

Role Description

Role:	Director of Service Improvement and Business Change
Directorate:	Chief Operating Officer's office
Department:	Health & Social Care
Grade:	OS7
Responsible to:	Chief Operating Officer
Responsible for:	TBC

Job Summary

The role of Director of Service Improvement and Business Change will be responsible for driving and implementing service improvements and business change across the Department, in support of strategic objectives and a number of key change programmes. The role will:

- Develop a programme management framework for the Department to enable it to deliver its work programme and projects effectively, within budget and in a timely manner in support of the Department's key priorities. This will include chairing the Department's Programme Board
- Lead the business change and project management unit for the Department, including the commissioning and management of external resources including specialist project managers as required.
- Ensure effective data sharing agreements are in place with contractors and strategic partners e.g. GPs and external contractors
- Manage the legal contract for EMIS Web and Medway circa £4M.
- Provide Programme management capacity for all of Health and Social Care modernisation programme including the ihub

Purpose of the Role

The main responsibilities and accountabilities of the role include:

- a) Delivery of programmes and projects to deliver efficiency savings in the Department
- b) Management of business change work streams
- c) Act as an effective and intelligent client for GTS shared services
- d) Provide a robust framework for information governance/records management, data protection etc.

Main Duties and Activities

1. Service Improvement and Business Change

The Director of Service Improvement and Business Change will take the lead role in delivery of business change across the Department in order to bring about sustainable and cost effective service improvements and efficiency. The role holder will:

- Lead business change across the Department ensuring that the necessary infrastructure is in place to enable the delivery of service improvements and targets

- Develop, implement and monitor a programme management framework for the Department ensuring business changes are delivered on time and within budget to meet Department priorities
- Act as overall project manager for business change work streams, reporting on progress to the Department's Chief Executive, Chief Operating Officer and senior management
- Ensure the Department is able to deliver projects identified through the High Level Options review
- Provide programme management capacity of all the Health and Social Care modernisation programme including the development and utilisation of the ihub
- Engagement workshops with GP's/Clinicians and key stakeholders as appropriate including the development and implementation of a Communication strategy in support of the business change programme for the Department.

2. Information Governance

- Managing Relationship with UK Health and Social Care Information Centre (Information Governance and legal contracts and data sharing)
- Project lead on Rio and Protocol upgrades
- Ensure the development of effective Information Governance Standards and Policies e.g. Department Information Strategy
- Ensuring compliance with Data Protection

3. Other duties

- Any other duties assigned as appropriate by the Chief Operating Officer, including cover for other Directors or the Chief Operating Officer.

General Scope & Other Duties

This Role Description sets out the general scope of duties and key accountabilities for the Director of Service Improvement and Business Change, but is not intended to be an exhaustive or inflexible list. Specific duties may change from time to time to reflect future requirements of the Department, without changing the general nature of the role. The post holder shares with the Chief Operating Officer responsibility for suggesting alterations to the scope of duties, as and when necessary, to reflect changing demands.

The post holder will be expected to undertake training in order to maintain or develop any of the requirements of the role covered in this Role Description.

Integrity

As an officer of the Department, the post holder is expected to recognise that his or her everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all Department and other business and to uphold such confidences.

Health and Safety

The post holder has responsibility for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and /or the person responsible for health and safety in the Department.

Reporting Framework

The Director for Service Improvement and Business Change reports to the Chief Operating Officer.

The Chief Operating Officer, as line manager for the Management Accountant - Health, is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance and Development Review (PDR) Scheme.

As Reporting Officer, the Chief Operating Officer will ensure that in line with the time scale set out in the scheme, amongst other things, an annual:

- personal delivery plan and a personal development plan is agreed with the Director of Service Improvement and Business Change;
- review and assessment of the Director of Service Improvement and Business Change's performance and competencies/behaviours is made; and
- PDR meetings are conducted.

Competency Requirements for this Role:

Leading and providing direction

Level E

Motivates staff by providing a clear sense of purpose and direction for the Division, sets clear short and mid-term objectives and delegates responsibility to operational managers

Building Partnerships, Communicating and Influencing

Level E

Supports effective corporate working. Has knowledge of other Government functions and works regularly with contacts in other Departments. Builds strong partnerships and networks externally with a wide range of contacts. Influences and persuades effectively in a wide range of scenarios.

Achieving results

Level E

Identifies Divisional and Department priorities, securing resources to deliver these , takes responsibility for the results achieved by the division

Delivering a quality service

Level E

Puts forward policy options and translates corporate policy and strategic initiatives into operational plans acting as the link to operational managers involved in service delivery. Keeps abreast of new developments and issues nationally and elsewhere. Plays a full part in developing policy at Departmental level. Focuses on key issues to improve Divisional and Departmental performance.

Changing and learning

Level D

Adopts a positive, energetic and constructive approach to change; encourages and supports colleagues in accepting and adapting to changes in working practices; develops new solutions to problems and responds positively to new ideas. Encourages and supports team members to develop their capability. Demonstrates specialist knowledge and understanding of the technical demands of their own job and that of team members.

Showing commitment and resilience

Level D

Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.

**Isle of Man Civil Service
Person Specification**

Post: Director of Service Improvement and Business Change

Department: Department of Health & Social Care

Job Summary: The role of Director of Service Improvement and Business Change will be to provide policy and business management services to the Chief Executive, Chief Operating Officer and senior management colleagues on all aspects of the business, including where appropriate:

- Developing a policy framework for the department and devising business objectives
- Prioritising a legislative programme for the department
- Leading the business change and project management section for the Department

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
Management or professional qualification	E	CV/ Certificates
Experience		
Minimum of 5 years' experience of working at senior management level within a large organisation (public or private sector)	E	CV/Interview
Track record of problem solving and innovation	E	CV/interview
Development and successful implementation of policy proposals at Corporate and Strategic level	E	CV/interview
Experience of corporate governance, including business cycle, planning and accountability	E	CV/Interview
Experience of working in Government ideally in a corporate services role	E	CV/Interview
Experience of managing large business change projects and using proven project management methodologies	E	CV/Interview
Knowledge & Skills		
Knowledge and understanding of the structures and policies of IoM Government	E	CV/Interview
Ability to manage a diverse workload effectively in a pressured environment	E	CV/Interview
Evidence of ability to understand complex legal and policy documentation.	E	CV/interview

Evidence of good report writing skills to present complex issues in an easily understood manner	E	CV/interview
Excellent communication skills with the ability to influence and establish credibility	E	CV/Interview
Ability to work independently with minimal direction	E	CV/Interview
Able to produce new approaches to old problems and look beyond existing structures and organizations to create solutions	E	CV/Interview
Evidence of being able to bring about change through persuasion and discussion	E	CV/Interview
Ability to build working partnerships with others to foster effective joint working based on collaboration and cooperation to deliver joint services	E	Interview
Disposition		
Reliable and flexible in approach to work	E	CV/Interview
Self-motivated, industrious and an independent thinker	E	CV/Interview
Confident and persuasive with an ability to listen to others	E	CV/Interview
Resilient and able to work to tight timescales	E	CV/Interview
High personal and professional ethics	E	CV/Interview
Circumstances/Interests		
Isle of Man Worker	D	Application Form/ Pre employment check
Full valid driving licence	E	CV
Access to own vehicle	D	CV

August, 2014