

NHS Wales Informatics Service

JOB DETAILS:

Job Title	Software Development Officer
Pay Band	4
Hours of Work and Nature of Contract	37.5 (WTE)
Division/Directorate	Operational Services Directorate [Software Development]
Department	
Base	NWIS Offices (tbc)

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Product Specialist
Reports to: Name Line Manager	Senior Product Specialist
Professionally Responsible to:	Application Manager

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
- 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 Summary/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

DUTIES/RESPONSIBILITIES:

The post holder must be able to:-

- Develop and maintain relationships with customers and suppliers, where appropriate providing them with advice and support.
- Communicate with staff within the department and NWIS on matters relating to their knowledge area and expertise.
- 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.
- To liaise with colleagues within the team to ensure the correct operation of the overall service.
- Seek assistance from more senior colleagues when appropriate.
- Respond to user queries in a timely and accurate manner.

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

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]

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.
- Keep business and technical skills up-to-date by attending training courses and seminars.

The post holder must be able to:-

- Prioritise allocated workload and manage concurrent activities demonstrating good personal time management for completion of work.
- Use suitable estimating techniques to plan and estimate the time taken to the complete tasks to the satisfaction of more senior staff.
- Use the NWIS timesheet system to record time worked against projects in an accurate and

timely manner.

- Develop test plans, and supporting test data to prove their correct operation of developed software.
- Use suitable techniques to test the quality of all work produced to the satisfaction of more senior staff.

The post holder will need to demonstrate standard keyboard skills and mouse skills.

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.

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]

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

The post holder may be required to demonstrate activities and software applications.

The post holder must be able to:-

- Ensure that all Secure Operating Procedures, in house documentation and procedures are well maintained.
- Help in the identification of appropriate work instructions and to assist in the development of new ones.
- Assist in the preparation of technical documentation.
- 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.

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.
- Develop and maintain an appropriate level of knowledge of relevant National Software Applications and the wider NHS clinical and administrative processes
- 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]

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

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Educated to A-level standard or hold equivalent qualifications or experience. Commitment to continuing professional development for self.	Educated (or working towards) degree level or equivalent or able to demonstrate equivalent experience ITIL 2012 Foundation Accreditation ISEB Foundation in Enabled Business Change Relevant testing qualification e.g. ISEB in Software Testing (Foundation). Experience of working in an NHS/Healthcare or Public Sector environment.	Application form and pre employment checks
Experience	Evidence of experience with Windows PC and server operating systems. Experience of Applications or Web Development.	Proven experience of software development role in a formal development environment. Extensive experience in Information and IT Service delivery and support. Proven record in service delivery and 2nd line support. Experience of testing in highly complex technology based projects. Experience of writing test plans for complex environments. Understands the Data Protection Act and its implications for the holding of patient information NHS	Application form and interview

		Information flows / services. Understanding of quality systems such as Good Manufacturing Practice (GMP).	
Aptitude and Abilities	Skilled in application or web development using a suitable IDE and programming language. Skilled in application or web testing using a suitable IDE and programming language. Excellent planning skills Able to work individually, or as part of a team. Able to establish good working relationships with people at all levels. Organised and methodical. Creative and flexible. Able to work under own initiative. Able to communicate with staff on complex business or clinical processes. Able to be proactive in problem identification and pursuit of resolution. Be methodical in work and have attention to detail. Able to learn new technologies and IT systems quickly through both self study and professional courses. Determined, patient and self-motivated. Highly professional and flexible attitude to work.	Ability to speak Welsh	Interview
Values			Application Form Interview References

Other	Ability to travel across sites within Wales. Able to work flexibly.		Application form and interview
<u>GENERAL REQUIREMENTS</u> Include those relevant to the post requirements ➤ Values: All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation. ➤ Registered Health Professional: All employees 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. ➤ Healthcare Support Workers: Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care. ➤ Competence: At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty. ➤ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development. ➤ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post. ➤ Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies. ➤ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation 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.			

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection Legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the current Data Protection legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection) and the HB/Trust Disciplinary Policy.
- **Quality:** NHS Wales Informatics Service is committed to delivering the highest quality IT systems and services to the NHS in Wales. Our aim is to be recognised by our customers as a centre of expertise and innovation in the provision and operations of specialist IT, Information and Support Services. The post holder is responsible for supporting this aim by working to, and continually improving, the organisation's Integrated Management System Quality Standard that aligns professional and IT best practice.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:**
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

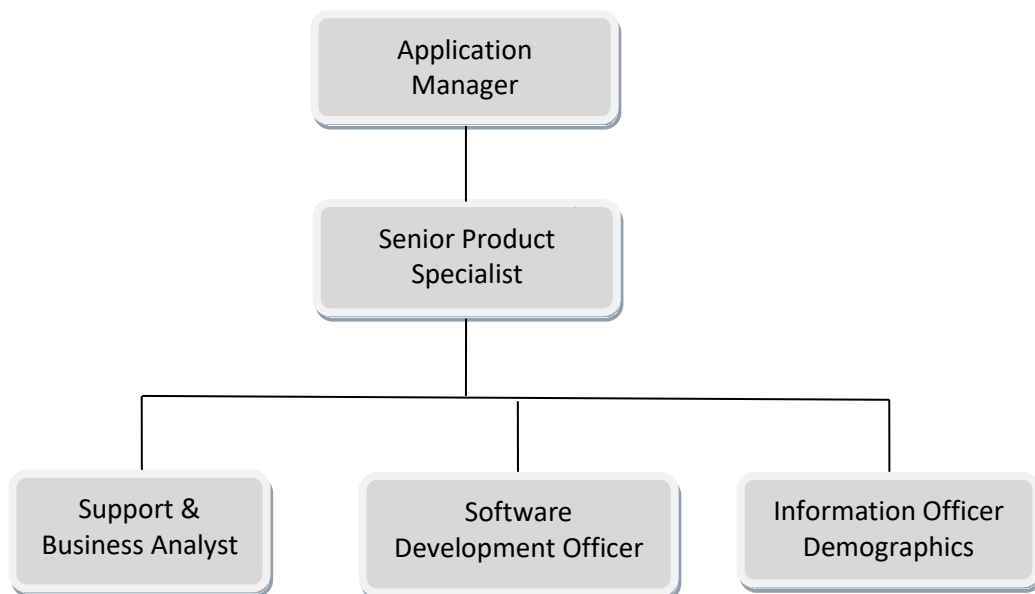
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: _____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

‘Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** Walking /driving to work is not included’

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
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.			

CAJE Reference: RQF/2013/0015

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

‘Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The post holder must be able to concentrate for long periods of time e.g. writing and testing code.			

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.'

N.B. Fear of Violence is measured under Working Conditions

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to distressing or emotional circumstances will be rare.			

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
The post holder will be required to use a Visual Display Unit (VDU) more or less continuously throughout the working day			