

Systems Change/Support Specialist (Band 7)

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



Blood and Transplant

About the Role

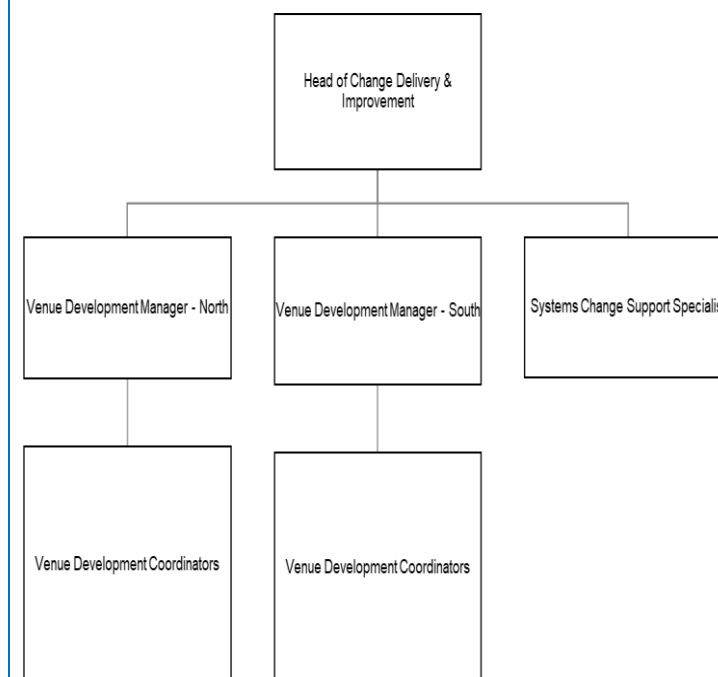
In this role you will provide specialist advice/knowledge in supply chain software specifically and in how it interfaces with NHSBT systems in the Planning, Performance and Stock Management Department.

Your responsibilities will include:

- Covering Supply Chain software used within NHSBT – SO99, Pulse, OBOS, CRM and Excel and any other generic systems, wireless networks, LAN / WAN, systems, applications, information interpretation, data analysis, information reporting, information governance
- Ensuring the safe and effective delivery of Core IT Systems software and hardware through testing and participation in software development
- Providing communication and understanding of Core IT Systems software to the Planning, Performance and Stock Management Team. Investigating, resolving and providing advice as required
- Providing IM&T service advice to inform strategic business planning
- Analysing complex data and produce information reports or develop and deliver specialised training or design, develop, adapt complex software / web pages / information reports.
- Managing all IM&T projects and develop and deliver any associated training programmes
- Providing the ability to evaluate new potential software/systems suppliers suitable for supply chain automation/optimisations and liaise with them to assess their suitability for NHSBT using expert supply chain systems knowledge.
- Managing the full end-to-end implementation of any new supply chain system/inventory system being deployed at NHSBT.
- Liaising with systems/technical experts across DDTS and Technical and Scientific Services to manage change and ensure alignment with corporate strategy
- Acting as account Manager for Brookes, and any other supply chain planning software provider engaged by NHSBT in future external supplier of Supply Chain software

You will be required to travel occasionally, including overnight stays to meet the requirements of the post (notice will be given)

Organisation Structure



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

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who is able to relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Motivate others, promoting a clear sense of purpose and a positive attitude to work with individuals and teams
- Follow given instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Organise and prioritise own workload and where required workload of others, taking responsibility for delivering results within agreed timescales and standards within an environment of changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Experience and Knowledge

- Experience and knowledge of the supply chain and supply chain software
- Detailed knowledge of supply chain planning software and interfaces with other software programmes and experience of working with machine learning etc.
- Knowledge of relevant legislation for example Good Manufacturing Practice
- Experience of drafting requests such as Data Protection Impact Assessments, Project Plans, Business Cases
- Experience of working with Information Technology using Microsoft Office packages (Word, Excel and PowerPoint)

Qualifications and Training

- Masters level degree qualification in relevant subject, e.g. supply chain analytics, operations management, information systems, business analytics OR equivalent experience together with additional management knowledge

