

## 1. JOB DETAILS

<b>Job Title:</b>	<b>Testing, Training and Validation Manager</b>
<b>Grade:</b>	<b>8a</b>
<b>Location:</b>	Salisbury NHS Foundation Trust
<b>Directorate:</b>	Corporate Development

## 2. JOB PURPOSE AND FREEDOM TO ACT

To assist in the development of the electronic patient record through the active delivery phases of the project and then on an ongoing basis through the project contractual lifetime of the EPR (10 years)

To ensure that Testing, Training and Data Validation teams and are all aligned to deliver the future phases of the EPR programme and other programmes of work outlined in the Trust Digital Strategy.

To manage an ongoing series of regular system upgrades to the Lorenzo EPR system and develop testing approaches for key IT systems.

To contribute to the development and implementation of a strategy for the on-going development of the electronic patient record that, within the overall framework of the National Information Strategy, meets the business needs and priorities of the Trust, maximising the clinical, financial, efficiency and quality benefits of a comprehensive electronic patient record.

To contribute to the continued development and changes to the 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 potentially it's STP footprint partners, to achieve its business objectives in particular the drive towards paper-light or paperless working.

A key part of this role's purpose is to lead on the training and testing strategies of the Lorenzo EPR solution and help to shape future business processes and standard operating procedures.

The post holder has freedom to take action based on their own interpretation of Trust Policies, Standing Financial Instructions but is guided by both the Director of Informatics and the Informatics Management team.

## 3. SCOPE OF THE JOB

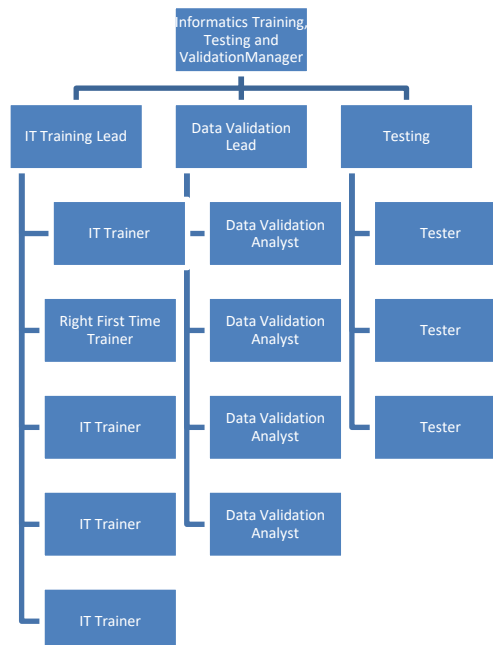
- Revenue budgets of up to £200k per annum
- Management of Testing, Training and Data Validation teams (TTV)
- Overall line management responsibility for the TTV support function including initially approximately 15 staff to include: appraisal and review of

performance, strategic overview of project / departmental work schedules, cascading information about Trust wide issues.

- Delivery of project outcomes to achieve stated benefits identified across the organisation
- Representing the Trust at local, regional and national level.
- Represent and negotiate with system suppliers and other NHS organisations

#### 4. ORGANISATION CHART

The post holder will work very closely with the Director of Informatics, EPR Delivery manager and EPR Specialist.



#### 5. QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

##### QUALIFICATIONS

- Educated to degree level, with further evidence of postgraduate qualifications in related subjects.
- Evidence of relevant continued professional development, ideally at Masters Level or equivalent
- At least five years' experience leading a complex training programme
- 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 Record.
- Specific understanding of the Lorenzo EPR solution to be able to deliver a complete support service.
- Advanced practical knowledge of Lorenzo and a patient administration system that help to underpin the delivery of a comprehensive electronic patient record programme of work.

### **PLANNING & ORGANISATIONAL SKILLS**

- Demonstrate the ability to provide professional leadership to staff within the TTV functions and within the wider organisation
- Manage complex and conflicting workloads
- Contribute to the delivery of the Lorenzo EPR solution throughout its 10 year 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 paper-light 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 of a training programme for a complex Information system – ideally the Lorenzo 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 STP footprint and to ensure that the Trust has the necessary systems to deliver effective patient care.
- Working with EPR Delivery manager and EPR product specialist 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.
- A key part of this role is to contribute to the long-term strategic plan to maximise the return on investment for the Electronic Record programme of work which often will involve uncertainty and impact organisation wide.
- Owner of the Trust EPR Training strategy
- Owner of the Trust EPR Testing strategy

### SERVICE DESIGN

- Ensure that the Trust has robust electronic patient record systems supported by an appropriate support function 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 EPR system is enhanced and developed to meet Trust goals and objectives
- Assist in ensuring best value in all procurements and contractual negotiations relating to the electronic patient record within the Informatics department.
- Responsible for the implementation of policies within the TTV function and proposes changes to working practices which impact beyond this area.
- Lead in the management of the Testing, Training and Data Validation teams ensuring that they are both delivering on traditional helpdesk ticket items together with long term project goals.

## SERVICE CHANGE

- Implement an ongoing complex programme of systems training, data validation and testing relating both to the electronic patient record programme and other non-EPR related products and projects.
- Retain responsibility for the overall electronic patient record support 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 electronic patient record service.

## SERVICE OPERATION

- Develop a responsive, customer-orientated electronic patient record testing, training and validation function in order to meet the business requirements of the Trust and to support the Trust in developing services for patients.
- Ensure the on-going programme of development and changes to the electronic patient records 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 testing, training and validation support the operations of the Trust to agreed priorities empowering clinical progress, improving the availability of information and enhancing knowledge transfer.
- Hold and manage the electronic patient record support team's revenue budget to ensure that financial balance is maintained.
- Day to day management of the staff within the testing, training and validation function in accordance with Trust policies and procedures and support staff's personal development through the Appraisal process.
- Responsible for contributing to the development of the EPR Information system across the organisation as a major job responsibility.

## CONTINUOUS IMPROVEMENT

- Work with the Informatics Clinical Lead, Director of Informatics, EPR Delivery manager, EPR Product Specialist, Programme Management Office (PMO), and other senior stakeholders to exploit and harness the electronic patient record system and to deliver improvements to how electronic patient records services are designed and organised 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 the electronic patient record to ensure the delivery of a combination of best value with best practice and aligned to the EPR, Informatics and Trust strategies.
- Regularly supervise and co-ordinate the adaption and testing of the EPR Information system and equipment.

- 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.

## 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.

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|--------------------------------------|----------------------------|
| ▪ EPR Delivery manager               | ▪ Finance Department       |
| ▪ EPR Product Specialist             | ▪ Administrative Staff     |
| ▪ Clinical Chief Information Officer | ▪ External Suppliers       |
| ▪ Clinicians                         | ▪ Commissioners            |
| ▪ Trust Board                        | ▪ EPR system supplier      |
| ▪ Executive Directors                | ▪ Other system suppliers   |
| ▪ Directorate Management Teams       | ▪ National IT stakeholders |
| ▪ Procurement                        | ▪ Others as required       |
| ▪ Director of Informatics            |                            |

## 8. 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.
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 an effective strategic lead for the delivery of the Informatics Testing, Training and Data Validation functions 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.

## 10. CONDITIONS OF SERVICE

### Full time contract – 37.5 hours per week

**Hours:** Full time

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

**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  
Signature**

**Date:**

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**Salisbury NHS Foundation Trust**  
**Testing, Training and Validation Manager**  
**Person Specification**

Criteria	Essential	Desirable	Evidence
Qualifications & Education	<ul style="list-style-type: none"> <li>▪ Degree level or equivalent qualification</li> <li>▪ Evidence of continuing professional development</li> <li>▪ Prince 2 Foundation Certificate</li> <li>▪ ITILv3 Foundation Certificate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Postgraduate qualification in relevant discipline</li> <li>▪ ITIL expert (working towards)</li> </ul>	Application/CV
Knowledge	<ul style="list-style-type: none"> <li>▪ In depth knowledge of electronic patient record systems</li> <li>▪ Knowledge of complex training programme design and implementation</li> <li>▪ Knowledge of Clinical Governance and Information Governance</li> <li>▪ A good understanding of the NHS, in particular the NHS organisational culture and strategic aims</li> </ul>		Application/Interview
Experience	<ul style="list-style-type: none"> <li>▪ Recent substantial experience (5 – 10 years) leading a complex training programme for a complex system within IM&amp;T, NHS environment.</li> <li>▪ Experience and competence in implementing and managing significant cross-organisational change</li> <li>▪ Extensive experience of implementing best practice in IT Service Management.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Familiar with acute hospital environment</li> </ul>	Application/Interview
Skills & Abilities	<ul style="list-style-type: none"> <li>▪ Good analytical skills; the ability to learn quickly, to synthesise diverse information, and to make decisions from a range of options.</li> <li>▪ Strong communication skills; credibility at Board level and with all staff with whom the post-holder is likely to work;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Project management skills</li> <li>▪ Statistical skills</li> <li>▪ Advanced modelling skills</li> </ul>	Interview / Presentation

Criteria	Essential	Desirable	Evidence
	<p>the ability to communicate complex ideas and information to audiences with differing levels of understanding.</p> <ul style="list-style-type: none"> <li>▪ Innovation and imagination in devising solutions to problems in novel and complex situations</li> <li>▪ Ability to work under pressure to meet deadlines and prioritise workloads.</li> <li>▪ 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.</li> <li>▪ Ability to communicate effectively, both orally and in writing, at all levels in a complex multi-disciplinary environment</li> <li>▪ Advanced keyboard skills including the ability to manipulate complex data at speed.</li> </ul>		
Attitude	<ul style="list-style-type: none"> <li>▪ Keen interest in the healthcare process and enthusiasm for innovations which will improve patient safety/patient experience.</li> <li>▪ 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</li> <li>▪ Strategic thinking, a 'whole system' perspective and ability to help make productive connections between separate activities or processes.</li> </ul>		Interview / Presentation