | A & I |
| Ability to create network diagrams and documentation | E | A & I |
| Able to work flexibly to accommodate peak periods of work | E | A & I |
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| **Experience** | Significant specialist experience of advanced systems development life cycle, design, and testing using a variety of design patterns | E | A, I & T |
| Experience of preparing detailed technical documentation and governance frameworks | E | A & I |
| Experience with user interface/experience design | E | A & I |
| Previous experience of decommissioning IT work including platform removal projects | E | A & I |
| Understanding and/or experience of clinical systems deployment in a healthcare setting | D | A & I |
| Experience in continuous improvement of development and integration processes | E | A & I |
| Experience of designing and implementing Enterprise-wide backup and archiving solutions | E | A & I |
| Experience of designing and implementing OS patching solutions | E | A & I |
| Experience of implementing and managing Active Directory and Entra ID | E | A & I |
| Experience in managing virtualised environments | E | A & I |
| Experience in creating technical documentation | E | A & I |
| Significant experience of IT systems management | E | A & I |
| Cloud Services experience, Azure admin portal and M365 | E | A & I |
| **Knowledge and Understanding** | Knowledge and understanding of confidentiality within the workplace (particularly within the NHS) | E | A & I |
| Knowledge and understanding of Equality Act (2010) | E | A & I |
| Knowledge and understanding of Freedom of Information Act (2000) | E | A & I |
| Knowledge and understanding of Data Protection Act/General Data Protection Regulations (2018) | E | A & I |
| **Other** | Commitment to own personal and continued professional development | E | A & I |
| Self-motivated, enthusiastic, innovative, ambitious and flexible | E | I |
| Out of hours availability | E | A & I |

\* A – application form; I – interview; T – test