Job Description

Job Title:	Deputy CIO – GWH & SFT
Base:	Either Great Western Hospital or Salisbury District Hospital
Grade:	Band 8C
Reporting to:	Chief Information Officer

Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are. We will expect your values and behaviours to reflect the STAR Values of the organisation:

Service — We will put our patients first

Teamwork — We will work together

Ambition — We will aspire to provide the best service

Respect — We will act with integrity

Main Purpose of the Job

Working to the Chief Information Officer, the Deputy Chief Information Officer will provide senior leadership to the digital systems portfolio including applications management, testing, training and business management functions across both for both Great Western Hospital NHS Foundation Trust (GWH) and Salisbury NHS Foundation Trust (SFT). They will contribute to the development and implementation of each Trust's digital strategies, supporting the Chief Information Officer and Clinical Leads in understanding how digital can help enable future clinical pathways.

Main Responsibilities and Duties

1. Working to the Chief Information Officer, the Deputy Chief Information Officer will provide senior leadership to the digital systems portfolio including applications management, testing, training and business management functions across both for both Great Western Hospital NHS Foundation Trust (GWH) and Salisbury NHS Foundation Trust (SFT). They will contribute to the development and implementation of each Trust's digital strategies, supporting the Chief Information Officer and Clinical Leads in understanding how digital can help enable future clinical pathways.
2. The post holder will own the management of application architecture for both Trusts, ensuring there is a clear visualisation of how systems interact and how planned programmes will help impact on this. They will lead on considering system alignment across both organisations and the ICS more widely, understanding the collective and individual impact decision may have on the organisation.
3. The post holder will be the key link into Transformation, being responsible for developing and delivering against a digital roadmap to both deliver against the agreed digital strategies of each organisation, ensuring existing systems are maintained. This will include engaging in the prioritisation of resources and new investment requests, ensuring industry standard programme management and clinical safety practices are adhered to.
4. The post holder will also oversee complementary business activities including the development of options appraisals or business cases, ensuring governance is adhered to and evolving to align with wider ICS peers/Trust needs, maintaining internal monitoring of SLAs and contracts.

5. The post holder will lead on the production of key reports covering the portfolio for each organisation including the digital programmes escalation reports to the relevant Digital Steering Group and any other reports requested by the Chief Information Officer.
6. To lead, develop and manage the continued development, upgrades and changes to the existing electronic patient record over the lifetime of the solution, working with system suppliers and other NHS domain stakeholders to provide efficient and effective solutions that will enable both Trusts, and potentially it's ICS footprint partners, to achieve its business objectives in particular the drive towards paper-light or paperless working.
7. Provide leadership in the design, implementation and support of processes and activities required for the delivery of digital patient systems, business change and benefits realisation as identified in each Trust's Digital strategy.
8. The post holder will directly manage a budget of c.£3m however the business management function under this role's remit will support the management of Digital revenue and capital budgets across both organisations.
9. The post holder will deputising for the Chief Information Officer as required. This role is a joint role across both Great Western Hospital NHS Foundation Trust (GWH) and Salisbury NHS Foundation Trust (SFT) and therefore will be required to balance their time at both organisations.
10. The post holder will be a member of the IT manager on call rota.

Business Management

11. Undertake the role of Deputy Chief Information Officer, deputising for the Chief Information Officer as required.
12. Work with the Chief Information Officer and Procurement team to develop a cross organisational rolling annual procurement plan to reduce the need for single tender actions and ensure sufficient notice is provided to review the future of system needs.
13. Ensure the any Digital annual maintenance spreadsheet is maintained, integrating it with Information Asset information and contract information.
14. Lead the development of options appraisals, system specifications and business cases relating to improved use of digital systems and new innovations.
15. Lead on the development and maintenance of key performance indicators as outlined in internal service level agreements.
16. Ensure there is cross-cover for IT procurement and other key roles within the post holders remit.

Programme Oversight

17. To contribute to the development and implementation of each Trust's digital strategy, supporting the Chief Information Officer and Clinical Leads in understanding how digital enables future clinical pathways.
18. Lead on the management of application architecture for each Trust, ensuring there is a clear visualisation of how systems interact and how planned programmes will help impact on this.
19. Lead on the alignment and convergence of systems across both organisations and the ICS more widely, understanding the collective and individual impact decision may have on the organisation.
20. Work with the Chief Information Officer to provide tactical and strategic oversight of digital patient systems across both Trusts, in particular the journey to paperless working.
21. Lead the development and implementation of an approach to align existing and future clinical service pathways with potential enabling digital systems. Ensure approved digital enablers are appropriately prioritised for investment through each Trust's prioritisation governance and business cases are developed as appropriate.
22. Working closely with transformation and project teams, lead on the overall roadmap for digital projects to both deliver against the digital strategies and maintain existing systems. This will include engaging in the prioritisation of resources and new investment requests, ensuring industry standard programme management and clinical safety practices are adhered to.

23. Lead on the development of escalation reports, providing timely information as requested by the Chief Information Officer for Board and sub-committee reporting

24. Working in conjunction with key stakeholders, lead on the setting of standards for the implementation and enhancement of new systems or system upgrades, ensuring clear and concise guidance is produced for stakeholder consumption.

25. Represent each Trust at local, regional and national meetings in relation to digital systems and associated processes as required.

Operational Management

26. Lead on the development of training and testing practices across both Trusts, ensuring new approaches are considered, reducing duplication where possible across organisations.

27. Lead on improving internal processes within the role's remit, working with wider stakeholders and other interdependent departments to remove any barriers to improvement.

28. Ensure IT general controls (including standard operation procedures) are in place for all Digital led systems, including the testing and implementation of routine upgrades reducing the risk of systems becoming out of support. Standard practices across both organisations wherever possible.

29. Ensure business continuity plans are in place for critical digital systems as outlined within Business Continuity Plans at each organisation.

30. Leadership and oversight of teams in the continued development of operational resilience for mission critical patient systems.

31. Ensure routine contract reviews with critical digital system suppliers are maintained including annual assurance on supplier activities around areas such as cyber resilience.

32. Lead on ensuring each Trust remains compliant with any nationally mandated changes which impact on digital systems that the Trusts use

Leadership, Management and Professional Responsibilities

33. Have full managerial responsibility for direct line reports including appraisals, professional development, succession planning, performance management and recruitment. Support direct line reports in any management issues within their teams, ensure they adhere to similar high standards of staff management.

34. Ensure budgets within the postholders remit is effectively managed.

35. Ensure that fit for purpose documentation is in place for all processes undertaken within both the post holder's teams.

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

37. To support Divisions with the development of CIP plans through providing insight on the benefits that increased use of digital systems can bring.

38. To respond to any requirements in the Data Security and Protection Toolkit (DSPT), ensuring any actions are completed to enable both Trusts to achieve the required annual compliance.

39. To embrace and promote each Trust's Values and Behaviours.

40. The post holder will be expected to ensure Information Asset Administrator duties of systems within their remit are effectively carried out.

41. Work collaboratively with ICS partners and contribute to regional and national partnership working activities, as required

Communication and Relationship Skills

42. 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.

43. Be able to communicate clearly and concisely to a wide range of groups at all levels throughout each Trust, e.g. presenting business cases, engaging with national initiatives, lead on system issue resolution and escalation
44. The post holder will be required to communicate orally and in writing to a range of meetings including Digital Steering Group and deputise for the Chief Information Officer as required.
45. Maintain good working relationships with clinical and non-clinical staff at all levels within both Trusts and externally, including:
    - Chief Information Officer
    - Chief Digital Officer
    - Chief Clinical Information Officers, Chief Nursing Information Officers and other clinical digital lead roles
    - Clinicians, in particular clinical leads both at each Trust and in the ICS.
    - Executive Directors
    - Digital senior managers in particular the Technical Architect and Head of IT Operations at each organisation
    - Divisional Management Teams
    - Procurement and finance
    - Digital department staff
    - External Suppliers
    - National regulators such as NHS England/Improvement

Working Conditions and Effort

46. This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and senior managers
47. The role requires flexibility in approach with working hours with occasional evening and weekend working being required
48. The role will require travel between GWH and SFT and focus to be able to work on both individual organisational and collective agendas/strategies.
49. The role requires communication with external contacts of high profile
50. High levels of concentration and mental effort required whilst handling frequent interruptions to answer complex queries from stakeholders and staff members
51. The role is primarily office based and there is a requirement to use VDU equipment more or less continuously on most days

Organisation Structure
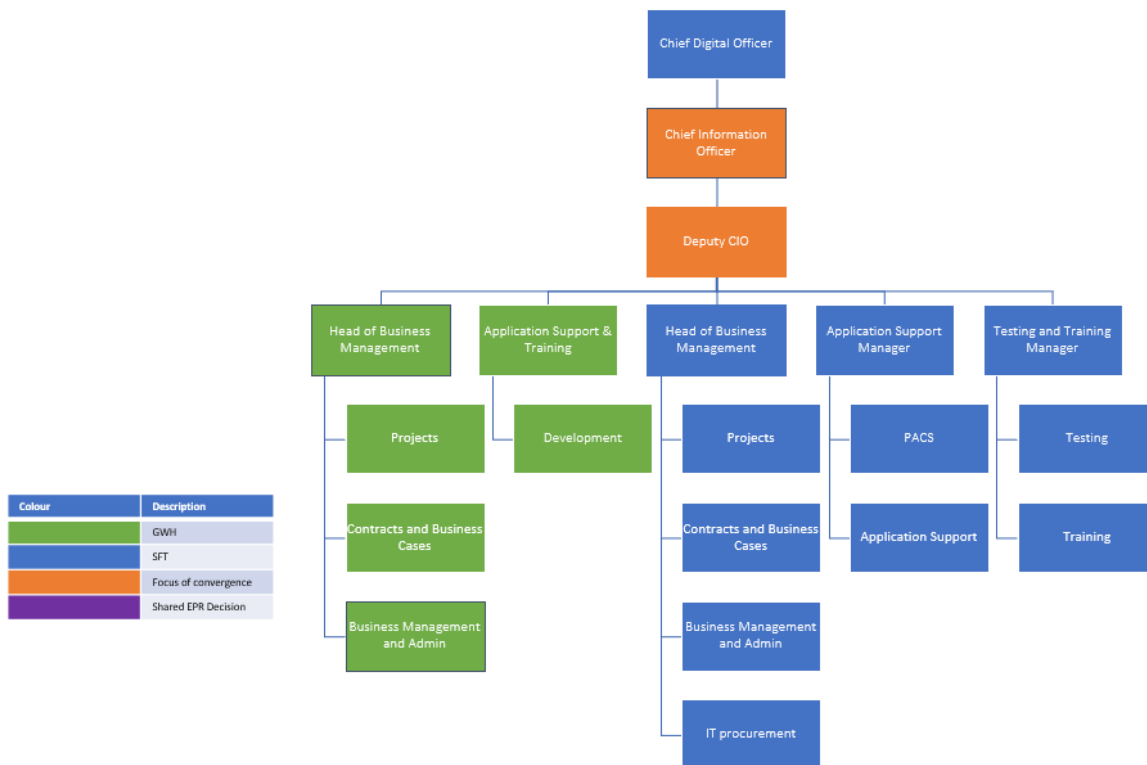
Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Person Specification

Job Title:	Deputy CIO – GWH & SFT
Base:	Either Great Western Hospital or Salisbury District Hospital

Criteria	Essential	Desirable
Education, Qualifications and Training	• Educated to masters degree level or equivalent specialist expertise in an digital, computer science or relevant field • Evidence of continuing professional development • Specialist professional knowledge over more than one discipline, acquired over significant period, e.g. information systems, informatics.	• Clinical Safety Training • Prince Project Management accreditation or equivalent
Experience	• At least four years' experience working in an IM&T/Informatics/Digital Department at a senior management level in the NHS or another large organisation. • Proven experience of deputising for Director level roles, presenting complex information to non-digital senior management • Experience of successfully managing and delivering large and complex change projects • At least five years' management experience • Experience relevant to working in an acute Trust • Experience of writing Project Initiation Documents (PIDs) and business cases • Experience of managing a portfolio of programmes • Experience of managing customer/supplier relationships including contract management. • Experience of understanding patient journey and how systems are used to improve/support clinical care • Excellent knowledge of IT systems and infrastructure, preferably in a health and social care environment • Financial management of multi million pound investment • Experience of managing a team including objective setting, performance reviews and performance management. • Evidence of significant leadership and management experience at a senior level with a complex environment, with multiple stakeholders and partners	• NHS Informatics project experience • Knowledge of national NHSE/I policy and priorities • Knowledge of NHS Informatics and business requirements

Our Values
Service Teamwork Ambition Respect

Knowledge and Skills	- Demonstrable skills in diplomacy at all levels of the organisation. - Ability to provide and receive highly complex, highly sensitive or highly contentious information where there are significant barriers to acceptance, which need to be overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere. E.g when conveying highly contentious information in an atmosphere of proposed major change. - Ability to give formal presentations to large groups, managing and reconciling conflicting views where there are significant barriers to acceptance and/or understanding, in a hostile, antagonistic or highly emotive atmosphere. - Ability to analyse highly complex facts or situations requiring analysis, interpretation and comparison of a range of options, and make judgements where expert opinion may differ, e.g. service, organisational and staffing issues. - Ability to take theoretical concepts and designs to consider the opportunities and risk to organisations. - Track record of developing constructive relationships with senior stakeholders, working across organisational boundaries - Good understanding of the provision of healthcare services, the government's digital strategy and plans for IT healthcare. - Expert knowledge of programme management, change management and benefits realisation best practices - Ability to manage multiple projects simultaneously. - Ability to translate business and clinical requirements, into operational priorities and system requirements/designs. - Ability to write clear and concise reports on extremely complex financial and business issues to board level. - Ability to present and understand complex requirements from external agencies such as ICS or NHS England. - Ability to develop relationships with key software system suppliers. - Ability to understand and assess any potential clinical safety concerns in use of healthcare software and how to mitigate these.	
Other Job-Related Requirements	Willing to work in other areas of the Trust or Trust-wide as and when required to do so.	