

Head of Product Centre – OTDT (Band 8c)

Recruitment Profile - This is a summary of the Job Description and Person Specification



Blood and Transplant

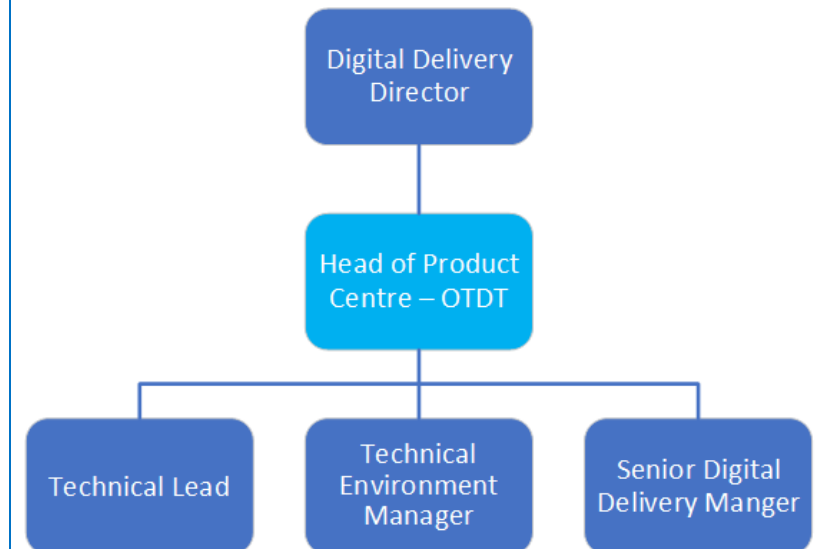
About the Role

In this role you will be responsible for the effective delivery of all current Organ and Tissue Donation and Transplantation (OTDT) digital products and services and those that will be designed, developed, and implemented to deliver the transformational changes that will support OTDT's mission to save and improve more lives. The role will be responsible for leading digital service development and therefore accountable throughout the entire product life cycle for OTDT with an impact span across Digital, Data and Technology Services, OTDT and Strategy & Transformation. You will be the main point of escalation for IT related issues that impact OTDT. Your responsibilities will include:

- Significant senior stakeholder engagement, including members of the Exec Team, NHSBT Board, and OTDT SMT.
- Managing relationships with third parties – contracted suppliers and service providers – to shape their contribution to the transformation.
- Line manage, coach and mentor direct reports, and delivery managers and support the Technical Lead in the leadership of the development and test teams (Approximate total team of 27). As well as the matrix management of project and transformation teams
- Provide leadership and direction for all technology products in OTDT.
- Maintain the high-level product and delivery roadmaps.
- Deliver change through a test and learn approach, conducting user research to inform the development of alpha prototypes that can be tested with users before finalising scope and full implementation.
- Leading in a range of programme management activities in support of the service owner or programme lead.
- Provide leadership across the NHSBT digital community and share design and delivery experience and best practice.
- Where applicable the post holder will lead on the development of NHSBT's IT policy and strategy.

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- *We **care** about our donors, their families, the patients we serve, and our people.*
- *We are **expert** at meeting the needs of those who use our service and those who operate it.*
- *We provide **quality** products, services and experiences for donors, patients and colleagues.*

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively.
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others.
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance, and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers.
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness.
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Lead the team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating and implementing the change, whilst minimising the motivational impact on others

Experience and Knowledge

- Advanced skills in Agile, software development, service design, digital user experience, and stakeholder engagement.
- Demonstrated leadership in developing efficient information management and reporting for complex deliveries, including performance tracking and KPI progress reports.
- Thorough understanding of the routes, options and timescales to procuring services
- Proven experience of preparing, planning and managing budgets and headcount in Business as Usual and large projects/programmes
- Experience of achieving understanding and acceptance of complex and controversial information from all stakeholders where there may be substantial barriers to acceptance.
- Proficient in identifying and monitoring strategic and operational risks throughout the product/service lifecycle, assessing their impact and probability, implementing mitigating actions, and escalating when necessary.
- Strong understanding of delivery metric tracking and effective methods to determine value, benefits and priority

Qualifications and Training

- Educated to Masters level or equivalent experience in a relevant field
- Recognised qualifications in agile and traditional project and delivery management methodology e.g. Agile Project Management, PRINCE2, Certified Scrum Master or equivalent experience in agile project management and digital delivery.
- Demonstrates commitment to own continued professional development (CPD)