1.   **JOB DETAILS**

      Job Title: **Application Support Manager**

      Grade: **8a**

      Location: Salisbury NHS Foundation Trust

      Directorate: Transformation and Informatics

2.   **JOB PURPOSE AND FREEDOM TO ACT**

      To lead on the maintenance and development of applications and associated
      general controls within the remit of informatics including the Trust's electronic
      patient record in line with the Trust's Digital and wider strategies. Act as the
      Information Asset Administrator for these applications, being responsible for the
      requirements of this role.

      To act as the Trust's EPR 'system' specialist within the wider local and national
      community contributing to and ensuring the trust is engaged in ongoing
      development of the EPR, helping to define the 'art of the possible' within the
   system.

      To contribute to the development of the Trust's electronic patient record over the
      lifetime of the function, working with system suppliers and other NHS domain
      stakeholders to provide an efficient and effective solution that will enable the Trust,
      and the wider system footprint partners, to achieve its business objectives in
      particular the drive towards paperless working.

      The post holder has freedom to take action based on their own interpretation of
      Trust Policies, supported by the Chief Information Officer

3.   **SCOPE OF THE JOB**

      ▪ Overall responsibility for over 10 staff and associated budgets. Responsible for line
        management of direct reports including appraisal and review of performance.
      ▪ Representing the Trust at local, regional and national level.
      ▪ Represent, negotiate and hold to account system suppliers and other NHS
        organisations
      ▪ Contribute to and influence the Trust's digital strategy and implementation
      ▪ To deputise for the Chief Information Officer as required

4.   **ORGANISATION CHART**
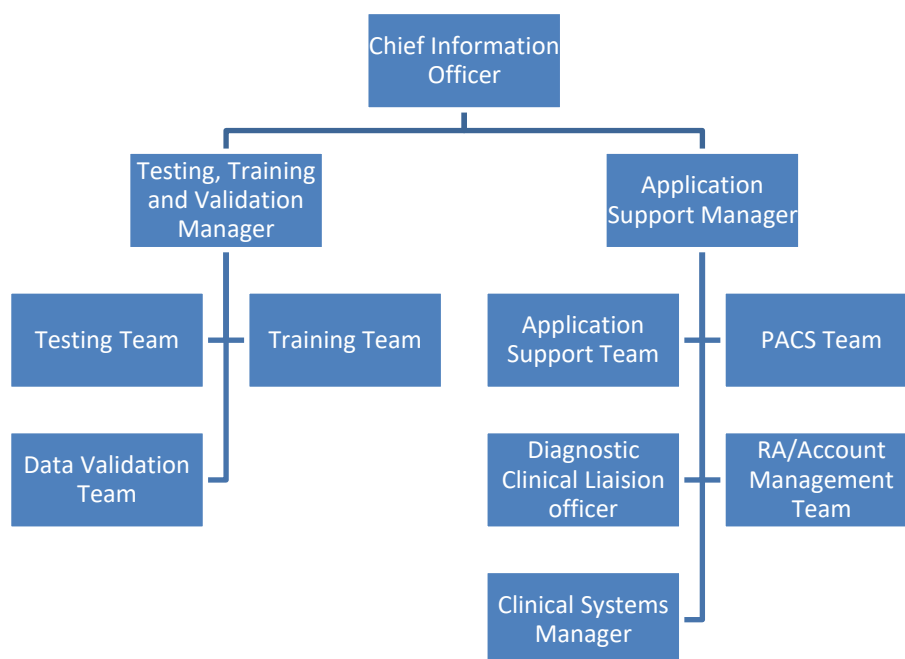
5.   QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

QUALIFICATIONS
- Educated to degree level, with further evidence of postgraduate qualifications in related subjects or equivalent experience
- Evidence of relevant continued professional development, ideally at Masters Level or equivalent
- At least five years' experience working with a complex patient record system
- PRINCE 2 at foundation certificate level at least
- ITILv3 at foundation certificate level at least

KNOWLEDGE
- Exceptional IM&T knowledge and skills reinforced by ability to explain key concepts in non-technical language
- Clear understanding of NHS patient activity information, statutory data requirements and performance measures
- Highly developed specialist knowledge in the concept of an Electronic Patient Records
- Advanced practical knowledge of patient administration systems that help to underpin the delivery of a comprehensive electronic patient record programme of work.
- Specific understanding of PACS and CRIS solutions , being able to advise and support the PACS office accordingly

PLANNING & ORGANISATIONAL SKILLS

- Demonstrate the ability to provide professional leadership to staff within the Informatics department and beyond
- Manage complex and conflicting workloads
- Contribute to the delivery of the Trust's EPR solution throughout its lifecycle
- Ability to motivate self and others to achieve success
- Highly developed interpersonal and communication skills
- Negotiating and influencing skills
- Excellent staff management, development and motivational skills
- Delivery of projects to time, cost and quality ensuring the full delivery of benefits.
- Work closely with the business to transform from a paper-rich to a paperlight environment.
- Highly developed personal organisational skills

ANALYTICAL & JUDGEMENT SKILLS

- Ability to think strategically and contribute to development of corporate objectives
- Ability to apply information systems to deliver strategic benefit
- Excellent numeracy and data analysis skills
- Good problem solving skills
- Ability to understand information needs and deliver the necessary solutions in a rapidly changing environment
- Ability to provide judgements based on the interpretation of highly complex facts and situations which require the analysis, interpretation and often the comparison of a range of options delivered either via Lorenzo or an associated system.

EXPERIENCE

- Experience of leading a complex team with conflicting priorities within an electronic patient record project.
- Experience of working with disparate clinical stakeholders and a track record of their successful engagement in projects and programmes of work.
- Evidence of commitment to delivering high quality service to customers
- Using technology to achieve efficiency savings
- Leading and effecting successful change
- Experience of leading in the design work for a complex Information system – ideally within the Trust EPR solution.
- Proven experience of resolving complex information issues and communicating these to staff at all levels
- Evidence of implementation of best practice in IT service management and project management.

6.   KEY "TASKS" (KEY RESULT AREAS)

STRATEGY AND STRATEGIC LEADERSHIP

- To contribute to the delivery of the electronic patient record that will reflect the Trust's business and informatics strategies both within the Trust and also the BSW footprint and to ensure that the Trust has the necessary systems to deliver effective patient care, maximising return on investment
- To ensure IT applications are routinely reviewed with suppliers, supporting the Chief Information Officer in evolving the Trust's future digital road map with a focus on interoperability and integration
- Working with Informatics Programme manager and the Testing, Training and Validation manager to ensure that the electronic patient record makes a significant contribution to the Trust's overall strategy through the effective use of chosen solution to deliver the stated benefits presented in the electronic patient record benefit case, improve the patient experience, improve quality and outcomes of care, reduce clinical risk and facilitate service improvement practice.
- To ensure that the Trust has effective working arrangements with external stakeholders in the implementation of the electronic patient record.
- To be a key member of the senior management team within Informatics

SERVICE DESIGN

- Ensure the Trust has robust IT application systems, including the Trust's electronic patient record, supported by an appropriate configuration which complies with established best practice, including system security, confidentiality, data protection and clinical information system design.
- Develop close working relationships with clinicians and users of Trust systems to ensure engagement with the adoption of technologies and systems to make the delivery of patient care more effective.
- Support close working relationships with systems suppliers and other NHS entities to ensure the IT applications are enhanced and developed to meet Trust goals and objectives
- Assist in ensuring best value in all procurements and contractual negotiations relating to the IT applications within the Informatics department.
- Responsible for the development of policies for all Electronic Patient Record configuration work which impact across the Informatics programme.
- Responsible for the overall production, design and regular review of standard operating procedures and IT general controls for IT applications within Informatics. Support administrators of applications outside of Informatics to adhere to similar industry best practice.
- Represent the trust and contribute through the EPR community and ongoing to the development of the EPR system (product), engaging with clinicians on new products and priorities.

SERVICE CHANGE

- Retain responsibility for the overall electronic patient record configuration work stream ensuring further developments move the Trust forward towards a paper light electronic patient record.
- To contribute to organisational-wide change through the delivery of a high quality IT application service.

- Work with the Testing, Training and Validation Manager to evolve training of IT applications, encouraging improved consistent use of applications and maximising the benefits of those applications

SERVICE OPERATION

- Develop and maintain responsive, customer-orientated IT applications support for the Trust, enabling improved patient care through timely issue resolution, application management and routine reviews of application effectiveness.
- Ensure the on-going programme of development and changes to IT applications are delivered to meet the business requirements of the Trust and to support the Trust in developing services for patients
- Ensure the electronic patient record programme supports the operations of the Trust to agreed priorities supporting and empowering clinical progress, improving the availability of information and enhancing knowledge transfer.
- Responsible for the development of the EPR Information systems across the organisation as a major job responsibility.
- Ensure the departments within the role's remit are resilient, ensuring expertise are shared and IT general controls are adhered to in line with Cyber Essential requirements and data security and protection toolkit requirements.

CONTINUOUS IMPROVEMENT

- Work with the Chief Information Officer, wider Informatics teams, Programme Management Office (PMO), and other senior stakeholders to exploit and harness the use of IT applications, delivering improvements to system design and integration to increase the organisational efficiency of the Trust and improve patient safety
- Contribute to maximising the benefit from the Trust's investment in the electronic patient record through the application of good practice in design and ongoing use and development of the electronic patient record
- Take responsibility for the continuous development of teams within the role's remit to ensure the delivery of a combination of best value with best practice and aligned to the Informatics and Trust strategies.
- Occasional exposure to distressing or emotional circumstances when dealing with staffing or customer care issues.

OTHER

- This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and Senior Managers
- The role requires flexibility in approach with working hours with occasional evening and weekend working being required
- The role requires communication with external contacts of high profile
- High levels of concentration and mental effort required whilst handling frequent interruptions to answer complex queries from stakeholders and staff members
- The role is primarily office based and there is a requirement to use VDU equipment more or less continuously on most days
- This role is an Information Asset Administrator

7.   COMMUNICATIONS AND WORKING RELATIONSHIPS

Skilled in communicating highly complex and often contentious information to large members of staff, project teams and boards and to the Executive board.

Maintain good working relationships with clinical and non-clinical staff at all levels within the Trust and externally.

- Chief Information Officer
- CCIOs and CNIOs
- Wider teams within Informatics
- Clinicians
- Trust Board
- Executive Directors
- Directorate Management Teams
- Procurement

- Finance Department
- Administrative Staff
- External Suppliers
- Commissioners
- EPR system supplier
- Other system suppliers
- National IT stakeholders
- Others as required

8.   WORKING TO THE TRUST'S VALUES AND BEHAVIOURS

Patient centered and safe

1. You will put patients and carers at the centre of your thinking, however indirectly you work for them, remembering the overall Trust aim to provide high quality local services for the population.
2. You will adopt a positive approach to change, offer ideas for improving services and direct or indirect patient experience in a collaborative manner.
3. This role will be required to sit on the Customer care helpdesk as part of a rota which will involve direct contact with patients and their relations

Professional

1. You will understand your own emotions and recognise the impact on others.
2. You will behave in an open, honest, professional and inclusive manner, upholding personal and organisational values and acting as a role model to others.
3. If using a social networking site or other on line forum you will act responsibly at all times and uphold the reputation of your work area and the organisation.

Friendly

1. You will show warmth and empathy towards your colleagues and other agencies, making it clear you are always happy to help.
2. You will show compassion and kindness towards others, giving time to listen before responding to need
3. You will show respect to colleagues, treating them equally regardless of their background.

Responsive

1. You will approach your duties and tasks in an organised, planned and structured way.
2. You will use every opportunity to communicate with your team and other colleagues as appropriate.
3. You will always challenge unacceptable practice and know how to raise concerns.

9. MOST CHALLENGING PART OF THE JOB

Providing timely, resilient and effective support services for departments including the Trust's electronic patient record whilst managing the demands and impact from a rapidly changing environment to meet the diverse needs of the Trust, staff and stakeholders in the Trust.

Negotiate with system suppliers and other domain stakeholders to ensure that IT applications meet the specific diverse needs of the Trust, staff and stakeholders in the Trust.

10. CONDITIONS OF SERVICE

Full time contract – 37.5 hours per week

Hours: Full time

Holidays: As per agenda for change

Salary: AFC Band 8a

This job description is intended as a guide to the general duties required of this post, which may vary from time to time. It does not form part of the terms and conditions of employment

Employees are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Act

This post is bound by the Trust regulations on confidentiality

This post is subject to an Exception Order under Section 4(2) of the Rehabilitation of Offenders Act 1974.

The postholder is required to maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention and control

Safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

11. JOB DESCRIPTION AGREEMENT

**Job Holder's
Signature**   **Date:**

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**Senior Officer/Head of Department Date:
Signature**

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NHS
Salisbury
NHS Foundation Trust

Salisbury NHS Foundation Trust

Application Support Manager
Person Specification

Criteria	Essential	Desirable	Evidence
Qualifications & Education	▪ Degree level or equivalent qualification/experience ▪ Evidence of continuing professional development ▪ Prince 2 Foundation Certificate ▪ ITILv3 Foundation Certificate	▪ Postgraduate qualification in relevant discipline ▪ ITIL expert (working towards)	Application/CV
Knowledge	▪ In depth knowledge of electronic patient record systems ▪ Knowledge of complex system design and configuration ▪ Knowledge of Clinical Governance and Information Governance ▪ A good understanding of the NHS, in particular the NHS organisational culture and strategic aims ▪	▪ Experience of the Trust's current EPR solution	Application/Interview
Experience	▪ Recent substantial experience (5 – 10 years) leading and configuring an EPR or equivalent complex system within IM&T, NHS environment. ▪ Experience and competence in implementing and managing significant cross-organisational change ▪ Extensive experience of implementing best practice in IT Service Management.	▪ Familiar with acute hospital environment	Application/Interview
Skills & Abilities	▪ Good analytical skills; the ability to learn quickly, to synthesise diverse information, and to make decisions from a range of options. ▪ Strong communication skills; credibility at Board level and with all staff with whom the post-holder is likely to work; the ability to communicate complex ideas and information	▪ Project management skills ▪ Statistical skills ▪ Advanced modelling skills	Interview / Presentation

Criteria	Essential	Desirable	Evidence
	to audiences with differing levels of understanding. ▪ Innovation and imagination in devising solutions to problems in novel and complex situations ▪ Ability to work under pressure to meet deadlines and prioritise workloads. ▪ Ability to contribute to the long-term health informatics needs of the organisation and to design effective medium and long-term strategies and feasible plans which involve uncertainty and impact across the organisation. ▪ Ability to communicate effectively, both orally and in writing, at all levels in a complex multi-disciplinary environment ▪ Advanced keyboard skills including the ability to manipulate complex data at speed.		
Attitude	▪ Keen interest in the healthcare process and enthusiasm for innovations which will improve patient safety/patient experience. ▪ Understanding of the importance for success of process and people change being given at least equal prominence with technology change; ability to explain this credibly to different audiences ▪ Strategic thinking, a 'whole system' perspective and ability to help make productive connections between separate activities or processes		Interview / Presentation