NHS Grampian

Digital Directorate
Career Opportunity Pathways
2024

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Digital Directorate Career Opportunity Pathways

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Thank you for your interest...

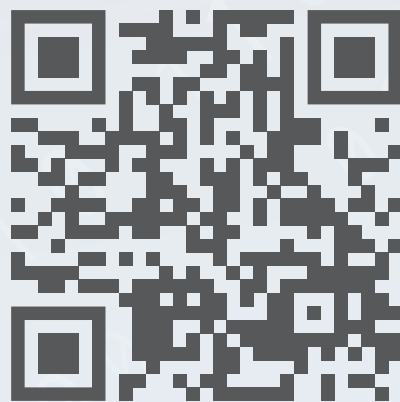NHS Grampian's Digital Directorate supports and encourages all career and development enquiries.

These pages provide an insight into the wide variety of specialist areas the Digital Directorate encompasses, and the differing skills and expertise required.

Martin Innes
Chief Digital Officer

Please email any enquiries to:
gram.chiefdigitalofficer@nhs.scot
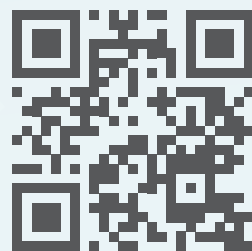

Scan for our careers web page...

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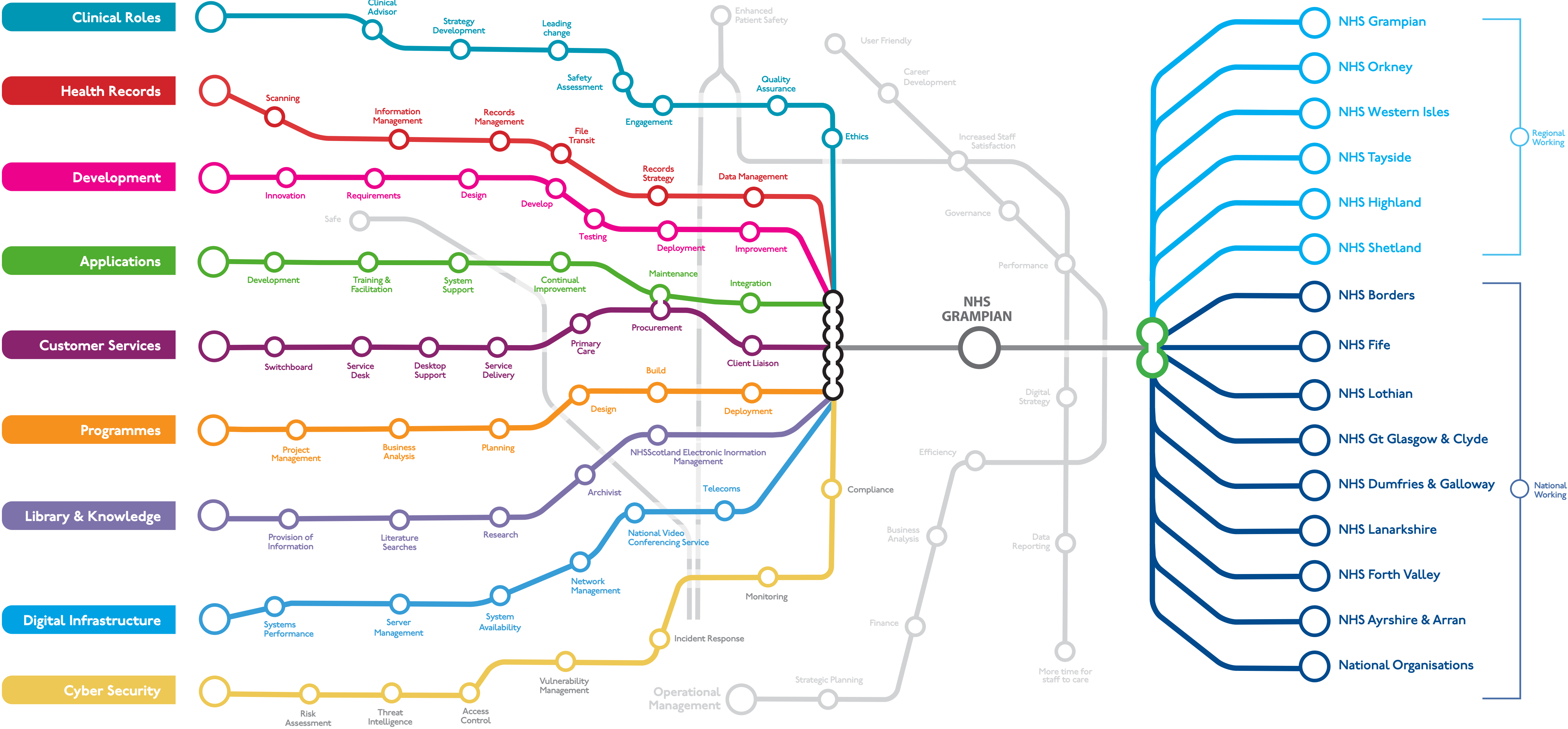

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NHSScotland Jobs

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- GP Jobs
- Practice Jobs

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jobs.scot.nhs.uk

Digital Directorate
Qualification Levels Guide

Level	Qualification
12	Doctoral degree
11	Masters degree Postgraduate degree Postgraduate Certificate
10	Honours degree
9	Bachelors degree
8	HND
7	Advanced Higher HNC
6	Higher
5	National 5 Standard Grade O-Grades

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Clinical Roles
- Clinical Advisor
- Strategy Development
- Leading change
- Safety Assessment
- Quality Assurance
- Engagement
- Ethics

Health Records
- Scanning
- Information Management
- Records Management
- File Transit
- Records Strategy
- Data Management

Development
- Innovation
- Requirements
- Design
- Develop
- Testing
- Deployment
- Improvement

Applications
- Development
- Training & Facilitation
- System Support
- Continual Improvement
- Maintenance
- Integration

Customer Services
- Switchboard
- Service Desk
- Desktop Support
- Service Delivery
- Primary Care
- Procurement
- Client Liaison

Programmes
- Project Management
- Business Analysis
- Planning
- Build
- Design
- Deployment

Library & Knowledge
- Provision of Information
- Literature Searches
- Research
- Archivist
- NHSScotland Electronic Inormation Management
- Telecoms
- National Video Conferencing Service

Digital Infrastructure
- Systems Performance
- Server Management
- System Availability
- Network Management

Cyber Security
- Risk Assessment
- Threat Intelligence
- Access Control
- Vulnerability Management
- Monitoring
- Incident Response
- Compliance

(grey interchange lines)
- Enhanced Patient Safety
- User Friendly
- Career Development
- Increased Staff Satisfaction
- Governance
- Performance
- Digital Strategy
- Efficiency
- Business Analysis
- Data Reporting
- Finance
- Strategic Planning
- Operational Management
- More time for staff to care

NHS GRAMPIAN

Regional Working
- NHS Grampian
- NHS Orkney
- NHS Western Isles
- NHS Tayside
- NHS Highland
- NHS Shetland

National Working
- NHS Borders
- NHS Fife
- NHS Lothian
- NHS Gt Glasgow & Clyde
- NHS Dumfries & Galloway
- NHS Lanarkshire
- NHS Forth Valley
- NHS Ayrshire & Arran
- National Organisations

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Applications
Application Support Assistant

Manages routine administrative tasks, including resolves support tickets, correcting data errors, setting up new accounts, and providing essential user assistance.

Band 4 — Level 7 or equivalent experience.

Applications
Applications Trainer

Develops and delivers training programs on software applications, ensuring users are proficient and confident in utilising the systems effectively.

Band 5 — Level 7/8 or equivalent experience.

Applications
Senior Applications Specialist

Manages complex application support, oversees high-priority incidents, performs advanced functionality development, and coordinates with users and teams to optimise system performance and resolve critical issues.

Band 6 — Level 8/9 or equivalent IT experience.

Applications
Applications Service Delivery Specialist

Oversees the implementation and management of application services, ensures adherence to service levels, coordinates with stakeholders, and drives continuous improvement in service delivery.

Band 7 — Level 9/10 or equivalent IT experience.

Applications
Applications Specialist

Call management, incident investigation and resolution, user liaison, and request fulfillment to ensure seamless application functionality and user support.

Band 5 — Level 7/8 or equivalent experience.

Applications
Applications Facilitator

Performs business and process analysis, provides one-on-one support, and assists users in effectively utilising software applications and resolving operational issues.

Band 6 — Level 8/9 or equivalent IT experience.

Applications
Database Administrators

Manages and maintains database systems, performs data integration tasks, ensures data integrity and security, and optimises database performance for efficient operation.

Band 6 — Level 8/9 or equivalent experience.

Applications
Applications Section Manager

Oversees the applications team, ensures effective service delivery and project execution, coordinates with the Head of Applications on strategic objectives, and manages team performance and development.

Band 7 — Level 9/10 or equivalent IT experience.

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Applications
Head of Applications

Directs the overall strategy and management of application services, oversees the applications team, ensures alignment with organisational goals, and drives innovation and efficiency in application delivery.

Band 8B — Level 10/11 or equivalent IT experience.

Communications
Technical Assistant

Provides day to day admin of Telecoms systems and services. Provides financial tracking support and responsible for the procurement and support of all mobile telephone contracts, as well as dealing with with basic customer queries.

Band 4 — Level 7 or equivalent experience.

Communications
Technical Analyst - Networks

A technical expert across Grampian, with regards to Networks. Involved in the implementation, design & support of systems, to ensure a secure and highly available infrastructure supporting all NHS Grampian.

Band 6 — Level 9 or equivalent IT experience.

Communications
Senior Analyst/Team Leader Networks

Responsible for the support and development of the NHS Grampian data network. Including capacity & availability planning, incident, problem & change management and maximising team productivity.

Band 7 — Level 9 or equivalent IT experience.

Communications
Network Assistant

Assist Technical Analysts (Networks) with the the development and maintenance of the IT network. Investigate routine enquiries and queries from colleagues and provide assistance and advice.

Band 3 — Undertaking a Level 9 course.

Communications
Technical Analyst - Telecoms

A technical expert across Grampian, with regards to Telephony. Involved in the implementation, design & support of systems, to ensure a secure and highly available infrastructure supporting all NHS Grampian.

Band 6 — Level 9 or equivalent IT experience.

Communications
Senior Analyst/Team Leader Telecoms

Responsible for the support and development of the NHS Grampian telecoms network. Including capacity & availability planning, incident, problem & change management and maximising team productivity.

Band 7 — Level 9 or equivalent IT experience.

Communications
Communications Manager

Ensures the on-going service delivery of a 'fit for purpose', highly complex and sensitive Communications environment throughout Grampian including Directories, Telecoms and Data networks, manage the day-to-day Comms infrastructure to ensure high availability and performance.

Band 8B — Level 9 or equivalent IT experience.

Video Conferencing
Video Conferencing Service Desk Analyst

Deal with calls to service desk provide 1st line support to service users throughout NHS Scotland for AV/VC, Near Me & Connect Me issues. Accurately logging service desk calls, monitoring the support queue, reporting on service levels and escalating as appropriate. To fulfil service requests and provide informal training. To organise and undertake scheduled tasks such as system upgrades, installations and repair.

Band 4 | **Level 7 or equivalent IT experience.**

Video Conferencing
Video Conferencing Analyst/Developer

To answer and respond to service desk calls (by voice, video or e-mail) and triage as appropriate. In real time, provide 1st and 2nd line support to service users throughout NHS Scotland for AV/VC, Near Me & Connect Me issues. Where immediate resolution is not possible, escalate calls. To fulfil service requests such equipment specification, installation, upgrades and Near Me service requests.
To proactively plan and undertake scheduled tasks such as system upgrades, installations and repair.
To provide formal training on the proper use of VC, Near Me & Connect Me systems.

Band 5 | **Level 7/8 or equivalent IT experience.**

Video Conferencing
Senior Video Conferencing Analyst

In real time, provide 2nd line support and problem solving to service users throughout NHS Scotland for AV/VC, Near Me & Connect Me issues. This will involve the investigation of specialist virtual consultation platforms and related IT issues. To provide specialist advice and guidance to clinicians and managers on the use of VC to support both administrative and telehealth services. To fulfil service requests such as equipment specification, installation and upgrades. To proactively plan and undertake scheduled tasks such as system upgrades, installations and repair. To provide formal training on the proper use of VC systems.

Band 6 | **Level 9 or equivalent IT experience.**

Video Conferencing
Video Conferencing Technical Specialist

Communicate effectively using a variety of technical media such as video conferencing, audio conferencing, virtual consultation and Webex type solutions. Information will be highly complex in nature includes detailed and conflicting fault descriptions relating to a range of equipment and systems relating to AV/VC, Near Me and Connect Me issues. Fault calls taken, will generally be 3rd level calls and will have been previously dealt with, and not resolved. Issues dealt with may involve a range of different specialities requiring co-operation from a variety of stakeholders. This may require negotiation and persuasion to obtain the necessary support. Where calls involve a significant disruption to service, a high degree of antagonism may be encountered. This will require empathy and re-assurance. When proposing significant service changes, the post holder will be required to present their case, involving complex technical and financial information to large groups of staff such as the e-health infrastructure leads group and VC steering group and boards.

Band 7 | **Level 9/10 or equivalent IT experience.**

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Video Conferencing
National Video Conferencing Manager

Required to communicate effectively using a variety of technical media such as video conferencing, audio conferencing, virtual consultation and Webex type solutions. This will range from individual discussions with senior members of board staff to presenting at national stakeholder groups. Information received and provided will be highly complex in nature and will include detailed service desk statistics, technical specifications and financial information. Manages a national team based in several different locations across NHS Scotland. The post holder will be the key point of contact between the national service desk and commissioning health boards and will regularly be involved in the negotiation of service levels and budgets. Changes will have a broad impact and will affect service users throughout NHS Scotland negotiation and communication will involve the presentation of complex technical, service level and financial information to large groups at events such as national conferences, e-health leads meetings and the national VC steering groups/boards.

| Band 8A | Level 10/11 or equivalent IT experience. |

Technical Services
Technical Engineer

Assist the Technical Analysts with day to day administration of all Server Infrastructure systems across NHS Grampian. To provide specialist knowledge covering critical core security and Infrastructure to ensure a secure and high availability server infrastructure.

| Band 5 | Level 9 or equivalent experience. |

Technical Services
Technical Analyst

A technical expert with regard to Server & Data Storage maintenance and support. Required to be involved in the Implementation of new systems on a Grampian wide, Departmental, Regional and National basis.

| Band 6 | Level 9 or equivalent experience. |

Applications
Switchboard Operator

Provision of a 24/7/365 contact centre, dealing with patients, family members and internal NHS staff. Services delivered including switchboard service, alarm monitoring and provision of a emergency bleep/paging service.

| Band 2 | School Leaver / Standard Grade (Level 5) |

Applications
Junior Service Desk Analyst

Provision of a 1st Level IT Service Desk supporting a range of services from Windows, iOS and Android devices through to printers, buiness applications and clinical applications.

| Band 3 | Level 7 or equivalent experience. |

Applications
Switchboard Supervisor

Supervise, train and support a team of Switchboard Operators to provide a 24/7/365 contact centre service. Duties include the trainnig and support to the switchboard and mangement of the rota.

| Band 4 | Level 6 or equivalent experience. |

Applications
Service Desk Analyst

Provision of a 1st Level IT Service Desk supporting a range of services from Windows, iOS and Android devices through to printers, buiness applications and clinical applications. Provides support and training to Junior SDA.

| Band 4 | Level 8 or equivalent experience. |

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Applications
IT Support Engineer

Provision of Second Level desktop support across a complex desktop estate covering both hardware and desktop OS / desktop applications.

| Band 5 | Level 8 or equivalent experience. |

Applications
Senior IT Support Engineer

Provides support to the Site Services Team Leader. Responsible for the operational management of faults and requests received into Site Services team. Requires to have a good technical understanding and knowledge in desktop support and if required mentor and support IT Support Engineers.

| Band 6 | Level 9/10 or equivalent experience. |

Applications
Digital Facilitator

Provision of a proactive digital training and facilitation service to the General Medical Services (GMS), Community Pharmacy, Community Optomotery and Community Pharmacy Contractor Groups. Advise on appropriate business process changes to maximise use and effectiveness of clinical and administrative IT systems. Promote quality improvement in support of patient care and use of clinical data in IT systems. Delivery of learning will be through training, facilitating, workshops, problem solving, sharing good practice and e learning / blended learning.

| Band 6 | Level 9 or equivalent experience. |

Applications
Service Planning Analyst

The primary role of the Service Planning Analyst is the continual development and improvement of ITIL and Service Management across Digital. This includes the continual development and review of Service Level Agreements (SLAs), Service Reporting and Software Asset Management. Responsible for the operational aspects of the Change Advisory Board (CAB) and supporting the CAB Chair, ensuring that Requests for Change are handled appropriately and efficiently.

| Band 6 | Level 9/10 or equivalent experience. |

Applications
IT Planning & Procurement Officer

Responsible for the provision of advice and overall delivery of the IT Procurement function, ranging from liaison with suppliers through to order management and stock control. Provision of advice on routes to procurement in-line with NHS Grampian procurement processes.

| Band 5 | Level 8 or equivalent experience. |

Applications
Senior Service Desk Analyst

Supporting the Client Service Centre Manager in ensuring that improvments to service delivery and processes are captured and delivered. Provides a technical lead role to the IT Service Desk.

| Band 6 | Level 9/10 or equivalent experience. |

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Applications
Site Services Team Leader

Leads and manages the operational delivery of NHS Grampian's Site Services (Desktop) Team which provides support in a complex environment to all NHS Grampian End User Devices (e.g. Desktops, Laptops, Tablets, Screens, Printers, Scanners and Desktop Operating Systems and Desktop Applications)

Band 7	Level 9/10 or equivalent experience.

Applications
Client Service Centre Manager

Leads and manages the operational delivery of NHS Grampian's Client Service Centre, which covers the IT Service Desk and Switchboard Service. Responsible for the identification and implementation of service improvements, training and development.

Band 7	Level 9/10 or equivalent experience.

Applications
Lead Digital Facilitator

Leads and manages a team of Facilitators in the provision of a proactive Digital training and facilitation service to the General Medical Services (GMS), Community Pharmacy, Community Optometery and Community Pharmacy Contractor Groups. Advise on appropriate business process changes to maximise use and effectiveness of clinical and administrative IT systems. Promote quality improvement in support of patient care and use of clinical data in IT systems. Management of Digital Imporvement Projects within Primary Care which will involve liaision with contractor groups, suppliers and other Health Boards.

Band 7	Level 9/10 or equivalent experience.

Applications
Digital Medical Education Lead

Deliver and assess appropriate MBChB teaching to satisfy NHSG Information Governance/IT Security requirements. Responsible for the development and delivery of core training to medical students, and other clinical trainees, specifically in IT Skills, Information Assurance and IT Security. Strengthen links between NHSG eHealth, UoA and NES such that the undergraduate MBChB curriculum adequately prepares graduands for future developments in Digital. Facilitate access to such systems deemed appropriate for a given seniority of student.

Band 8A	Level 10/11 or equivalent experience.

Applications
Customer Services Manager

Responsible for the delivery of a "fit for purpose highly complex and sensitive Client Contact Centre, covering the IT Service Desk and Switchboard, Site Services (Desktop) support team, IT Procurment and Service Planning, Digital Medical Education and Primary Care Faciliation to agreed service levels throughout Grampian. To provide strategic direction, leadership and expertise to ensure support for stakeholders, professionals, service users and Digital staff across the whole of NHS Grampian to improve healthcare through the use of Digital.

Band 8A	Level 10/11 or equivalent experience.

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Technical Services
Team Leader Senior Technical Analyst

Leads a specialist team responsible for the day to day administration of all ICT Infrastructure systems within NHS Grampian, reporting to the Technical Services Manager

Band 7	Level 9 or equivalent experience.

Technical Services
Technical Services Manager

Ensures the on-going service delivery of a fit for purpose highly complex and sensitive computing environment to agreed service levels throughout Grampian including Servers, Directories and Networks communicating with and between computer rooms, servers and desktops; to manage the day-to-day Technical Services to ensure high availability for both clinical and business information systems; to develop and manage business continuity and disaster recovery policies and procedures for server and data communications.

Band 8B	Level 9/10 or equivalent experience.

Operational
Office Manager/Personal Assistant

Supports CDO, CCDO and the digital leadership team to ensure smooth running of the department. Strong organisational skills required and ability to be adaptable and resourceful.

Band 5	Level 9 or equivalent experience.

Operational
Chief Digital Officer

Responsible for the digital delivery of local, regional and national strategic requirements.

Exec	Minimum Level 11 or equivalent experience

Health Records
Health Records Clerk

Work as part of a team responsible for providing an efficient and effective medical records service with maintenance, storage, dispatchand retrieval of records.

Band 2	School Leaver / Standard Grade

Health Records
Senior Health Records Clerk

Work as part of a team responsible for providing an efficient and effective medical records service with maintenance, storage, dispatchand retrieval of records. Also to provide mentorship to staff and provide assistance to team leader.

Band 3	Previous health records experience

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Health Records
Clinical Coding Officer

Coder undertakes translation of medical terminology in to a patients record into classification codes that describe the patients diagnosis, treatment or other reason for seeking medical treatment.

Band 3 — Level 5 or equivalent experience.

Health Records
Health Records Team Leader

To supervise and organise the running of Health Records areas. Lead and support staff in keeping within the services protocols and procedures.

Band 4 — Level 8 or equivalent experience.

Health Records
Clinical Coding Manager

To support effective clinical care by managing an efficient and effective clinical coding service and ensuring that performance indicators are met within critical timescales. Overall responsibility for training and development including provision of ongoing clinical coding training.

Band 6 — IRM qualification or relevant experience.

Health Records
Head of Health Records

Overall responsibility for all of health records delivery in line with local and national guidelines.

Band 8B — Level 9 or equivalent experience.

Health Records
Health Records Clerk

Work as part of a team responsible for providing an efficient and effective medical records service with maintenance, storage, dispatch and retrieval of records. Also to provide mentorship to staff and provide assistance to team leader.

Band 3 — Level 5 or equivalent experience.

Health Records
Health Records Service Manager

Responsible for day to day management and delivery of records service. Support clinical effective care ensuring performance indicators are met. Assist in new developments of EPR and ongoing work relating to scanning of paper records.

Band 5 — Level 8 or equivalent experience.

Health Records
Health Records Service Manager

Responsible for all aspects of service management, new projects/workloads, service development, national work.

Band 7 — Level 9 or equivalent experience.

Library & Knowledge Services
Information & Communication Assistant

Daily services in library site and admin for education centre.

Band 3 — Level 7 or equivalent experience.

Library & Knowledge Services
Information Assistant

Daily services in library site.

Band 3 | Level 7 or equivalent experience.

Library & Knowledge Services
Clinical Liaison Librarian

Provides research for Clinical staff and organisation.

Band 6 | Level 7 or equivalent experience.

Library & Knowledge Services
Archivist

Manages and maintains historical records and information.

Band 6 | Level 7 or equivalent experience.

Development
Analyst Developer

Manages and maintains historical records and information.

Band 6 | Level 9 or equivalent experience.

Library & Knowledge Services
Information Officer (Librarian)

Provides Library services, literature searches and training for staff or students.

Band 5 | Level 9 or equivalent experience.

Library & Knowledge Services
Knowledge & Information Officer

Manages site, staff and library services.

Band 6 | Level 9 or equivalent experience.

Library & Knowledge Services
Knowledge Services Manager

Manages Library & Knowledge Services for NHS Grampian.

Band 8B | Level 9 or equivalent experience.

Development
Senior Analyst Developer

Designs, develops and supports in house applications and solutions to support organisational requirements utilising a variety of technologies. Co-ordinates activities and is responsible for team management and leadership.

Band 7 | Level 9 or equivalent experience.

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Programmes
Project Support Manager

Supports adherence to project management procedures and processes.

Band 5 | Level 7 or equivalent experience.

Programmes
IT Planning Analyst

Plans, organises and directs technical and infrastructure projects to ensure delivery is on time, on budget and within scope.

Band 6 | Level 9 or equivalent experience.

Programmes
Programme Manager

Oversees multiple projects and initiatives at a strategic level.

Band 8A | Level 9 or equivalent experience.

Programmes
Head of Programmes & Development

Maintains oversight and accountability of organisational development and programme delivery.

Band 8B | Level 9 or equivalent experience.

Programmes
Project Manager

Plans, organises and directs projects to ensure delivery is on time, on budget and within scope.

Band 6 | Level 9 or equivalent experience.

Programmes
Senior Project Manager

Plans, organises and directs larger more complex projects to ensure delivery is on time, on budget and within scope.

Band 7 | Level 9 or equivalent experience.

Programmes
Enterprise Architect

Co-ordinates and designs the technical architecture to support organisational infrastructure and applications.

Band 8A | Level 9 or equivalent experience.

Cyber Security
Junior Security Assistant

Supports the cybersecurity team by monitoring systems for security threats, assisting with incident response, maintaining security logs, and performing routine security checks and updates.

Band 5 | Level 7/8 or equivalent experience.

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Cyber Security
Junior Security Assistant

Supports the cybersecurity team by monitoring systems for security threats, assisting with incident response, maintaining security logs, and performing routine security checks and updates.

Band 5 — Level 7/8 or equivalent experience.

Cyber Security
Cyber Security Lead

Develops and implements security strategies, manages the cybersecurity team, oversees threat detection and incident response, and ensures robust protection of organisational systems and data.

Band 8A — Level 10/11 or equivalent experience.

Clinical Roles
Any Clinician

Engages with the clinical workforce to understand requirements and to support change adoption.

Any clinical role providing direct patient care

Clinical Roles
Chief Clinical Informatics Officer

Any type of clinician
Digital leadership qualification at Clinical Safety Training. Experience in working in clinical practice and in broader healthcare leadership positions.

Level 11 or equivalent experience.

Cyber Security
IT Security Analyst

Monitors and analyses security threats, investigates and responds to incidents, implements security measures, and ensures compliance with security policies and protocols.

Band 6 — Level 8/9 or equivalent experience.

Clinical Roles
Any Clinician

Describes a clinical pathway to support its digitalisation.

Any clinical role providing direct patient care

Clinical Roles
Clinical Safety Officer

A Clinical Safety Officer provides expert advice to improve system safety and reduce risk as we digitalise health and social care. This covers two domains: maximising the benefits to patient safety via increased adoption of digital technology and mitigating the risks that arise when digitalising clinical pathways.

Digital leadership qualification
Clinical Safety Training

Clinical Roles
Chief Clinical Digital Officer

Any type of clinician
Digital leadership qualification at Clinical Safety Training. Experience in working in clinical practice and in broader healthcare leadership positions.

Level 11 or equivalent experience.