Role Profile Descriptor

Job Title: Unified Communications Senior Project Transformation Specialist	**Band:** 7

Role Specific Key Tasks:

- Delivers Unified Communications change/transformation initiatives with minimal supervision.

- Working with the Unified Communications Senior Project Manager and Programme Manager, this role will support the end-to-end project life cycle from inception to closure of projects and project elements within the Trustwide digital programme portfolio.

- The Senior Project Transformation Specialist (Voice Business Analyst) will support the BAU activities\deliveries as well as the upcoming IT Telephony Transformation strategy by gathering requirements for current and future telephony solutions.

- The current telephony solutions include, but are no exclusive to: ISDN, SIP, Cloud, on-premise, CUCM, MS Teams, EE, Meridian PABX, Avaya PABX, Nortel PABX, CTalk, Babble and BLEEPS.

- Supports stakeholders during project implementations through workshop facilitation, floor walking, training support and user engagement exercises.

- Works as part of a project team and uses best practice methods to plan, document, track change activities required during the deployment of a system.

- Baselining and continually analysing the business operating model to identify any areas of the Unified Communications that may impact / be impacted by change.

- Design potential solutions to any problems identified during the research phase. Act on the specific discoveries and audits of all current telephony solutions and recommendations for change.

- Preparing and delivering a report of their findings to management with comprehensive risk and impact assessment.

- Define configuration specifications and business analysis requirements.

- Perform quality assurance.

- Constantly be on the lookout for ways to improve Unified Communications monitoring, discover issues and deliver better value to all users of Digital; staff, patients and public.

Information Governance
- Contribute to Privacy Impact assessment documentation e.g., DPIA, GDPR

Security
- Contribute to Cyber security documentation e.g., DTAC

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Role Specific Accountabilities/Responsibilities:

- Facilitates "as is" and "to be" workshops and ensures accurate documentation of processes.

- Completes checkpoint reports, including key insights and findings, to the project team and programme managers detailing progress on specific deliverables.

- Works collaboratively with key SMEs e.g., PPDC and Communications lead to ensure engagement with stakeholders and to optimise adoption.

- Follows up with services post go live to ensure Benefits realisation and tracking continues post project closure.

- Floor-walks and provides expert training and guidance to trainers and service champions.

- Responsible for change action planning and end to management of the change cycle for projects allocated by the Unified Communications Programme Manager.

- Own and develop relationship with partner organisations including ICS' and vendors, to understand and manage how changes in their environments impact ELFT Unified Communications, including opportunities to optimise and enhance our integration.

- Commitment to ongoing professional development to maintain knowledge currency of Trust Unififed Communications, infrastructure, systems platforms, emergent technologies, and opportunities.

Role Specific Deliverables:

- The Project Transformation Specialist produce or collaborate in producing the following deliverables:
    o Current state "as is" process maps.
    o Future state "to be" process maps.
    o Standard Operating Procedures (SOPs).
    o Crib Sheets and training guidance.
    o Requirements gathering and Gap analysis documentation.
    o Change Action Plans.
    o Weekly reporting to project and programme managers.
    o The establishment of user groups or change forums for services undergoing transformation.
    o Production and updates to the Benefits Realisation Register.

- Successfully deliver Business transformation within a complex, dynamic and diverse clinical and business service environment.

- Update Trust resource/time tracking of project days for cost and estimation purposes.

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Other:

- Ability to communicate with stakeholders at different levels of seniority from frontline staff to senior leadership using a variety of media to suit the audience.

- The role requires flexibility and a positive can-do attitude.

- This role requires an awareness of and ability to adhere to the Trust's values.

- Contribute to the reviews of the Unified Communications Programme sub-strategy.

Manager:	Employee:	Date:

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JOB DESCRIPTION

JOB TITLE:	UNIFIED COMMUNICATIONS SENIOR PROJECT TRANSFORMATION SPECIALIST
BAND:	7
DEPARTMENT:	INNOVATION AND TRANSFORMATION
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR VOICE PROJECT MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION AND TRANSFORMATION

JOB SUMMARY

The Unified Senior Project Transformation Specialist (Voice Business Analyst) is a key member of the Digital Team. Working with the Senior Voice Project Manager and Senior UC Programme Manager, this role will support projects and project elements within the Trustwide digital programme portfolio.

This will include the End-to-End project life cycle from inception to closure. The Senior Project Transformation Specialist will support the BAU activities\deliveries as well as the upcoming IT Telephony Transformation strategy by gathering requirements for current telephony solutions. The current telephony solutions include, but are no exclusive to: ISDN, SIP, Cloud, on-premise, CUCM, MS Teams, EE, Meridian PABX, Avaya PABX, Nortel PABX, CTalk, Babble and BLEEPS.

KEY RESPONSIBILITIES

- Act as the overall owner of the specific discoveries and audits of all current telephony solutions.
- Work closely with the project and programme teams, portfolio office, Digital leadership team and other project managers within the Innovation and Transformation Team, to ensure all new projects are scheduled appropriately and have the appropriate deployment, test and release resources forecast, budgeted and scheduled.
- Ensure effective engagement and communication with all relevant stakeholders both internal (such as clinical and nonclinical) and external (such as people participation, partner providers and suppliers)
- Responsible for resolving challenging and highly complex issues that arise during the project(s) telephony discoveries
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values

MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	• Reporting/communicating progress to the relevant Project Manager(s) for external and internal governing bodies and other stakeholders. • Liaising with the Digital Operation Leads to schedule audits.

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	• Liaising with operational teams and corporate functions • Participate several projects to successful implementation in parallel with each other. • Implementation of and ensure adherence to Trust policies and processes for the management of projects • Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. • Take ownership of escalated risks and issues, handling until an acceptable resolution is achieved and escalating when necessary • Deputise for other Senior Project Transformation Specialist (Voice Business Analyst) as required
Performance and Quality	**Service Delivery and Improvement** • Fully understand key drivers for change in the organisation and manage change effectively adopting best practice methods • Ensure that all documentation are undertaken to approved relevant standards – respective project management methodology. • Collate requirements from users and produce specifications documents • Preparing and updating project documentation • Contribute to Go Live and Post Go Live activities. • Work with Trust stakeholders to forecast, monitor and realise benefits during project implementation phase and post Go Live. • Dealing with business sensitive information on a regular basis to shape the direction and delivery of projects. • Interpreting complex data to support decision-making, and the design and development of major information systems across service lines • Liaise with ICS partner organisations/ suppliers and other external organisations. • Support installation of new equipment on projects. • Work with the digital operational teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support. • Remain updated with all Trust Policies and working practices. • Liaise with external companies providing 3rd party support. **Risk Management and Governance** • Comply with Trust policies and guidelines • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place for all projects • Work collaboratively with colleagues to ensure that all risks are identified, monitored, escalated and that mitigation arrangements are in place. Where appropriate, included on the organisational risk register and are progressed appropriately to

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	reduce the risk profile
	Corporate
	• With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed
	• Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests
	• Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives
	• Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate
Personal Skills and Qualities	• Good analytical and problem-solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands
	• Ability to work independently and make autonomous decisions
	• Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders
	• Ability to embrace, lead and drive change
	• Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term
	• Able to work flexibly to meet the demands of the role
	• Demonstrates a strong desire to improve performance and services

JOB DESCRIPTION AGREEMENT
This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities: -	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual

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	orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisation's premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful

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	user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

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PERSON SPECIFICATION

JOB TITLE:	UNIFIED COMMUNICATIONS SENIOR PROJECT TRANSFORMATION SPECIALIST
BAND:	7
DEPARTMENT:	INNOVATION AND TRANSFORMATION TEAM
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR VOICE PROJECT MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION AND TRANSFORMATION

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Relevant Digital Degree or equivalent knowledge and relevant experience in specialty	E	S/I
	• Recognised Business Analysis qualification e.g., BCS or has equitable work-based experience	E	S/I
	• Management/leadership qualification or equivalent experience	D	S/I
	• Evidence of continued professional development	E	S/I
	• Recognised change management qualifications such as CPCM or APMG Change Management Foundation and Practitioner and knowledge of project management methodologies such as PRINCE 2.	E	S/I
	• Proficiency with Microsoft and other packages for process mapping and flowcharting e.g., Visio, Lucid, Powerpoint and Word.	E	S/I
Experience	• Strong OnNet and PSTN telephony experience	E	S/I
	• Previous business analyst experience working with a large and highly complex organisation, ideally within the NHS	E	S/I
	• Knowledge of typical legacy telephony solutions, providers and telco's used by the NHS	E	S/I
	• Experience with 3rd party Telco's, ISDN's, DDI's, SIP's etc	E	S/I
	• Ability to effectively engage with stakeholders and vendors	E	S/I
	• Experience across telephony solutions - ISDN, SIP, Cloud, on-premise, CUCM, MS Teams, EE, Meridian PABX, Avaya PABX, Nortel PABX and BLEEPS	E	S/I
	• Experience across contact centre solutions – Ctalk and Babble	E	S/I
	• Excellent Analytical and Presentation skills of accurate findings to project manager and	E	S/I

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reports and documentation for boards and other relevant governing committees or equivalent	E	S/I
• Experience of delivering cloud telephony solutions	E	S/I
• Adapting to different projects within a changing environment	E	S/I
• Experience of working within a Digital Department environment.	E	S/I
• Significant experience of business process design capability	E	S/I
• Significant experience of implementing formal business analysis techniques to improve consistency and quality of delivery	E	S/I
• Experience of providing project management support to large projects from start to completion which included management of design, deployment and implementation of digital systems	E	S/I
• High level of analytical and numeracy skills to inform complex and sensitive decision making	E	S/I
• Completion of complex stakeholder analysis	E	S/I
• Contribute to development of capital bids and business cases and change proposals	E	S/I
• Adapting to different projects within a changing environment	E	S/I
• Successful delivery of managing digital change across health or social care settings or equivalent	E	S/I
• Project initiation through to sign off following agreed business management methodology principles	E	S/I
• Delivering communication plans to ensure engagement, co-production and collaboration.	E	S/I
• Tracking and reporting of project benefits realisation	E	S/I
• Managing, leading and motivating large teams in business change within changing environment	E	S/I
• Implementing national changes as required	E	S/I
• Managing risks, issues, dependencies, and constraints in projects	E	S/I
• UCaaS telephony and deployments	D	S/I
• CCaaS telephony and deployments	D	S/I

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Knowledge and Skills	• Ability to write comprehensive, clear specifications, audits and analytics clearly and concisely	E	S/I
	• Ability to communicate complex analysis clearly at Project and Executive level	E	S/I
	• Able to meet deadlines in a challenging and resource lean environment	E	S/I
	• Ability to build strong relations with internal and external project stakeholders	E	S/I
	• Excellent negotiation and influencing skills	E	S/I
	• Able to work under pressure	E	S/I
	• Knowledge of business analytics controls, tools and techniques	E	S/I
	• Knowledge of Digital infrastructure	E	S/I
	• Highly developed specialist knowledge of working in a Digital Support environment.	E	S/I
	• In depth understanding of change management	E	S/I
	• Good understanding of the current NHS agenda and healthcare policy	E	S/I
Personal	• Ability to think laterally	E	S/I
	• High level of attention to detail	E	S/I
	• Passionate on project delivery	E	S/I
	• Able to motivate and influence people of all levels	E	S/I
	• Enthusiastic about digital and its role in improving patient experience and operational efficiencies and effectiveness	E	S/I
	• Effective team player	E	S/I
	• Work flexibly to accommodate project delivery	E	S/I
	• Be able to travel when required	E	S/I

S: Shortlisting   I: Interview   T: Test

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