

SINGLE CORPORATE SERVICES

Digital Services

Job title:	Principal Enterprise Architect (OneEPR)	
Reporting to:	Head of Technical Delivery	
Accountable to:	Associate Director of Information Technology	
Pay Band:	8B	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As this role will cover both Trusts there will be an expectation to travel to both sites. For internal applicants the existing primary location will remain unchanged. The staff mobility local agreement will Apply.

The OneEPR Programme exists to implement a single integrated electronic patient record (EPR) designed to improve patient outcomes and the experience of delivering care for out pa ents. The solution is the direct result of the combined vision and strategic goals of:

- 1. Isle of Wight NHS Trust (IWT)*
- 2. Portsmouth Hospitals University NHS Trust (PHU)*
- 3. Hampshire Hospitals NHS Foundation Trust (HHFT)*
- 4. University Hospital Southampton Foundation Trust (UHS)*

The Trusts will work together with their clinical and departmental experts alongside regional digital colleagues to procure and implement a joint EPR over the coming years.

The introduction of EPR will support us in transforming how we work every day, helping us to run our services with the information we need at our fingertips. It will also help us to deliver care in a different way, according to best practice, efficiently and consistently.

Our EPR will act as an enabler for a greatly improved integrated healthcare system, in which caregivers and patients have electronic access to more complete health records and are empowered to make better health decisions. The key objectives of the programme are:

- 1. Enhance patient care by empowering clinicians, providing them with the right information at the right time and in the right place*
- 2. Improved continuity of care for many of our patients who receive treatment at more than one Trust*
- 3. Provide a 'single source of truth', making sharing information across pathways much simpler*
- 4. Maximise efficient working and reduce errors when making decisions*
- 5. Allow significantly greater clinical information-sharing with our partners in primary care, community care, mental health and ambulance*
- 6. Enable integration of acute services across the four Trusts*

Job Summary:

The Principal Enterprise Architect reports to the Head of Technical Delivery and is a key member of the IT Department; providing technical leadership and standards in critical areas of digital technology, service resilience and solution provision ensuring the delivering of highly performing IT service that can underpin a digitally mature hospital.

The role includes leadership and management responsibility when deputising for the Head of Technical Delivery, and is required to maintain relationships and attend meetings within the department, the Trust and Integrated Care Systems (ICS) groups. The role is also responsible in supporting the Head of Technical Delivery to ensure the Trust's Digital Infrastructure Strategy is implemented and Departmental objectives & targets achieved, including people, performance and financial objectives.

The Principal Enterprise Architect is expected to provide technical leadership at the Department level, as well as departmental IT groups such as Radiology and SWASH, working with our teams subject matter experts, exhibiting confidence, and supporting development of the Trusts highly complex digital services. The role will also be required to provide guidance and sign-off with governance, and support stakeholders with navigating requirements into the IT department.

The Principal Enterprise Architect role is a hands-on operational role pivotal in delivering fit for purpose and safe digital services to the Trust. The role is key to maintaining business-as-usual services and identifying and delivering new and more efficient models of service delivery. Whilst also supporting the Head of Technical Delivery in strategically determining the future state architecture required to underpin the increasing hospital digital maturity and increasing expectations on technology performance and capability.

To enable them to execute these responsibilities the post holder is expected to provide proactive and visible technical leadership. This will span four key areas; BAU Technical Implementation, Capacity & Performance, Tactical Solution Design and Strategic Development & Delivery. All technical leaders are expected to work as part of a cohesive team and as the deputy to the Head of Technical Delivery, when necessary, to also take lead responsibility for corporate issues outside their immediate sphere of responsibility, in order to achieve the corporate objectives of the Trust.

The Head of Technical Delivery is responsible for ensuring that IT networks, datacentre, modern workspace & cloud services are designed and implemented to support the delivery of safe, effective and efficient digital systems and services, backed up with effective supporting services to support users of the Trust's IT network, systems and resources. The Principal Architect will be expected to provide input to decision making and have autonomy to ensure that there are appropriate systems and processes in place to deliver objectives and drive forward improvements in the operational effectiveness of the IT Department.

Key Responsibilities:

Digital Roadmap

1. Proactively and positively support the Head of Technical Delivery by contributing to Trust annual planning cycle by supporting the development of digital technology roadmaps and strategies with high level plans.
2. Contribute to the development and implementation of long-term digital technologies strategies, leading on technical and software development aspects.
3. As a Trust expert on digital technologies and services; assess and interpret new ("step change") technologies and approaches to underpin effective digital service & solution delivery. Share knowledge of emerging trends and industry developments appropriately, and

carry out quality assurance of proposals, so that these stand the best possible chance of success.

4. Build and sustain effective communications with other Trust functions and positions involved with digital and transformation agenda as appropriate.
5. Lead the implementation of Trust digital technologies projects, investments and benefits realisation programmes ensuring that these meet budget and time targets and are carried out in accordance with Trust and departmental procedures as appropriate.
6. Lead the development of Trust digital technologies policies and procedures to reduce risks to the Trust, its' staff and patients.
7. Support the Chief Digital Office and Head of Technical Delivery in provision of routine and ad-hoc reports, plans and risks to Trust Board, Trust Leadership Team, IT Committee and other bodies to ensure digital issues are understood and responded to in an appropriate manner at all levels of the organisation.
8. Represent the Digital Department at local levels, developing partnerships, sharing best practice and integrating knowledge within the Trust.

Leadership & Management

1. Provide effective and visible technical leadership and direction at all times in the operation and delivery of all Departmental services, including timely delivery of targets and objectives.
2. Collaborate with other Digital teams to ensure a cohesive, coordinated approach to all aspects of delivery enabling the Department, as a whole, to meet priority demands and ensure needs of the Trust and Department supersede those of individual services and staff.
3. Collaborate with other Digital teams to ensure robust processes are in place to maintain Departmental compliance with information governance, cyber security, Freedom of Information, data protection, Caldicott, health & safety, major incident planning, risk management, equality & diversity and other relevant requirements.
4. Manage, support and guide staff to deliver services, maintain professional standards and develop skills and attitudes that ensure optimum performance within available resources.
5. On behalf of the Digital Leadership Team, ensure that all digital systems & services have an appropriate degree of robustness, and disaster recovery plans in line with agreed priorities based upon likelihood and impact.
6. Promote the importance of information and infrastructure security across the Trust.
7. On behalf of the Digital Leadership Team, provide leadership and expert knowledge in the implementation and delivery of services modelled around ITIL.

Technology Function

1. Support the Head of Technical Delivery in the management and provision of the following services:
 - Trust Data Networks, Wireless, Core Datacentre, Wide Area Networks, security and performance monitoring.
 - Primary, Secondary & Cloud Datacentre virtual & physical infrastructure (including their high availability, resilience and recovery design, implementation & lifecycle management)
 - Design Authority – Technology
 - Supplier Management
 - Availability & Capacity management.

- Sustainability improvement across the Digital estate
 - End User Device Management & Lifecycle
2. Define technical digital/IT standards, complying with relevant NHS national standards & best practice, and ensure existing and new networks, infrastructure and systems comply with such standards.
 3. Develop technology driven services to provide efficient, integrated and customer-focused services to all clients.
 4. Help to ensure that all technology designs and implementations are provided and managed to deliver an efficient responsive and highly available IT environment.
 5. Provide expert technical and professional advice regarding the effective use of hardware, software and networks.
 6. Lead the planning of infrastructure and ensure that IT networks, infrastructure and systems are reliable and resilient, and that robust arrangements for maintenance are established.
 7. Ensure effective arrangements for on-boarding of new technology & solutions to operational service are established and fully implemented.
 8. Ensure that designs reflect the business requirements for routine maintenance and start with a model of always available for business-critical clinical services.
 9. Help to ensure that appropriate disaster recovery services are designed and implemented for critical systems and that disaster recovery testing is performed prior to go-live.
 10. Liaise between the Trust and digital suppliers developing constructive working relationships to optimise the delivery of solutions and maximise the Trust's influence on the future direction of the suppliers' products.
 11. Help to ensure that hardware and software capacity planning across the hospital's datacentres, ensuring thresholds are maintained, scenario planning is conducted for future designs and capacity forms part of the annual planning cycle.
 12. Help to manage and maintain the core set datacentre components and ensure their security, availability, and optimisation for use. Ensure the safe and disruption free implementation of new releases / upgrades.

Other

1. Maintain personal and professional development objectives to meet the changing demands of the job, participating in appropriate training activities.
2. Participate in the Digital On-Call Rota allowing for 24/7 emergency response service.
3. Always keep requirements in mind and seek out and champion improvement opportunities.
4. Comply with the Trust's corporate governance principles, structures and standards.

Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Shared Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
5. Build and sustain effective communications with other roles involved in the shared services as required
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues

9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent qualification/experience • Evidence of continuing professional development • Technical accreditation in at least two of the following; Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), Certified Virtualisation Expert (CVE) or Citrix Certified Architect (CCA) • ITIL Foundation 	<ul style="list-style-type: none"> • ITIL Practitioner Certificates • Project management foundation qualification, PRINCE2, Agile or equivalent 	Application and Interview
Knowledge & Experience	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Advanced theoretical and specialist knowledge across several information technology platforms; data analytics, application delivery & optimisation, server virtualisation, desktop virtualisation, data networking, messaging, storage, security, mobility, server & peripheral hardware. • Experience in assisting with report writing, operational procedures, options appraisals, risk analysis, user guides. • Significant professional experience providing 	<p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Knowledge & experience of IT Service Management systems & tools • Reasonable understanding of relevant data protection and cyber security legislation, standards and best practice (including Data Protection Act/GDPR, NIS Regulations, NHSnet code of connection & DSP Toolkit, ISO 27001, NCSC & ICO standards & recommendations, etc.) • Knowledge and understanding of the 	Application and Interview

	<p>technical support for IT hardware, software and networked environments</p> <ul style="list-style-type: none"> • Proven experience managing major incidents, disaster recovery and business continuity for digital services/IT (preferably in an NHS environment) including root cause analysis, applying lessons learned, audit, annual tests and round table events • Experience of ITIL based operational IT service delivery leadership 	<p>current and developing strategic digital requirements of an NHS Trust</p>	
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Key Responsibilities

Communication and Working Relationships

- The postholder is expected to present and communicate highly complex multi-stranded and sometimes contentious information about our digital services
- Preparing reports and helping to develop business cases to support future development.
- They will provide, receive and process complex, sensitive information; communicates complex Digital and corporate issues to non-digital managers; negotiates with external organisations over service issues. E.g third party suppliers, ICB.

Analytical and Judgement

- Contribute specialist expertise to the development and innovation of digital technical strategies and wider digital strategies as appropriate.
- Manage the successful implementation of visible end-user elements within approved digital development projects to meet project timescale and budgetary targets.
- Keep abreast of digital developments and technologies in order to effectively carry out the duties of the post and make recommendations for bringing benefits to our customers and improving service delivery.

Planning and organising

- Works with digital colleagues, service leads and end users to investigate digital operational requirements functions that contribute to improvements in the application of digital and the development of new or changed processes/procedures and IT Infrastructure.
- Takes part in customer meetings and assists in presenting issues and solutions both orally and in writing.
- Documents work using the required standards, methods and tools within the Trust Project Management Policy.
- Assists colleagues and customers in defining acceptance tests for new and existing digital system developments.

- Assists in defining, planning and justifying in business terms projects to develop/implement for new or existing digital systems.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced keyboard use

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The postholder implements Digital policies and procedures for their own professional area.
- They are closely involved in the development and implementation of policy for Information systems, security and governance.
- They monitor and enforce policies that affect the security and integrity of the Trust's computer systems and network and ensure that legislation is not breached.

Financial Management

- The postholder is expected to help specify and select systems to monitor and enforce security across the Trust's network and corporate computer systems.
- Contracts will need to be reviewed to ensure they provide best value and broadest protection, within existing budget constraints.

Management / Leadership

- The postholder will be required to assist the Section Manager in the management of Team Staff.
- The postholder will assist in the continuing training and development of staff within the team and across the trust.
- They are expected to maintain, refresh and continually develop their own skill set and knowledge.

Information Resources

- Working alone on digital systems and modifications to existing digital systems, or with partners, vendors or colleagues on more complex systems. Specifies user/system technical requirements, including the overall management of the system implementation and transition into both the Operational Service and Centre.
- Executes test plans, to verify correct operation of completed system implementations.
- Documents all work using required standards, methods and tools, including internal tools where appropriate.
- Prepares and maintains operational documentation for relevant system software within the Trust Data Centre. Advises other digital staff on the correct and effect use of system software.
- Collects performance data to monitor system efficiencies against either published service level agreements or vendor best practice thresholds. Monitors both resource usage and failure rates of installed systems and provides feedback to digital Operations Management Team.
- Gathers performance statistics from the hosted digital Systems to enable recommendations for the tuning of System Infrastructure. Initiate system software parameters to maximize throughput and efficiencies
- Enables the software builds ready for loading onto the target hardware. Held within a standard configuration arrangement, conducts a series of tests and records the details of any failures.
- Enables test specifications as required for testers to follow, carries out fault diagnosis relating to extreme complex problems as part of installations, reporting the results of the diagnosis in a clear and concise manner.

- Installs or removes hardware and/or software, using installation instructions and tools, follows agreed standards. Adheres to the digital Change and Release Management Process for all software and hardware changes.
- Reports details of all hardware/software items that have been installed and removed so that configuration management records can be updated.
- Contributes, as required, to the development of installation procedures and standards.
- Assist Digital Users in defining their needs for new access rights and privileges.
- Provides professional advice for enquires related to clinical information and personal information security.
- Assists with the departments' business contingency planning by providing support by contribution of technology subject matter expertise.

Research and development

- The postholder will be required to assist in information collection, collation and presentation for audit, survey, research and reporting purposes.
- They will be responsible for performance and acceptance testing for Digital Systems and regularly undertake testing to ensure effective operation of our disaster recovery and business continuity plans.

Freedom to Act

- The postholder is expected to work under their own initiative, but within National guidelines, local policies and standard operating procedures.
- The postholder will be expected to research and seek guidance from other staff and departments as required.
- They will be expected to interpret how policies should be implemented within the service and wider organisation using their judgement and expert knowledge to ensure the best outcome for the organisation requirements and ensuring a sustainable service

Physical effort

- There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time,

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to:

- Risk Management
- Health and Safety

- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to: Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.



This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.