

NHS Wales Informatics Service

JOB DETAILS

Job Title:	Software Development Officer
Pay Band:	4
Hours of Work:	37.5 (WTE)
Directorate:	Operational Services Directorate [Software Development]
Base:	NWIS Offices (tbc)

ORGANISATIONAL ARRANGEMENTS

Accountable to:	1. (Managerially)	Product Specialists, Principal Software Developers, Principal Support & Business Analysts or Test Manager
	2. (Reporting)	Product Specialists, Principal Software Developers, Principal Support & Business Analysts or Test Manager
	3. (Professionally)	Product Specialists, Principal Software Developers, Principal Support & Business Analysts or Test Manager
Responsible for:	N/A	

JOB CONTEXT

"NHS Wales Informatics Service – we support the improvement of patient care through collaborative provision of high quality information, systems and technologies; 'Once for Wales'." Our aim is to modernise health service delivery, promoting new ways of working through better access to information and knowledge for shared decision making.

Its establishment allows Information & Communication Technology (ICT) resources to work together more closely to support a consistent approach to health informatics and the implementation of common national systems. Our values are:

- We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service
- We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others

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- We **CARE** about the people we support and those we work with
- We **RESPECT** and treat everyone in the way that we would wish to be treated
- We act with **INTEGRITY** to build trust
- We are **PROUD** to be part of NHS Wales and our achievements

JOB PURPOSE

Software Development Officers administer, develop, support or test NHS Information and IT applications in accordance with the specification and guidance provided by senior colleagues.

The post of Software Development Officer is an entry level role into the Software Development Department. As a consequence it combines a variety of duties including administration and configuration, support, development & testing. In most cases a Software Development Officer shall concentrate on a subset of these duties [determined during recruitment] and may not necessarily be expected to fulfil all. To remove any ambiguity for the postholder the rest of this document explicitly links each element of the job description and person specification to one of the following categories:-

- Administration & Configuration
- Software Development
- Support & Business Analysis
- Testing
- All

1. Communication and Relationship Skills

The post holder must be able to:-

1. Develop and maintain relationships with customers and suppliers, where appropriate providing them with advice and support. ^[All]
2. Communicate with staff within the department and NWIS on matters relating to their knowledge area and expertise. ^[All]
3. Liaise, as necessary, with NHS staff at all levels to assist in the resolution of faults across NHS organisations or external companies, and third-party suppliers where necessary to facilitate service delivery. ^[All]
4. To liaise with colleagues within the team to ensure the correct operation of the overall service. ^[All]
5. Seek assistance from more senior colleagues when appropriate. ^[All]
6. Respond to user queries in a timely and accurate manner. ^[All]

2. Knowledge, Training and Experience

The post holder must be educated to A level standard or hold equivalent qualifications or experience. ^[All]

The post holder must be able to demonstrate technical knowledge and expertise in at least two of the following areas:-

- Windows PC and server operating systems. ^[Software Development]
- Applications or web development using an appropriate Integrated Development Environment [IDE], programming language and Application runtime engine. ^[Software Development]
- Analysis and Design – for example Agile or RUP. ^[Software Development, Testing]

- Database programming, administration or schema design. [Software Development, Testing, Support & Business Analysis]
- Test methodologies and relevant industry standards - for example The ISEB Foundation Certificate in Software Testing. [Testing]
- Applications or web testing using an appropriate testing tool. [Testing]
- The ITIL 2012 Foundation certificate in IT service management. [Support & Business Analysis]
- The ISEB Foundation Certificate in IT Enabled Business Change. [Support & Business Analysis]
- ITIL Service Delivery and Service Support. [Support & Business Analysis]
- Validation and Quality Control such as GMP/GLP. [Administration & Configuration]

The post holder shall:-

- Acquire and maintain a detailed knowledge of the National Applications to which they are assigned and the business and clinical processes that support them. [All]
- Demonstrate an understanding of the principles of Information Governance and data protection and best practice in the use of handling confidential information. [All]

3. Analytical and Judgemental Skills

The post holder must be able to:-

- Assist with the resolution of problems, faults and user support issues to the satisfaction of more senior staff. [Software Development]
- Resolve problems, faults and user support issues to the satisfaction of customers and more senior staff. [Support & Business Analysis]
- Respond to user queries in a timely and accurate manner. [Support & Business Analysis]
- Resolve complex testing issues to the satisfaction of customers and more senior staff. [Testing]
- Analyse project and business requirements and complex business and clinical processes to produce Test Plans, Test Cases, Test Scripts and Traceability Matrices to the satisfaction of more senior staff. [Testing]
- Assist with the preparation of technical documentation for both new and existing systems. [All]
- Keep business and technical skills up-to-date by attending training courses and seminars. [All]

4. Planning and Organisational Skills

The post holder must be able to:-

- Prioritise allocated workload and manage concurrent activities demonstrating good personal time management for completion of work. [All]
- Use suitable estimating techniques to plan and estimate the time taken to complete tasks to the satisfaction of more senior staff. [All]
- Use the NWIS timesheet system to record time worked against projects in an accurate and timely manner. [All]
- Develop test plans, and supporting test data to prove their correct operation of developed software. [All]
- Use suitable techniques to test the quality of all work produced to the satisfaction of more senior staff. [All]

5. Physical Skills

The post holder will need to demonstrate standard keyboard skills and mouse skills. ^[All]

6. Responsibility for Patient /Client Care

Whilst the post holder will not have direct involvement in the clinical care of patients, the role is fundamental to the clinical safety of systems designed to plan and facilitate the care of patients. ^[All]

7. Responsibility for Policy / Service Development Implementation

The post holder must be able to:-

- Assist with the development of new Information systems ensuring that they meet the requirements of users as outlined in their specification. ^[All]
- Ensure customer sites have full patch and version control in place and that the organisation has a comprehensive record of all these amendments. ^[Software Development]
- Implement system software upgrades as necessary. ^[Software Development, Support & Business Analysis]
- Assist in the design and maintenance of appropriate controls for the management of system defects ^[Software Development, Support & Business Analysis, Testing]
- Contribute to the on-going development of the Test Framework for national systems as developed by NWIS. ^[Testing]
- Execute detailed test scripts in accordance with set test plans. ^[Testing]
- Write and report on the outcome of testing in accordance with the test plans. ^[Testing]
- Update incidents, problems, changes and release records as appropriate and any supporting documentation such as release notes. ^[Administration & Configuration]

8. Responsibility for Financial and Physical Resources

The post holder shall ensure the safe use of their own equipment [for example a P.C.] ^[All]

9. Responsibility for Human Resources

The post holder may be required to demonstrate activities and software applications. ^[All]

10. Responsibility for Information Resources

The post holder must be able to:-

- Ensure that all Secure Operating Procedures, in house documentation and procedures are well maintained. ^[All]
- Help in the identification of appropriate work instructions and to assist in the development of new ones. ^[All]
- Assist in the preparation of technical documentation. ^[All]
- Support and maintain systems, to ensure that the information generated and held by them is accurate and meets the requirements of the NHS. ^[Software Development, Support & Business Analysis]

- Assist in the specification of new system requirements to the satisfaction of more senior staff.
[Software Development, Support & Business Analysis]
- Record defects and issues arising from testing in suitable software packages such as Team Foundation Server and Service Management software. [All]

11. Responsibility for Research and Development

The post holder must be able to:-

- Contribute to the research and evaluation of new Information and IT technologies to establish their benefit to the work undertaken by the organisation. [All]
- Develop and maintain an appropriate level of knowledge of relevant National Software Applications and the wider NHS clinical and administrative processes [All]
- Assist with the implementation of complex third-party solutions and liaise with third-party suppliers where necessary to facilitate service delivery and support. [Support & Business Analysis]
- Implement relevant tools to support development, maintenance and the delivery of testing.
[Software Development, Testing, Support & Business Analysis]

12. Freedom to Act

The post holder will be guided by standards and local policies, procedures and protocols.

13. Physical Effort

The post holder will spend the majority of the working day operating a PC, communicating with clients via the telephone and/or email, or attending meetings.

14. Mental Effort

The post holder must be able to concentrate for long periods of time e.g. writing and testing code.

15. Emotional Effort

Exposure to distressing or emotional circumstances will be rare.

16. Working Conditions

The post holder will be required to use a Visual Display Unit (VDU) more or less continuously throughout the working day

PERFORMANCE REVIEWS/ PERFORMANCE OBLIGATION

The post holder will be expected to participate in the Trust's personal development review process to ensure continued professional development.

JOB LIMITATIONS

At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their Manager / Supervisor /

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Consultant. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

MANAGERIAL STAFF

All managerial staff will be expected to comply with the Code of Conduct for NHS Managers.

CODE of CONDUCT for HEALTHCARE SUPPORT WORKERS in WALES

This post is subject to the requirements of the Code of Conduct for Healthcare Support Workers in Wales. As such, you are responsible to ensure you are familiar with and understand the content and your responsibilities under this Code of Conduct as it constitutes a part of your job description and ongoing performance management framework.

CONFIDENTIALITY

In line with the Data Protection Act 1998, the post holder will be expected to maintain confidentiality in relation to personal and patient information, as outlined in the contract of employment. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

WELSH LANGUAGE

We particularly welcome applications from Welsh speakers/Rydym yn croesawu'n arbennig ceisiadau gan siaradwyr Cymraeg.

RISK MANAGEMENT

The Trust is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the Trust's Risk Management Policy, Health and Safety Policy and other associated policies and to actively participate in this process. It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards and having responsibility for managing risks and reporting exceptions.

RECORDS MANAGEMENT

As an employee of Velindre NHS Trust, you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH & SAFETY

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder is required to co-operate with the Trust to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety

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equipment, devices, protective clothing and equipment, which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.

JOB DESCRIPTION

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder. The job description will be reviewed periodically to take into account changes and developments in service requirements.

DBS DISCLOSURE CHECK

In this role you will have * direct / indirect contact with * patients / service users / children / vulnerable adults in the course of your normal duties. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

* The post holder does not require a DBS Disclosure Check. * Delete as appropriate

CLINICAL STAFF ONLY

All clinical staff are required to comply, at all times, with the relevant codes of practice and other requirements of the appropriate professional organisations e.g. GMC, NMC, HPC etc. It is the post holder's responsibility to ensure that they are both familiar with and adhere to these requirements. All Clinical Staff will be advised during their induction of the arrangements available for them to access advice and support both during and outside normal working hours.

INFECTION PREVENTION and CONTROL

All employees of the Trust have an individual responsibility for the prevention and control of infection commensurate with their role. To protect patients/service users, healthcare workers, visitors as well as yourself, you are required to adhere to Trust policies. You are also required to attend the appropriate level of training in infection prevention, to ensure risks are assessed and 'Standard Infection Control' precautions applied.

REGISTERED PROFESSIONALS

All employees of the Trust who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

PERSON SPECIFICATION

Job Title: Software Development Officer					
Criteria			How Tested		
<u>Qualifications</u>	Essential	Desirable	Application	Interview	Presentation
Educated to A-level standard or hold equivalent qualifications or experience. ^[All]	✓		✓		
Educated (or working towards) degree level or equivalent or able to demonstrate equivalent experience. ^[All]		✓	✓		
Commitment to continuing professional development for self ^[All]	✓			✓	
ITIL 2012 Foundation Accreditation ^[Support & Business Analysis]		✓	✓		
ISEB Foundation in Enabled Business Change ^[Support & Business Analysis]		✓	✓		
Relevant testing qualification e.g. ISEB in Software Testing (Foundation). ^[Testing]		✓	✓		
<u>Knowledge & Experience</u>					
Experience of working in an NHS/Healthcare or Public Sector environment. ^[All]		✓	✓	✓	
Evidence of experience with Windows PC and server operating systems. ^[All]	✓		✓	✓	
Experience of Applications or Web Development.	✓		✓	✓	
Proven experience of software development role in a formal development environment. ^[Software Development]		✓	✓	✓	

Extensive experience in Information and IT Service delivery and support. ^[Support & Business Analysis]		✓	✓	✓	
Proven record in service delivery and 2 nd line support. ^[Support & Business Analysis]		✓	✓	✓	
Experience of testing in highly complex technology based projects. ^[Testing]		✓	✓	✓	
Experience of writing test plans for complex environments. ^[Testing]		✓	✓	✓	
Understands the Data Protection Act and its implications for the holding of patient information NHS Information flows / services.		✓		✓	
Understanding of quality systems such as Good Manufacturing Practice (GMP).		✓	✓	✓	
Personal Attributes & Skills					
Skilled in application or web development using a suitable IDE and programming language. ^[Software Development]	✓		✓	✓	
Skilled in application or web testing using a suitable IDE and programming language. ^[Tester]	✓		✓	✓	
Excellent planning skills ^[All]	✓			✓	
Able to work individually, or as part of a team. ^[All]	✓			✓	
Able to establish good working relationships with people at all levels. ^[All]	✓			✓	
Organised and methodical. ^[All]	✓			✓	
Creative and flexible. ^[All]	✓			✓	

Able to work under own initiative. ^[All]	✓			✓	
Able to communicate with staff on complex business or clinical processes. ^[All]	✓			✓	
Able to be proactive in problem identification and pursuit of resolution. ^[All]	✓		✓	✓	
Be methodical in work and have attention to detail. ^[All]	✓		✓	✓	
Able to learn new technologies and IT systems quickly through both self study and professional courses. ^[All]	✓		✓	✓	
Determined, patient and self-motivated. ^[All]	✓		✓	✓	
Highly professional and flexible attitude to work. ^[All]	✓		✓	✓	
Welsh speaker		✓			
Physical Skills	Requires advanced keyboard skills with a high degree of accuracy including Microsoft Office				
Freedom to Act	Required to interpret overall health service policy and strategy in order to establish workable goals and standards setting goals and standards for others				
Physical Effort	Light physical effort				
Mental Effort	There is a frequent requirement for prolonged concentration e.g. producing financial reports and reconciliations				
Emotional Effort	Occasional exposure to distressing or emotional circumstances – staff matters				
Working Conditions	Required to use VDU for most of the day. Able to travel to other sites when required				

Date prepared: 21/11/2012

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