

JOB DESCRIPTION

JOB DETAILS

Job Title:	Head of Information
Band:	8b
Reports to:	Chief Information Officer
Location:	Salisbury District Hospital

JOB PURPOSE AND FREEDOM TO ACT

To manage the Information Services Department ensuring that it provides a responsive, high quality service to the Trust. To lead the strategic direction, implementation and use of comprehensive business intelligence systems to support strategic planning, performance management and informed decision making.

Trust lead and expert on the organisation's reporting requirements, understanding of national data initiatives and changing demands for information both internally and externally. The post holder will need to establish the way in which these initiatives and policies should be interpreted and implemented.

To ensure the production of all statutory information external returns and data submissions and reporting in line with local contract agreements.

To encourage the use of information, data analysis and business intelligence throughout the Trust, providing proactive business analysis support to clinical and corporate departments, enabling staff to obtain the information they require readily through the Trust's information systems.

Lead on implementing and adherence to relevant policies including the data quality policy, enabling clinical directorates to take ownership for data timeliness and accuracy.

SCOPE OF THE JOB

- Revenue budgets of approximately £1m
- Management of capital budgets as agreed in annual capital planning
- Managing projects within remit which span the whole organisation
- Overall line manager responsibility for about 9 members of staff to include: appraisal and review of performance, strategic overview of department work schedules, cascading information about Trust wide issues.
- Representing the Trust at local, regional and national level.

Key Result Areas

Business Intelligence

- To provide leadership for the Information Services department overseeing the management and development of the service to ensure that it meets the Trust's core business objectives.
- Act as the subject matter expert in all aspects of the Information Services team's remit, in particular data standards, data quality principles, business analysis and modelling
- To ensure the delivery of meaningful Business Intelligence throughout the Trust widely engaging with all levels of stakeholders.
- Implementation of business intelligence tools that provide departments with self-service analytics functionality and specialist expert support utilising a range of data sets.
- In line with the digital strategy and in conjunction with the BI Architect, define and implement a Business Intelligence (BI) Strategy that will enable an 'Information at the fingertips' culture.
- To lead the development of local business intelligence policies to reflect national and local imperatives ensuring these are integral to the strategic direction of the Trust.

Information Services and Business Analysis

- To provide expert advice in the use of analysis and presentation of data.
- Ensure all mandatory statutory or local contractual returns are delivered to the national timescale and that each return undergoes appropriate quality assurance prior to submission.
- Ensure that the reporting and information requirements are developed to enable the Trust to secure an appropriate level of income through its contracts.
- To provide analytical support for capacity planning, annual operational planning to include benchmarking with local and national peers. Ensure the team provides wider staff with support to understand what data is indicating to help design mitigating action planning.
- Produce, maintain and develop trust wide capacity planning models and systems that reflect the changing nature of service provision and allow plans to be flexed as required.
- To work with clinicians, managers, Clinical Directors and members of the Executive team to develop and monitor performance indicators (including directorate dashboards and board reports) which are aligned with corporate objectives.
- To ensure the delivery of a proactive business analysis service integrated within divisions as part of the Information Services team, that will enable the department to create solutions to meet the strategic need of the Trust
- Ensure the provision of a professional support service for the Information Services team that is responsive to the needs of its stakeholders.
- To take overall responsibility for developing a robust change & configuration management service to support the Information Services Department.

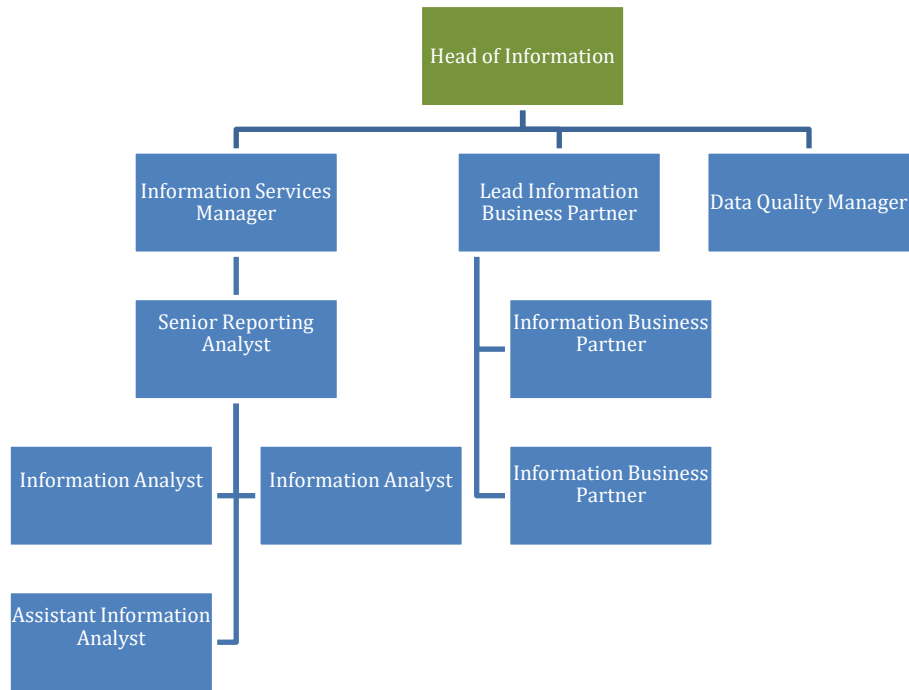
Data Quality

- Responsible for the development and implementation of a data quality policy, ensuring all individuals, departments and managers understand their responsibilities and take ownership for data quality.
- Ensure a comprehensive data quality notice approach is maintained and updated to reflect key data quality concerns.
- Enable staff to have an overview of their data quality performance against key KPIs with escalation to performance reviews.
- Responsible for routinely providing self-assessment against national and local data quality assurance tools.

Other

- Create a productive and effective working relationship with the BI architect, ensuring their expert guidance is translated in the BI strategy and the overall Business Intelligence function under the Head of Information and BI architect supports one another.
- Manage the staff within the Information Services Department in accordance with Trust policies and procedures. Support staff's personal development through the Trust's IPR process.
- Develop a workforce strategy for the Information Services department which promotes a culture of professionalism, offers development opportunities for staff and provides the structures for delivery of a high class service.
- Manage and hold the department's staff and non-staff budgets.
- Ensure that fit for purpose documentation is in place for all processes undertaken within both the post holder's teams.
- 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.
- To support directorates with CIP plan development through the use of information and/or improvement in data quality.
- To respond to any requirements in the Data Security and Protection Toolkit (DSPT), ensuring any actions are completed to enable the Trust to achieve the required annual compliance.
- To embrace and promote the Trust Values and Behaviours.
- The post holder will be expected to be an Information Asset Administrator.

Organisational Context



Qualifications, Skills, Knowledge and Experience

Qualifications

- Masters Degree or equivalent in numerical subject, and evidence of continuing professional development
- High level statistical knowledge
- At least four years experience working in an NHS IM&T/Informatics Department in the NHS or another large organization with at least 2 working within an Information service.
- At least two years' management experience

Knowledge

- Expert knowledge of NHS data sources
- Clear understanding of NHS patient activity information, statutory data requirements, data definitions and performance measures
- Excellent software skills, including Windows products and relational databases (including SQL) including advanced keyboard skills to enable the rapid and accurate manipulation of data at speed.
- Sound working knowledge of design architecture, data warehousing, commercial business intelligence tools and analytical methods.

Planning and Organisational Skills

- Leadership and motivation to innovate in the workplace
- Ability to motivate self and others to achieve success
- Ability to work under pressure and to tight deadlines
- Good interpersonal and communication skills and able to liaise with different levels of staff

- Negotiating and influencing skills
- Good staff management, development and motivational skills

Analytical and Judgement Skills

- Ability to generate detailed data reports and to inform decision making
- Excellent numeracy and data analysis skills
- Good problem solving skills
- Ability to understand information needs and deliver the patient activity reporting to support this in a rapidly changing environment
- Skilled in the presentation and interpretation of data
- Ability to interpret, analyse and resolve highly complex IM&T problems where leading opinions may conflict

Experience

- At least 4 years' experience in information analysis and interpretation or software design
- Experience relevant to working in an acute Trust
- Leading and effecting successful change
- Proven experience of resolving complex information issues and communicating these to staff at all levels
- Managing teams

Working Conditions & Effort

- 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

COMMUNICATIONS AND RELATIONSHIPS SKILLS

- The post holder must have the skills and experience to receive, interpret and communicate highly complex service related matters, at the highest level. This may be internal, external, written and/or verbal.
- Be able to communicate clearly and concisely to a wide range of groups at all levels throughout the Trust, e.g. business cases, national initiatives and Facilities Directorate issues
- The post holder will be required to communicate orally and in writing to the Trust Board and its delegated committees.

WORKING TO THE TRUST'S VALUES AND BEHAVIOURS

Patient centred 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.

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.

SPECIAL CONDITIONS

CONDITIONS OF SERVICE

Full time contract: 37.5 hours per week

Holidays: 25 days, 8 bank holidays, and 2 statutory leave days

Salary: AFC Band 8b

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 Data Protection Act 1998 and 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.

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

JOB DESCRIPTION AGREEMENT OF SERVICE

Job Holder's Signature:	Date:
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Senior Officer/Head of Department Signature:	Date:
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