

Role Profile

Role Title	Grade VII – Application Product Manager (NCC)
Purpose of the Role	This role will play a key part in managing the full product lifecycle and aligning technology with business needs to progress the NCC Vision and Mission. The ideal candidate will have experience in application management, service management, project management, business analysis, and leading virtual cross-functional teams. This role also requires strong strategic planning, problem-solving abilities, and an aptitude for driving business value through effective product management.
Department/Directorate	Informatics Directorate
Reports to	Digital Health General Manager
Grade	Grade VII
Salary Scale	€58,254 – €75,728 (LSI x 2)
Job Reference Number:	000822
Enquiries To:	Ms Rachel Mullen, Digital Health General Manager; Phone: (01) 410 3229; Email: rmullen@stjames.ie
Closing Date:	Sunday, 17 th November 2024

Key Duties and Responsibilities

Product Lifecycle Management

- Manage the entire product lifecycle through ongoing maintenance, new releases, and eventual phase-out.
- Develop and manage a clear product roadmap and strategy in alignment with business objectives.
- Conduct regular Service Reviews and make recommendations for enhancements and optimisations in the form of a product strategy.
- Perform business need analysis to understand key business objectives and translate them into application requirements.
- Create and present detailed business cases for new product features, releases, and enhancements, ensuring a clear link to business benefits.
- Oversee the system design and configuration of application solutions to meet business needs.
- Ensure accurate and timely reporting for all aspects of the product lifecycle, including performance metrics, benefits reporting, and release outcomes.

Project, Release & Change Management

- Plan, manage execute and validate new product features and system upgrades through robust release planning, ensuring changes are smooth for all users.
- Conduct functional testing, release effectiveness analysis, and post-launch reviews.
- Prioritise product features and technical debt through effective backlog management.
- Manage the end-to-end change management process, including creation and implementation of change requests (Design Change Workbooks / DCWs).
- Be an active contributor in the Design Authority Board and Change Authority Board
- Deliver training for internal teams and users on new features, processes, and system upgrades.

Risk & Incident Management

- Lead risk management efforts to identify, manage and mitigate potential issues related to system upgrades, releases, and incidents.
- Oversee incident management and problem management to ensure timely resolution and system stability.
- Develop and test business continuity plans to minimise disruptions during critical events.
- Own the creation and maintenance of necessary policies and process to ensure compliance and consistency.
- Manage product costs and ensure financial planning aligns with contract budgets.
- Oversee demand and capacity management, ensuring that the Service Owner can predict future needs effectively.
- Map current processes and identify areas for process improvements through automation or enhancement.
- Ensure accurate and consistent process mapping and documentation for system usage and process workflows.
- Develop and maintain strong vendor relationships to ensure the effective delivery of support, Service Level Agreements (SLA) and future planning.
- Participate and cooperate with legislative and regulatory requirements in relation to Health and Safety as outlined in the Safety, Health and Welfare Act 2005 and the Hospital Safety Statement.

Stakeholder & Team Management

- Act as the primary point of contact, facilitating regular communication and updates.
- Lead the Service Review process by ensuring regular sharing and discussion on problems, improvement opportunities and future planning.
- Be an active member of the NCC multidisciplinary team, developing strong relationships with key stakeholders in the department.
- Work closely with the National Haemophilia Director and NCC senior management team to ensure that appropriate ICT is in place to deliver safe and effective healthcare for people with bleeding disorders nationally
- Collaborate with stakeholders in the 4 comprehensive care and treatment centres for bleeding disorders nationally to manage shared ICT for the National Haemophilia Service
- Identify, lead and develop a virtual product team to build service resilience and ensure strong knowledge dissemination across the solution.
- Support the Service Owner with strategic planning to ensure alignment of team efforts with broader business goals
- Ensure effective user management and support through regular engagement and feedback loops.

Other Duties

- Performing other duties as may be assigned from time to time by the Digital Health General Manager, National Haemophilia Director or Chief Information Officer.

* The above Role Profile is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This Role Profile will be subject to review in the light of changing circumstances.

Academic/Professional Qualifications and/or relevant Experience**Required:**

Each candidate must:

- Possess a Third level academic qualification
- Have a minimum of 3 years' experience at a senior level in a related ICT, service delivery or product management area
- Experience in all aspects of product delivery and IT service management in a similar size organisation
- Possess sufficient administrative capacity to discharge the functions of the grade

Desirable:

- Masters Degree
- Qualification in Product and / or Project Management (PRINCE 2, Agile)

Technical/Clinical Competencies

Please note for each of the required competencies below, you will be required to provide examples of your current level of knowledge, skills and/or experience for each of these under the **Application Questions** section of the application form.

Simply enter each of the below as a heading, and provide your knowledge, skills and experience in the corresponding numbered box under the **Application Questions** section of the application form.

Required:

1. Experience of Applications development
2. Proficiency in MS Office suite (Windows, Word, Excel and PowerPoint).
3. Good Information Governance Knowledge
4. Analytical skills

Desirable:

- Working knowledge of Healthcare Clinical Systems and Patient Administration Systems

SJH Behavioural Competencies: These competencies will be assessed in detail at the Interview stage. You are not required to include written examples of behavioural competencies on application form. However, during the interview, you will be required to provide examples of when you previously demonstrated these competencies.

<i>Competency Required</i>	<i>Level Required</i>	<i>Appropriate Descriptors</i>
People Management	3	<ul style="list-style-type: none"> • Set up formal structures/processes to ensure staff involvement in key decisions. Promotes joint responsibility. • Keeps updated with Staff on an informal basis, regularly • Allocates responsibilities fairly among team members to effectively manage caseloads/workload.
Leadership Potential	3	<ul style="list-style-type: none"> • Decisive, can make potentially unpopular decisions after consulting major stakeholders • Shows skills at negotiating when managing upwards and downwards in the organisation
Problem Solving & Decision Making	3	<ul style="list-style-type: none"> • Anticipates issues/opportunities and implements appropriate measures accordingly • Assimilates diverse information, making well-informed decisions amidst ambiguity • Implements strategies to achieve operational efficiencies.
Planning & Organising	3	<ul style="list-style-type: none"> • Develops and implements efficient systems and processes to ensure smooth and consistent execution of tasks • Develops operational plans and monitors performance and progress on achieving long and short term goals
Quality & Safety of Service	3	<ul style="list-style-type: none"> • Empowers staff to provide quality of service; ensures regular quality audits are carried out and findings are actioned and followed through • Ensures that they and their team/s are clear about the scope of their role, and holds all parties accountable for results and high standards. Drives accountability

Competency Desirable	Level Required	Appropriate Descriptors
Continuous Learning – Personal & Professional	3	<ul style="list-style-type: none"> Demonstrates a track record of effective teaching/mentoring junior staff and is known as a valued resource.

Proficiency in the English language

A level of proficiency in the English language, written and spoken, is a requirement of all roles within St. James’s Hospital. You will be required to self-assess your proficiency level in the Standard Application Form. **In addition, your proficiency in spoken English will be assessed during the interview process appropriate to the role available.**

Particulars of Office

- The appointment to this post will be **Permanent, Full-time and Pensionable**.
- Annual Leave allowance is **30 days per annum**.
- The person appointed must not give less than **one month’s notice**, in writing, of intention to resign.
- Normal working hours will be **35 hours per week**.
- You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8.00am - 8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement.
- Incremental credit is normally granted on appointment, in respect of previous relevant experience in the Civil Service, local authorities, health service, public service bodies and other agreed relative experience.

General Conditions

- The Hospital Board will not be responsible for the loss or theft of personal belongings.
- Fire orders must be observed and staff must complete fire training every 2 years.
- All accidents within the department must be reported immediately.
- In accordance with the “Safety, Health and Welfare at Work Act 2005”, all staff must comply with all safety regulations.
- St. James’s Hospital is a Tobacco Free Campus. The use of Tobacco or Electronic Cigarettes is not permitted within the Hospital Buildings or on the grounds.

Confidentiality

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other

health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Health

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Infection Control & Hygiene

It is the responsibility of all staff across the hospital to ensure that infection control and hygiene standards are adhered to and maintained at all times.

Recruitment Process

- Approval to Hire (VAF process)
- Hiring Manager – Role Profile
- Advertising
- Application Process (Standard Application Form)
- Shortlisting of Candidates will be based on information provided in Standard Application Form
- Interview Process
- All applicants who move to the 2nd stage of the Selection process (i.e. post interview) will be subject to Reference Checking X 2, Garda E Vetting and Occupational Health Screening (Questionnaire)
- All successful external candidates who take up appointment will be required to attend Mandatory Induction Programme
- In the event that we receive a large number of applications and while you may meet the eligibility requirements of the competition, it may be decided at shortlisting to reduce the numbers being invited to interview. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates who, based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

Application Procedure:

To apply for this position please, please complete the relevant online application form, in full, no later than the closing date **Sunday, 17th November 2024.**

A panel may be formed from which future vacancies will be filled

St. James' Hospital is an Equal Opportunities Employer