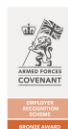


ICT Release Manager 239331

L I V I N G O U R V A L U E S



A Career with NHS 24



Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across six main contact centres in Scotland.

Careers here are all about care and compassion. Our work uses digital and telephone-based technology to help people reach the right care, in the right place for them. We support people with both their physical and mental health needs, providing self-care advice when appropriate, offering mental health counselling support and connecting people with their local healthcare services if they need onward care.

Packed full of variety and accompanied by excellent benefits, we've made it our mission to give our people everything they need to thrive.

Are you?

- Resilient
- Committed to personal development
- Up for a challenging but rewarding career

If this sounds like you, then you sound like our kind of person.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

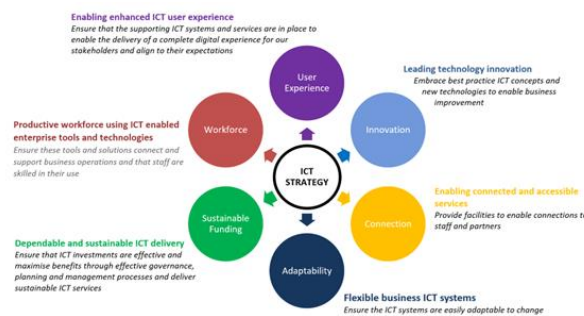
Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Information Communications and Technology



Connecting and providing innovative, flexible and dependable solutions to deliver our corporate strategic objectives

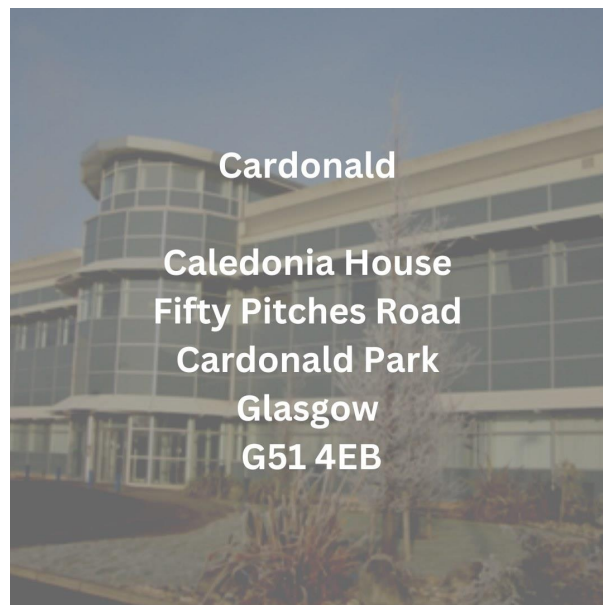


NHS 24 Information Communications and Technology (IC&T) is responsible for delivering and supporting the technology systems used across the organisation some of which integrate with national systems enabling NHS 24 to provide quality health advice and care across Scotland.

Our Centres



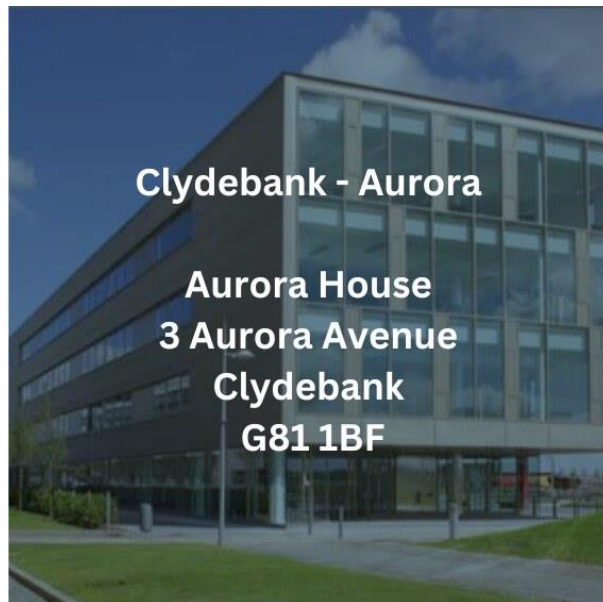
We have five regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.





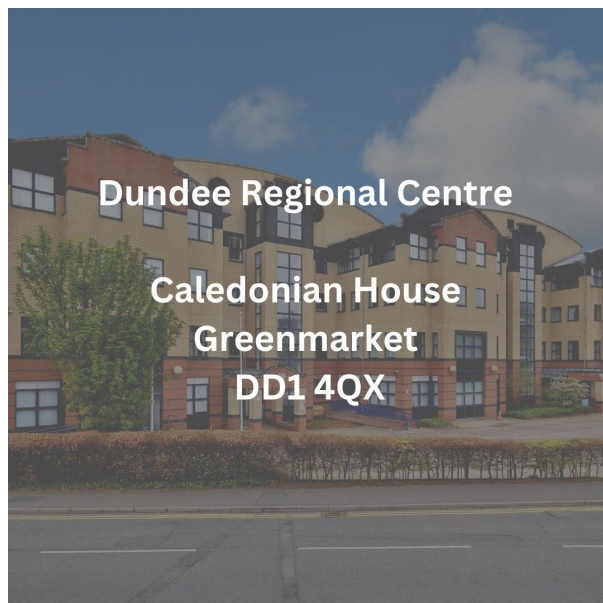
East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



Clydebank - Aurora

**Aurora House
3 Aurora Avenue
Clydebank
G81 1BF**



Dundee Regional Centre

**Caledonian House
Greenmarket
DD1 4QX**

Benefits



Dignity and Respect

Openness, Honesty and
Responsibility

Quality and Teamwork

Care and Compassion

NHS 24 offers a complete benefits package, with a permanent contract on Band 7 £48,788 - £56,747* (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, cycle to work scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning, and classroom-based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

Job Description



Job Title: ICT Release Manager

Reporting To: Deputy Head of ICT Operations

Department(s)/Location: ICT/Various

1. JOB PURPOSE

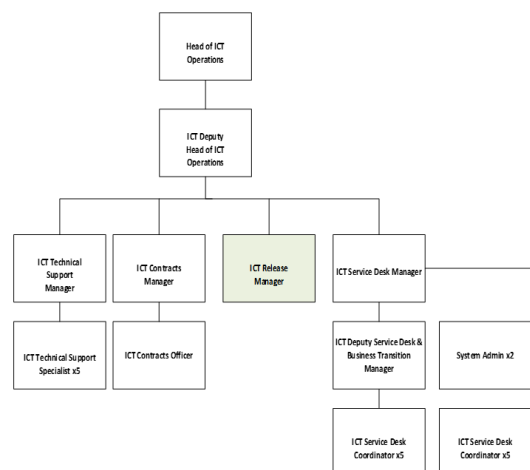
The ICT Release Manager is responsible for planning, scheduling, coordinating and managing the cloud infrastructure and software release process to ensure high-quality software and cloud infrastructure updates are deployed to production on time, meet quality standards and with minimal disruption to business operations and patient care.

The post holder will collaborate with the Deputy Head of ICT Operations to implement change with design input to shape and maintain the technology systems and applications utilised by NHS 24 through the provision of specialist project tasks.

The post holder will act as the central point of control for release activities ensuring compliance with organisational governance, ITIL best practice, and NHS security standards. They will work closely with colleagues and suppliers to provide input to the development of plans for improvements in the efficiency, safety, reliability, and compliance of the NHS 24 technology systems and applications whilst managing dependencies, mitigate risks, and maintain a robust release calendar.

To work with colleagues in Technology and Service Delivery Teams to review technical options and local change implementation plans. The post holder will be a key stakeholder in the development of test validation and deployment of both major system upgrades and / or the implementation of Operational configuration or hardware/software enhancements to support NHS 24's technology systems and applications.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 provides the population of Scotland with access to clinical assessment, healthcare advice and information and aims to ensure that those contacting NHS 24 are given the

assistance and advice they require in order to meet their health needs via the omni channel access. NHS 24 mental health services receive calls 24 hours a day and 7 days a week.

The function of the Information and Communication Technology directorate within NHS 24 is to:

- Horizon scanning for Health service and technology development
- Prepare high level business case for service development
- Develop service road map and programme to grow capability to deliver road map
- Measure benefits against planned outcomes
- Development of relationships to build required capability
- Opportunity/improvement identification and delivery
- Has both strategic and operational focus
- Establish and manage contracts required with partners
- Agree technology road map.
- Review achievement of Technology strategy
- Establish Technology relationships with other Health agencies relevant to NHS 24
- Performance reporting

The ICT Release Manager plans, schedules, and coordinates the software release process to ensure high-quality software is deployed to production on time and with minimal disruption.

Key responsibilities for the ICT Release Manager include risk management, cross-team coordination between development, Quality Assurance, and operations, and ensuring release criteria are met.

Once established, the post holder has overall responsibility for the recruitment, training, objective setting and disciplinary procedures for ICT Release team and will manage the staff appraisal, personal development plan, attendance management and return to work interviews as required.

4. MAIN DUTIES/RESPONSIBILITIES

Release planning and coordination

- Developing and maintaining the master release calendar, defining the scope of releases, and coordinating release schedules across multiple teams and projects, while managing interdependencies and potential conflicts. Planning release windows and cycles across portfolios, components, the post holder will be responsible for

ensuring minimal disruption to clinical and corporate services. Coordinating processes across different teams and stakeholders (possibly in various locations).

- Managing, planning, and negotiating release activities with key stakeholders and suppliers
- Initiating and overseeing progressive release processes
- Coordinating enterprise release content and efforts based on OS updates and third-party applications.
- Maintaining release schedules for every core service and ensuring it aligns with major vendors and other stakeholders providing a 6-month view of scheduled releases
- Producing deployment, implementation, and run books and plans clearly outlining deployment steps of any release
- Assess resource requirements and dependencies for each release. ensuring that requirements are clear across dependent project streams with an effective release
- The post holder is responsible for defining the release scope and objectives in alignment with organisational goals.
- Leading and coordinating checklist and deployment plan execution .
- Coordinate with Change Advisory Board (CAB) for approvals and ensure compliance with governance standards.
- Measuring and monitoring progress to achieve a timely software release within defined budgetary limits and defined quality standards
- The post holder will track and report on successful and unsuccessful releases to ICT senior management. They will be responsible for ensuring that releases operate as per expectations
- Conducting release readiness and milestone reviews
- Identifying and assessing potential risks and issues that could affect release scope, schedule, or quality, and developing contingency and rollback plans. Ensure risk mitigation strategies are in place for each release. The post holder will be responsible for managing risks and resolving challenges that impact release scope, quality, and schedules
- Managing the development of deliverables into production environments.
- Deployment management of deliverables to the test environment particularly guaranteeing that the external dependent items are available during the test runtime.

- Leading and coordinating Go-Live activities, including the execution of the deployment and post-deployment stabilization efforts.

Communication and stakeholder engagement

- Orchestrating cross-functional teams and managing communication with all stakeholders (technical teams to executive leadership) regarding release plans, status, and issues. Managing relationships working on interrelated processes
- Act as the central point of contact between development, testing, operations, and business teams.
- Communicating crucial release plans and changes
- Communicating necessary release details to business teams
- Working with release engineers to comprehend code merges and branch ramifications.

Service Improvement

- Conducting post-release reviews and leading "lessons learned" processes to drive continuous improvement in the release management lifecycle and overall software delivery process. Developing automation and release management tools along with scripts necessary for the construction, continuous integration, and deployment of software release.
- Researching new software development and the best methods and techniques for managing configurations regarding a business's existing needs.
- Analyse release performance and reporting on KPI's for efficiency and quality
Initiating and overseeing the development of technical guides and training for external functionality
- Validating release notes to ensure that all planned release is safe and appropriate to be deployed to production environments to minimise the impact of any release.
- Ensuring all code changes are thoroughly tested, meet quality benchmarks, and adhere to regulatory and security standards before going live. They act as a "gatekeeper" to the production environment.

Policy and Process Development

- The post holder will actively contribute to the development of and be responsible for the implementation of all Policies and Procedures in relation to NHS 24 systems and SOP's
- Implementing and managing release processes and procedures, often following methodologies like Agile, DevOps, or ITIL best practices

- The post holder is responsible for quality assurance by ensuring adherence to testing and validation standards before deployment.
- Maintain up-to-date process documentation for release, change, and incident management.

Financial Management

- Complete cost planning for all planned release to ensure costs stay within agreed support and development budgets
- The post holder will be responsible for reviewing quotes for software, or services related to releases (e.g., new servers, licences, testing tools).
- Work with suppliers and procurement to request quotes and approve purchases.
- Validate that purchased items meet technical requirements for the release.

5. SYSTEMS AND EQUIPMENT

The ICT Release Manager should have hands-on operation of the following systems or has an in-depth knowledge and detailed understanding.

The following list is non exhaustive.

- Experienced using Microsoft product including – MS Office, MS Teams and Visio.
- Azure Dev Ops
- ITSM Tooling

6. DECISIONS & JUDGEMENTS

The post holder will be expected to function autonomously to deliver their daily tasks to support NHS 24 and achieve agreed objectives set by the Deputy Head of ICT Operations within organisational policies.

The ICT Release Manager will as the lead specialist will be responsible for determining how best these objectives are achieved and will make decisions on when to escalate issues or require input and guidance from the Deputy Head of ICT Operations.

Decision-making responsibility for recommendation to external suppliers in relation to the release of complex deployments and releases.

Provide advice to Senior Operational staff across the NHS 24 Organisation on all deployments and releases.

Work in conjunction with Senior Management Teams across all directorates to ensure any potential developments/initiatives taking place have minimal negative impact on overall service delivery

Provide support to the NHS 24 Technology Team, which helps to inform their decision making when dealing with any deployments or releases in relation to technical issues with external suppliers during Major Incidents or project implementations.

Act and represent NHS 24 as in-house subject matter expert in all matters relating to specific elements of the release and deployments of all software and hardware configurations.

The post holder is expected to prioritise and manage their own workload.

7. COMMUNICATIONS & RELATIONSHIPS

The post holder will require excellent communication, facilitation, and negotiation skills as there will be a continual requirement for the post holder to interpret highly complex technical information relating to technical solutions and explain this to non-subject matter experts across the organisation.

As a senior member of the ICT Operations team, the ICT Release Manager is required to have highly developed interpersonal skills that will enable them to develop and maintain relationships with a wide range of stakeholders. These include:

Internal

- Represent the ICT Operations team at cross-directorate meetings, senior management team meetings, project and focus groups on a regular basis to provide updates on highly technical deployments and releases.
- Be able to provide Status Reports to senior executives up to and including the Deputy CIO/CIO as and when required.
- Reporting to the wider NHS 24 ICT Senior Management Team and non- Technology Managers in relation to any technical deployments and releases and be able to convey highly technical information in a way that will be understood relative to the role of the individual receiving it which is concise and relevant.
- Regular liaison and joint working with NHS 24's wider Technology Team to ensure ongoing alignment of any work-related projects is taking place and fully supported from a Release Manager level.

External

- Communicating professionally on behalf of NHS 24 on a regular basis with external key suppliers to ensure effective service delivery is being maintained and any issues in relation to technology deployments and releases are brought to a timely resolution.
- Provide concise and accurate written and verbal updates on NHS 24 deployments and releases with 3rd party organisations such as other Health Boards or Public Sector organisations.

- Develop and cultivate strong relationships with key suppliers to enable close working and understanding of NHS 24 technologies and operations when implementing deployments and releases.

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort

The post holder will be required to sit in a restrained position whilst sitting/inputting at a keyboard for most of their day.

Advanced keyboard skills, with accuracy imperative when developing business process documentation and release plans

Mental Effort

The post holder will frequently be required to maintain levels of concentration for prolonged periods of time whilst inputting information into ITSM tools and MS 365 applications

Accuracy of the information is an essential part of the post holder's role.

Emotional Effort

The post holder will collate and report on information in relation to the release management function. This could involve updates of both successful and unsuccessful releases.

Working Conditions

Due to the nature of this post, the Release Manager will be required to spend 90% of their working time using VDU.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Frequent requirement for focus and sustained concentration.

Consistently striving to ensure that NHS 24's technology solutions are protected during deployment and release to support safe and effective service delivery.

Collaborative working with other directorates within NHS 24, delivering and achieving buy-in from other Directorates within NHS 24 to gain support and a better understanding of the technology remit.

Ensuring NHS 24's requirements in relation to specific changes of the technology services & solutions are met in the timescales required.

10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

Education:

- Degree level or equivalent release management industry experience

Communication:

- Excellent and articulate written and verbal communication skills.
- Experienced negotiator/facilitator with the ability to influence others.

Business Management:

- Experience in forecasting and managing significant Financial Budgets is essential
- Sound Decision making and judgement
- Integrating business requirements with technical pragmatism
- Sound and creative problem-solving ability
- Numeracy skills
- Analytical Reasoning,
- Strong analytical skills to troubleshoot issues and a proactive approach to problem-solving.
- Well-developed project management skills.
- Effective Planning
- Line Management - Once established, the post holder has overall responsibility for the recruitment, training, objective setting and disciplinary procedures for ICT Release team and will manage the staff appraisal, personal development plan, attendance management and return to work interviews as required.
- Advanced keyboard skills and high levels of accuracy to ensure changes are implemented correctly and will not affect organisational performance.
- Proven track record in delivering excellent service under all conditions and a strong desire to succeed.

Specific Technical Areas:

- Extensive years IT experience, a significant proportion of which will have been involved in IT testing
- Expert understanding of the cloud infrastructure deployment and software development lifecycle, and experience with release management tools, continuous integration/continuous deployment (CI/CD), and version control systems.
- Excellent and Practical understanding of best practice test methodologies and project management
- Hands on knowledge of Test, Project and Software Development Methodologies

- Proven ability to lead test aspects of medium to large IT projects, activities and outcomes to required standards
- Team management and motivational skills
- Vendor Management skills
- Experienced in the creation and maintenance of Test Strategies and Test Assets
- Systems Integration skills
- Technical/Professional skills
- Risk and issue management
- Excellent objective reporting
- A high level of PC literacy is required, in all standard desktop packages.

Personal:

- Experience of Line Management of small, medium and large teams essential
- Display Technical leadership and team working skills
- Highly motivated
- Assertive and quietly confident, with drive, enthusiasm and clarity.
- Flexible and adaptable to change

Person Specification



Job Title: **ICT Release Manager**

Directorate: **Information Communications and Technology**

Level of Disclosure check required: **N/A**

Qualifications:	Essential	Desirable
<ul style="list-style-type: none"> • Educated to SCQF level 10 or equivalent release management industry experience 	x	

Experience:	Essential	Desirable
<ul style="list-style-type: none"> Experience in forecasting and managing significant Financial Budgets is essential 	x	
<ul style="list-style-type: none"> Strong analytical skills to troubleshoot issues and a proactive approach to problem-solving. 	x	
<ul style="list-style-type: none"> Extensive years IT experience, a significant proportion of which will have been involved in IT testing 	x	
<ul style="list-style-type: none"> Expert understanding of the cloud infrastructure deployment and software development lifecycle, and experience with release management tools, continuous integration/continuous deployment (CI/CD), and version control systems 	x	
<ul style="list-style-type: none"> Excellent and Practical understanding of best practice test methodologies and project management 	x	
<ul style="list-style-type: none"> Hands on knowledge of Test, Project and Software Development Methodologies 	x	
<ul style="list-style-type: none"> Experience of Line Management of small, medium and large teams essential 	x	
<ul style="list-style-type: none"> Proven ability to lead test aspects of medium to large IT projects, activities and outcomes to required standards 	x	

Behavioural Competencies:	Essential	Desirable
<ul style="list-style-type: none"> Experience of Line Management of small, medium and large teams essential 	x	
<ul style="list-style-type: none"> Display Technical leadership and team working skills 	x	
<ul style="list-style-type: none"> Highly motivated 	x	
<ul style="list-style-type: none"> Assertive and quietly confident, with drive, enthusiasm and clarity. 	x	
<ul style="list-style-type: none"> Flexible and adaptable to change 	x	

Other:	Essential	Desirable

Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.

- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is **ESSENTIAL** that you have checked that you already have the appropriate right to work in the UK **BEFORE** submitting your application form.

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using Jobtrain, please contact:

nhsscotland@helpmeapply.co.uk

L I V I N G O U R V A L U E S

