Job Description

Job Title:	Chief Information Officer – GWH & SFT
Base:	Either Salisbury District Hospital or Great Western Hospital
Band:	Band 9
Reporting to:	Chief Digital Officer

Our Values

Our 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.

Patient Centred and Safe Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement
Professional We will be open and honest, efficient and act as role models for our teams and our communities.
Responsive We will be action oriented, and respond positively to feedback.
Friendly We will be welcoming to all, treat people with respect and dignity and value others as individuals.
Progressive We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

The Chief Information Officer will be:

- Responsible, in conjunction with the Chief Digital Officer, for the design, agreement and delivery of a digital strategy and investment programme that supports the long term vision and business plans for both Great Western Hospital NHS Foundation Trust (GWH) and Salisbury NHS Foundation Trust (SFT).
- Responsible for ensuring there is appropriate governance and supporting KPIs identified to monitor all informatics and digital activities in particular delivering against strategic objectives, capital plan delivery, key risks and operational performance
- Responsible for developing aligned way of working across both Trusts, considering opportunity for service design to improve working practices, reduce duplication and improve the experience for the people the services support.
- Accountable for ensuring that the business intelligence services deliver the outcomes agreed in the strategy to support the delivery of each Trust's objectives
- Responsible for leading the prioritisation and planning of the digital and informatics programme, projects and activities ensuring their successful delivery on time and on budget
- Accountable for the implementation of informatics and digital solutions and associated change programmes that enable business development and process changes to improve clinical quality, patient safety and reduce costs

- Accountable for implementation of appropriate digital and informatics policy including policies relating to information governance, information security and data quality
- Acting as the professional lead for digital and informatics, ensuring that both organisations are cited on industry best practice, new technology and lessons learned from other organisations
- Be responsible for a portfolio covering digital operations, development (comprising hardware & infrastructure, clinical & non-clinical systems), business intelligence, information governance, medical records and clinical coding
- Responsible for building and leading a capable and resilient team that delivers an efficient and cost effective digital and informatics service.
- Act as Deputy SIRO
- Be a member of the Duty Manager rota

Main Responsibilities and Duties

KEY TASKS AND RESPONSIBILITIES

Strategy

- Support the design and delivery of digital change programmes, ensuring current digital systems use appropriately and are maximised
- Develop and maintain the digital strategies for both SFT and GWH, aligning them with each Trust's Vision and Business Plans, Integration Care System (ICS) priorities and responds to key risks.
- Align strategic planning practices across both Trusts, ensuring there is consistency in completion on areas such as national returns and benchmarking.
- In conjunction with the Chief Digital Officer, consider opportunities for alignment of digital working across GWH and SFT to the benefit of the people our services support.
- Work with ICS peers, lead on the development and implementation of an aligned cloud strategy for both GWH and SFT, signed off by Trust Boards.
- Work across a complex environment of multiple ICSs and clinical networks, engaging with peers to ensure both Trusts are able to influence across all ICSs, developing strategy and implementation plans to the benefit of the patients both Trusts serve.
- Lead the implementation of the digital strategy including the national strategy in so far as it affects the Trusts and is consistent with its business plans. This will include the specification and implementation of appropriate interim solutions
- Ensure new and emerging technologies are evaluated and integrated into the digital strategy and programmes where appropriate; with effective prioritisation and managing of expectation across the Trusts and with external stakeholders
- Recognise and proactively review opportunities to support process change and improvement arising from changes in NHS policy, clinical practice and other significant business developments
- Establish digital and technology as a key enabler and an integral part of Trust strategies and business plans
- Work with NHSE/I and suppliers to secure the greatest possible benefits from investment in digital services and technology
- Promote the use of technology in the delivery of patient care and the achievement of high levels of efficiency and management decision making
- With peer organisations, develop and deliver enabling digital infrastructure, systems and processes to underpinning any future clinical service change or integration across the local health and social care system

- Lead on the development and implementation of plans for ICS alignment and new ways of working including joint procurement exercises, convergence of joint team working and sharing of best practice.
- Develop and maintain strategic relationships with key suppliers to build technical resilience across the Trusts and ICS, ensuring these align with each Trust strategy, ICS digital strategy and regional/national strategy
- Lead on the development of effective processes to consider requests for innovation approval including artificial intelligence and apps.
- Take the overall lead on behalf of the ICS for key topics as agree with the ICS digital board and/or Trust or ICS executive boards.

Operational and project management
- Lead all digital services in GWH and SFT, including IT hardware & infrastructure, clinical & non-clinical systems, business intelligence, information governance, medical records and clinical coding
- Prepare rolling 5 year revenue and capital investment plans for digital activity and developments including resource estimates
- Prepare and present robust business cases that support proposals for digital and informatics investment
- Develop bids for funding from outside sources (e.g. NHSE/I) in support of investments in IT
- Evaluate current digital functions and operations and recommend enhancements
- Ensure that all digital and informatics developments and projects are planned and delivered to an agreed specification, budget and timescale
- Exercise expert reasoning and professional judgement to resolve complex problems including areas such as procurement and management support, service delivery and supporting arrangements
- Provide regular reports as required to Trust Boards, delegated Trust Board sub-committees, executive led meetings, Audit Committee and other key stakeholders on digital and informatics performance
- Ensure that digital and informatics projects have measurable benefits wherever possible that are very clearly identified in the project lifecycle and that they are measured and monitored until delivered
- Ensure clinical and non clinical systems are used efficiently and effectively though robust configuration and management practices, leading mechanisms to hold the organisation to account for real time data entry and strong data quality
- Develop and embed operating policies for computing and information technology, liaising with divisions to ensure local ownership.
- Ensure that all systems and applications have an appropriate degree of robustness and disaster recovery plans in line with agreed priorities based upon likelihood and impact
- Lead on the development and maintenance of effective IT general controls, including policy and standard operating procedure compliance and asset management controls.

Information governance, information risk and security
- Act as the Deputy Senior Information Risk Owner on behalf of the Senior Information Risk Owner, including vice chair for the relevant Information Governance Steering Group.
- Alongside the Data Protection Officers, ensure the Trusts are aware of, and meet the responsibilities under the General Data Protection Act (GDPR) and associated information governance regulations

- Ensure any issues and risks relating to information governance are actioned and/or escalated as appropriate, following Trust governance processes
- Develop and maintain an information asset register (that meets required standard under GDPR) of all digital and informatics systems and ensure that they each have appropriate security, disaster recovery, business continuity and replacement plans in place
- Oversee the completion of the annual Data Protection and Security Toolkit and contribute evidence to other benchmarking and assessment assessments as required
- Lead assessment processes for information risk, including prioritisation of risks and supporting the review of the annual information risk assessment with the Senior Information Risk Owner
- Alongside the SIRO, review and agree actions in respect of identified information risks
- Provide a focal point for the escalation, resolution and/or discussion of information risk issues
- Ensure that an effective infrastructure is in place to support the role by developing a simple Information Assurance governance structure, with clear lines of Information Asset ownership and reporting with well-defined roles and responsibilities
- Ensure that identified information security threats and vulnerabilities are followed up for risk mitigation, and that perceived or actual information incidents are managed in accordance with NHS IG requirements
- With the Senior Information Risk Owner, provide leadership for Information Asset Owners (IAOs) through effective networking structures, sharing of relevant experience, provision of training and creation of information risk reporting structures
- Provide an understanding of Information Risk Management performance within the Organisation, including potential cost reductions and process improvements arising etc.
- Oversee the cyber risk management practices including ensuring there is an annual penetration test, responding proactively to any findings.
- Ensure there are sufficient processes in place to effectively respond to critical CareCERTs in line with national requirements.
- Support the Clinical Safety Officers in the development and maintenance of robust clinical safety management processes and practices across both Trusts required by information standards DCB0129 and DCB0160.
- To lead and promote a culture of clinical safety across both organisations, ensuring key personnel has the right training and understanding to consider clinical risk management in all change processes.

Business Intelligence, Clinical Coding and Medical Records
- Take the lead in developing, agreeing and implementing strategy related to business intelligence, analytics, clinical coding & medical records.
- Ensure the Trusts have fit for purpose systems in place to provide an effective business intelligence service to include analytical and modelling capability covering core business elements (to include activity, performance, workforce, quality, finance).
- Ensure the adoption of all mandated knowledge, information and data standards and any appropriate best practice and learning from health and other industries

- Ensure the annual business planning process is effectively supported by providing an effective business intelligence and analytical service, enabling the Trusts to have triangulated planning arrangements.
- To deliver an effective and efficient clinical coding services that meets the needs of Trusts and supports accurate activity reporting for income and contracting purposes.
- To deliver an efficient and cost effective medical records service that meets the needs of Trusts whilst ensuring value for money and adherence to information governance regulations.
- Lead on the development and implementation of the ICS business intelligence strategy in conjunction with peers. Ensure there is sufficient capacity and prioritisation to realise the milestones agreed.
- Oversee the management of Information Standards Notices, ensuring all new notices are fully investigated and monitored to completion through governance.
- Direct line management of multiple senior managers covering all aspects of people management including recruitment, appraisals, strategic resource management, performance management and professional development.

Leadership, management and professional responsibilities
- Provide the senior managerial and professional leadership to the digital divisions across GWH and SFT
- Ensure that the Trusts have the internal capacity and capability to meet business and operational needs across Digital and Informatics, supporting both Trust and ICS priorities.
- Ensure all supplier contracts are effectively managed and deliver maximum value to the Trusts at minimum cost
- Develop constructive relationships with other Trusts and agencies. Establish effective networks to promote the interests of the Trusts in partnership with other key players in the local health economy and beyond
- Play a key role within the ICS, being the Trusts' representative for the Digital workstream and ensuring any analytics and information governance requirements are supported
- Promote the development of the departments under the remit of the post to provide a responsive and focussed professional service
- Develop and maintain strong and effective governance processes in relation to digital across both Trusts including securing proactive executive and clinical engagement and ownership where appropriate.
- Develop and maintain a clinical and engagement plan in respect to digital, working closely with key stakeholders including Chief Digital Officer, Chief Clinical Information Officer, Chief Clinical Nursing Officer.
- Act as a corporate director on wider governance meetings not directly related to digital including Trust Investment Groups.
- Deputise for the Chief Digital Officer as and when requested in matters relating to digital including national, regional and ICS meetings, Trust Board and wide board sub-committees
- Act as an authorised signatory for each Trust in accordance with the limits approved by the Trust Board in Trust Standing Financial Instructions.

Research & Development
- Research and understand best practice developments, changes and trends within the digital field and apply learning to optimise improvement.

- Lead research, analysis and development of solutions for improving and making best use of the digital capability within both Trusts, taking into account best practice in both the NHS and similar large, complex organisations.

Financial Management and Resources

The department has over 200 WTE working across teams covering areas such as IT operations, and architecture, business intelligence, projects, application support management, medical records and clinical coding.

The post holder will manage annual budgets in excess of £20m revenue and £6m capital.

KEY WORKING RELATIONSHIPS

The post holder will be required to maintain good working relationships with clinical and non-clinical staff at all levels within both Trusts and ICS, and externally, including:

- Executive and Non-Executive Directors
- Senior Information Risk Owner (SIRO)
- Chief Clinical Information Officers
- Chief Nursing Information Officers
- Divisional Management Teams
- Senior Clinicians
- Caldicott Guardians
- Other Departmental Managers and Senior Staff
- Key Transformation Leads & CIOs, their deputies and other senior managers in Regulators, Commissioners, NHSE/I, NHS FTs and NHS Trusts
- Information Services
- Service Improvement
- Suppliers
- Peer NHS Providers
- Others as required

Organisation Structure:
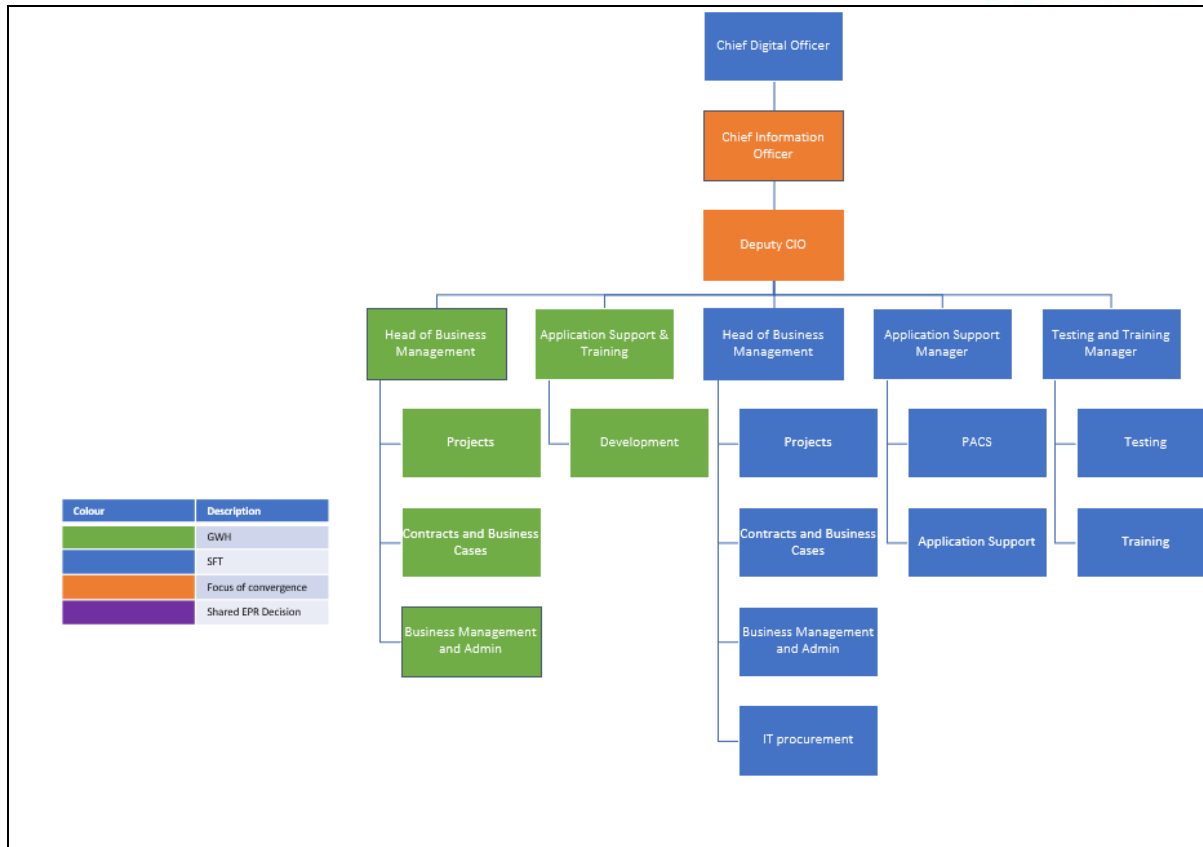
Working Conditions and Effort
- This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and senior managers
- The role requires flexibility in approach with working hours with occasional evening and weekend working being required
- The role will require travel between GWH and SFT and focus to be able to work on both individual organisational and collective agendas/strategies.
- 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

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.

Person Specification

Job Title:	Chief Information Officer – GWH & SFT
Base:	Either Salisbury District Hospital or Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: **Patient Centred and Safe** **Professional** **Responsive** **Friendly** **Progressive**	
Education, Qualifications and Training	• Educated to master's 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. • Affiliation to a digital related chartered institute and evidence of ongoing CPD.	• Prince 2 Practitioner • Managing Successful Programmes certification • CHCIO accreditation or equivalent
Experience	• Proven experience as a CIO or in a senior digital managerial role in Digital/Informatics • Proven experience of deputising for board level roles, presenting complex information to non-digital board members and wider stakeholders • Experience of successfully managing and delivering large and complex change projects • Experience of successfully managing and delivering large and complex IT programmes • Strong understanding of information standards and good practice for information governance and data quality • Experience of working with partners on developing digital strategy both at a local and regional level • Financial management of multi-million-pound investment • Excellent knowledge of IT systems and infrastructure, preferably in a health and social care environment	• NHS Informatics project experience • Knowledge of national NHSE/I policy and priorities • Knowledge of NHS Informatics and business requirements

- In depth knowledge of the current NHS agenda and challenges.
- Building effective working relationships with Clinical leaders in a complex system and environment.
- Evidence of significant leadership and management experience at a senior level with a complex environment, with multiple stakeholders and partners
- High level understanding of NHS Policy and National Priorities
- High level knowledge of system thinking approach. Demonstrable experience of the wider system and political requirements including involvement in planning wider system developments across system partners.
- Experience of managing a team including objective setting, performance reviews and performance management.
- Substantial experience of implementing change
- An understanding of NHS and Trust quality standards / operating framework.

Financial Management:
- Experience of effective budgetary management within designated resource limits.
- Able to identify cost efficient improvements via planned services and identifying additional revenue generation schemes.
- Experience of strategic financial planning and modelling.

Skill and abilities
- Able to demonstrate strong influencing and negotiation skills- must be able to present credible and compelling arguments to Board members, senior management, peers and commissioners, and to develop effective relationships with them.
- Project and programme management skills and experience.
- Ability to solve complex and multi-dimensional issues. Able to react quickly where decisions are required urgently.
- Able to produce reports using data that is comprehensive and meets requirements of operational partners.
- Self-motivated, flexible and enthusiastic

	• Ability to establish credibility within the organisation and liaise with organisations external to the Trust. • Ability to demonstrate diplomacy at all levels of the organisation • Ability to deal with difficult situations in a professional manner • Ability to plan and prioritise tasks, taking account of the workload and achieving deadlines • Responsible for Business Information Management Systems to support the planning process.	
Knowledge and Skills	• 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 • Ability to write clear and concise reports on extremely complex financial and business issues to board level. • Clear commitment to involvement and engagement of patients, staff, governors and other stakeholders	

Other Job-Related Requirements	- Ability to work effectively under pressure and meet deadlines - Advanced keyboard skills - Able to deliver information and withstand criticism over results. - Frequent distressing or emotional circumstances, e.g. imparting unwelcome news to stakeholders - Ability to concentrate effectively for extended periods of time and switch between tasks with little or no notice.	

Additional information applicable to all posts

Confidentiality
During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity
The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety
Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme
The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control
To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk
Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to present theft or fraud in the workplace.

Duty of Candour
The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality
The Trust recognises the role of reliable information in the delivery and development of its service 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.

Safeguarding
To 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.

Evidence of COVID Vaccination Status
The Secretary of State for Health and Social care has issued a statement that health and social care workers who are deployed in respect of a CQC regulated activity, who have direct, face-to-face contact with services will need to provide evidence they have been fully vaccinated against COVID-19.

This includes individuals working in non-clinical ancillary roles who enter areas which are utilised for the provision of a CQC-regulated activity as part of their role and who may have social contact with patients, but not directly involved in patient care (e.g. receptionists, ward clerks, porters, and cleaners), regardless of contracted hours or working arrangements.

In line with this requirement, it is a condition of your employment that before you start work, we must receive acceptable evidence to show that you are either fully vaccinated against COVID-19 or exempt, clinically or participation in a clinical trial.

Training and Personal Development – continuous professional development
There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction
Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working
We support flexible working and will consider requests taking into account the needs of the service.