

PROGRESS HOUSING GROUP

JOB DESCRIPTION

Post Title:	Progress Lifeline Technology Development Lead	Grade:	2
Department:	Progress Lifeline	Location:	Sumner House, Leyland
Responsible to:	Senior Business Development Manager		

Job Summary

The Progress Lifeline Technology Development Lead will lead on technology initiatives and projects to provide technology solutions for customers to ensure Progress Lifeline are digital ready and that technology solutions are meeting our customers' needs in the future.

You will work closely with IT and be the expert particularly around connectivity, understanding fixed and mobile data connection technologies, their benefits and disadvantages particularly regarding the Lifeline service offer and resilience.

You will be responsible for effective use of all existing equipment and procurement of new.

To support the digital telecare portfolio of programmes through the next phase of the transformational change from analogue to digital.

To work closely and in partnerships to engage with the Progress Lifeline management team, stakeholders and commissioners.

Provide project management to implement new technology into the service

Duties and Responsibilities

Core Responsibilities

1. Manage small, research based projects for new technology to introduce technology solutions and services to support technology enabled care with in Progress Lifeline
2. Produce documents to support the projects with recommendations based on benefits
3. To trial and review technology suitability to meet the needs and services of a person centered based outcome to meet the needs of our service users and support business growth
4. Research and make recommendations on technology solutions to support digital compatibility with the telecare sector and seek alternative suppliers to ensure value for money
5. To be an expert in the use of technology within the sector and understand the requirements for digital compatibility for internal and external systems supported by progress lifeline.

Being able to advise on business continuity planning and disaster recovery for technology with the Progress Lifeline service.

6. Complete price benchmarking research and implement recommendations
7. Assess the impact of the move from analogue to digital networks and produce reports on the impact of this technology to Progress Lifeline, commissioners and service users
8. To liaises formulate, oversee and agree policies, procedures and working guidelines
9. Lead on analysis studies and produce evidence based reports with recommendations
10. Review and update the management team on technology and digital developments in social care, NHS and telecare sector
11. Responsible for contract management of equipment and where applicable renegotiate charges ensuring that we achieve best value for money
12. Prepare and compile case studies as appropriate.
13. To work with the Business Development team and the service delivery teams to implement solutions that meet the technology, service and customers' needs
14. To produce and complete test plans for all new equipment.
15. Assess how the technology will integrate with the Progress Lifeline call monitoring platform and how the devices and service can be designed for using the technology
16. Lead on the investigations into smart technology and how this can support independence through non-life critical support
17. To keep up to date with developments and outcomes of testing from the centralised digital test centre to ensure that Progress Lifeline equipment is fit for purpose
18. Support and deliver training of new technology and equipment
19. Keep up to date and liaise with leading equipment providers and TSA to ensure knowledge is current and up to date
20. Establish contracts with new suppliers, understand legal requirements for suppliers and issue data sharing agreements

Corporate Responsibilities

1. Work in line with the Group's core values.
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Group's Equal Diversity and inclusion, Customer Care, General Data Protection Regulation, IT and Health and Safety policies.
4. Undertake any additional learning and development considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated, and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities within the department.

Special Conditions

Must be in possession of a full, UK driving license. A car should be available for work purposes for which a mileage allowance will be payable.

Working flexibly to meet the needs of the service which may include occasional evening, nights, and weekends

Special Requirements

Attend roadshows and external training to inform the business of digital technology available

Some travel to include visits to other sites around the UK as required.

Promote the services provided by Progress Lifeline both inside and outside the organisation

Signature:**Date:**

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PERSON SPECIFICATION

Post Title:	Progress Lifeline technology development lead
Department:	Progress Lifeline

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u> 1. GCSE, 'O' Level or equivalent in Maths and English. (Qualified to C Grade/Level 4) 2. Computer literate (Word, excel, Outlook, file management)	 E E	 Application Form /Interview

BACKGROUND KNOWLEDGE AND ABILITIES

1. Proven experience in leading and motivating staff within a project team
2. An understanding of current issues affecting social adult care and the NHS
3. Experience of working with older and vulnerable customers
4. An ability to write clear comprehensive procedures and implement to teams
5. An understanding of the role of Independent Living schemes and associated services
6. Excellent communication, interpersonal and organisational skills
7. An understanding of the importance of adhering to and monitoring service standards
8. An ability to work as part of a larger team and closely with other teams within Progress Lifeline.
9. Customer focused with the ability to deal sympathetically with customers who may be in distressing circumstances
10. Experience of managing contracts including tenders/bids for new technology services
11. Ability to write and produce management information reports extracting information from various systems
12. Ability to effectively manage own workload, work under pressure and to deadlines

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Application Form
/Interview

<p><u>BEHAVIOURAL SKILLS</u></p> <ol style="list-style-type: none"> 1. To be self-motivated and outgoing 2. An understanding of customer care and the importance of providing a high quality service to tenants and other customers 3. To present a positive and professional image of the Group and have good interpersonal skills 4. To be flexible to work evenings, night and weekends when required and work flexibly for the success of the service 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview</p>
<p><u>OTHER REQUIREMENTS</u></p> <ol style="list-style-type: none"> 1. Full UK driving licence and use of a car during working hours 	<p>E</p>	<p>Application Form/ Interview</p>