The Health and Social Care Alliance Scotland

### Job Description

Job title ALISS Programme Technical Manager

## Term Permanent

## Employer Health and Social Care Alliance Scotland

## Reporting to Chief Executive

**Working hours** Full-time, 35 hours per week

**Salary** £35,708 to £38,518 depending on experience

**Direct Report** ALISS Co-ordinator

ALISS (A Local Information System for Scotland) is a national web-based service to help people find help and support close to them when they need it most by finding and sharing information about groups, services and activities that could help people live well.

It provides a platform for organisations and local groups in Scotland to share information about what they offer, and a service for the public and health and social care professionals to find and access resources near them.

## Strategic Outcomes of the ALLIANCE

* Innovation and transformational change across health and social care, driven by person-centred and rights based approaches and the principles of co-production and self management
* Policy and practice shaped by disabled people, people with long term conditions and unpaid carers, regardless of race, gender, sexual orientation, disability, age, religion, or any other status
* Person centred approaches and third sector involvement within the planning and delivery of health, social care, and integrated services

**Purpose of the Role**

* To provide effective leadership to ensure that ALISS meets the technical requirements of those with health and social care needs, Scottish Government and NHS 24
* Ensure all programme business systems, information systems, partnership platforms and networks are in place to support the programme and that the technology accurately represents requirements
* Manage key programme relationships to enhance and sustain connections between organisations at local and national levels and deliver technical improvements
* Provide a sense of balance between programme and technical management
* To be accountable for the technical delivery of the programme
* Work closely with the engagement team to ensure the successful delivery of the programme

Key Aims and Objectives of the role

* Responsible for capturing, deriving and translating user requirements into system design and implementation
* Manage evaluation and continuous improvement
* Identify opportunities for improvement customer/user satisfaction
* Allocate resources to ensure sustainable and effective technical delivery of the programme
* Develop and implement technical project plans so that relevant programme objectives are achieved
* Use programme and project management skills to deliver to timescales and agreed quality criteria and manage the budget
* Anticipate problems and complications and formulate technical solutions so as not to impede the effectiveness of the programme
* Write product specifications where required
* Identify opportunities for growth with funding opportunities
* Identify and manage risks including data protection and information security on a continual basis
* Ensure continuity and programme resilience
* Work in partnership with senior staff, within and beyond the ALLIANCE
* Contribute to strategic development of ALISS
* Maintain a strong understanding of the health and social care agenda in Scotland
* Drive recommendations around priorities
* Any other duties relevant to the job or as requested by the ALLIANCE Chief Executive.

Key Relationships

* Scottish Government Directorates
* NHS 24
* NHS Boards / Integrated Joint Boards
* Third sector and community organisations
* External contractors (software developers)
* Membership and ALISS users

### PERSON SPECIFICATION

**Essential**

* Degree or equivalent experience
* Experience of effective partnership working
* Change management, negotiation and influencing skills
* Demonstrated ability to think creatively and strategically when implementing programme and solving problems
* Foundational knowledge of IT infrastructure and architecture
* An understanding of agile approach, open data and service design methodology
* Sufficient understanding of database technology
* Tech-savvy and able to deploy appropriate technology
* Management experience including project management, strategic development, staff and budgets
* Effective relationship management
* Strong communication skills – including the ability to communicate in technical and non-technical terms to a range of audiences
* Good understanding of data protection
* Good understanding of person-centred approaches to health and social care
* Ability to work autonomously, as part of a team and on own initiative
* Ability to maintain accurate records and documentation
* Ability to manage risks
* Ability to demonstrate impact on end users

**Desirable**

* Degree in relevant technical subject e.g. management information systems, database or systems engineering etc.
* Proven contribution to software development
* Experience of working with committees, boards and steering groups
* Experience of helping key stakeholders to articulate and refine programme requirements