



Marie Curie Job Description

Job title	BOT Programme Systems Lead
Department	Caring Services
Location	Vauxhall, London
Reports to	BOT Programme Manager
Accountable to	BOT Programme Sponsor

Job summary

We can't deliver great care and support to those that need us without a strong Back office supporting the organisation. This set of teams works to keep Marie Curie going; covering HR, Finance, IT and much more...it is the engine room of our wonderful charity. But, like any back office we need to invest in it and improve it and so the Backoffice Transformation Team is being formed to transform Marie Curie's back office. This change programme will focus on systems, processes, ways of working and culture to build a Backoffice that supports, underpins and empowers Marie Curie to achieve all that we can.

The Systems Lead is a key role for the success of the BOT programme. The purpose of the role will be to complete the systems platform for technical integration and implementation of new ERP systems and to design and deliver a cost-effective environment that enables MC staff to process core business data and transaction level records. The Systems Lead needs to work effectively across the platform vendor, the integration vendor, other MC programmes such as Nursing Services Transformation, Back Office Transformation team members, Marie Curie back office functions, and Marie Curie end users, to ensure the systems implemented are effective, efficient and truly transformative.

Your relations with external technology vendors and suppliers to the programme will require a range of technical knowledge and influencing skills. Your role will be a key point of assurance for MC to ensure the organisation achieves a smooth and effective migration and integration of systems and data to support the new platform. You will achieve this through a varied approach which will include translating the requirements of functional workstreams, ensuring the systems and integration implications of these are logged and understood by the integration partner. You will then work with internal specialists and integration partner to ensure appropriate platform based solutions are delivered.

In order for the Back Office Transformation programme to deliver successfully you will ensure interim and permanent links to and from all legacy systems work effectively, and that new links to and from modules and systems under development work seamlessly from the end user perspective. You will work with business stakeholders to understand key requirements and ensure the BOT solution meets these needs. One of the key needs is for back office services to be able to continue operating as normal during the transition to the new solution. You will review technical designs and delivery plans for alignment with the solution.

You will have strong knowledge and skills in cloud ERP platforms, and a convincing systems programme implementation approach. You will need advanced skills in data and process modelling, interface design and development, project-based data extraction and migration,

operational ETL approaches and complex end to end solution testing. You will also have previous skills and experience in business continuity and disaster recovery thinking, some of which will inform both transitional approaches and future state operational planning.

Your team leadership and positive influencing manner will be critically important in a complex, multi-location, commercial non-profit environment, where persuasion skills are essential to achieve successful results.

Key relationships

Internal

- Programme Team Manager
- Programme boards and management teams
- IT Director
- Information Security and Governance
- Performance, Data & Analytics department
- Head of Clinical Informatics
- Data and Reporting Lead

External

- Systems suppliers
- System integrators

Accountabilities (Duties & Responsibilities)

Lead delivery of BOT systems solutions

- Develop and manage the delivery plan for all technical solutions and testing
- Ensure performance reporting and escalation methods and approaches are documented, and roles and responsibilities of the governance model clearly defined
- Ensure appropriate and relevant project management methods are applied and related artefacts generated – eg PID, checkpoint reports, programme reports
- Ensure appropriate and relevant project delivery methodologies are applied, eg Agile, Jira etc
- Communicate the delivery plan to all relevant stakeholders inside and outside the programme
- Act as lead point of contact for MC's BOT external technology implementation partners
- Ensure programme and workstream level reporting is maintained and delivered to schedule
- Ensure programme and workstream budgets and activities vs plan are maintained and reported to schedule
- Plan and manage resources effectively to ensure best possible use of MC budget and other resources

Lead Systems team

- Develop and manage the technical delivery team for BOT:
 - Ensure clarity and completeness of roles and deliverables
 - Ensure relevant training completed by team members
 - Promote collaboration between BOT systems and wider BOT programme, system integrator, internal IT, NST and other programme teams
 - Co-create communications products and outputs for use within and outside BOT programme
 - Maintain relevant and accurate repositories of data, models, methodologies, plans
 - Support specialists in their delivery and presentations to stakeholders as required
- Maintain relationships between the systems team and the wider MC, ensuring organisation requirements are accurately captured and maintained on an ongoing basis

Lead Integration Designs

- Work closely with the Solution Architect, the programme team, the business stakeholders and system suppliers and implementation partner, lead the design of an end to end solution for BOT, including but not limited to:
 - Solution landscape by phase (systems, process and interfaces)
 - Core configuration and customisation by system
 - Conformance with MC IT security standards
 - Compliance with MC Information Governance standards
 - Bespoke developments by system
 - Overview of additional manual processes
 - Identify out-of-scope information / changes to working practices
- Define rules and approaches to support the phased and incremental rollout of the solution
- Identify controls required to mitigate errors / omissions with the solution and/or its rollout
- Input to and align with the BOT Test Strategy
- Generate and maintain the artefacts that capture the various elements of this solution design

- Obtain approval for the Solution Design and initiate appropriate control change
- Communicate the solution vision and make sure it is understood in sufficient detail by all relevant audiences
- Collaborate with the programme team and other agencies to ensure that successful delivery achieves the objectives of the solution

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and co-operate with Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).
- Complete data protection training and maintain a good understanding of information governance guidelines and processes.
- Provide detailed documentation for technical and non-technical processes
- Maintain good working relationships and effective communication, both within Marie Curie and external partners and stakeholders
- Ensure that Marie Curie standards are attained and all policies and procedures are carried out
- Exercise the highest level of confidentiality at all times
- Undertake such other duties as may be required by the Head of Performance, Data and Analytics and deputise where required

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

Job title: BOT Programme Systems Lead

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none"> • Owning and delivering complex, enterprise-scale solutions, including system integrations and data migrations • Creative minded with advanced data analytical skills • Establishes strong stakeholder relationships • Understands business needs and defines solutions to meet them • Able to produce exceptional project documentation • Able to communicate with both technical and non-technical staff and translate requirements/challenges between them • Tactful negotiator capable of navigating a path through conflicting opinions and deadlines • Ability to set deadlines for self and team and ensure delivery to tight timelines • Good level of technical skills such as Visio, Jira etc • Ability to develop and work within set guidelines and systems • Ability to develop and maintain effective relationships with colleagues and others • Attention to detail • Flexible, responsible, reliable and able to work without supervision • Willing to work as part of a team to achieve common goals 		<ul style="list-style-type: none"> • Application • References • Interview
Knowledge	<ul style="list-style-type: none"> • Advanced understanding of agile and waterfall best practices • Good working knowledge of cloud based ERP platforms, ideally Oracle 	<ul style="list-style-type: none"> • ERP applications 	<ul style="list-style-type: none"> • Application • Interview
Qualifications, training and education	<ul style="list-style-type: none"> • Educated to degree level or qualified by experience. 		<ul style="list-style-type: none"> • Certificates • Application • Interview
Experience	<ul style="list-style-type: none"> • Extensive experience of technical project delivery • Experience of solution and interface 	<ul style="list-style-type: none"> • Experience of Agile environments • Delivery of ERP 	<ul style="list-style-type: none"> • Application • Interview • References

	<p>design in a cloud enterprise environment</p> <ul style="list-style-type: none">• Experience of working with senior stakeholders to understand requirements	<p>cloud based platforms</p>	
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Marie Curie Terms&Conditions

Job Title

Salary scale

Contract

Annual leave entitlement

Working hours

BOT Systems Lead

MCJES Specialist

Fixed term (12 months)

25 days plus 8 bank holidays

35 hours per week