

SINGLE CORPORATE SERVICES

Digital SERVICES

Job title:	Technical Service Lead (OneEPR)	
Reporting to:	Head of Service Delivery (OneEPR)	
Accountable to:	Associate Director of IT	
Pay Band:	8A	

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 patients. 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 purpose

The OneEPR Technical Service Lead will work alongside Digital Operations Manager / Technical Service Supervisor to manage Technical Service Team. Over the course of the fixed-term contract, the postholder will focus on supporting EPR workstreams—integrating new infrastructure and solutions, while migrating and decommissioning legacy systems as directed by the Technical Service Lead (OneEPR).

As OneEPR is an evolving project with currently undefined boundaries, this role aligns with the standard Digital Operations Manager job description. To effectively collaborate with existing staff in delivering the OneEPR programme, the postholder will be expected to gain the necessary knowledge and skills to undertake tasks that emerge throughout the duration of the project.

Matching Job Description– For purpose of grading, level of experience, skillset and expectation as follows:-

To deliver Digital Infrastructure services of the highest possible quality within available resources in order to support the delivery of improved health care across the Trust. This is to be achieved through:

- Design, implementation and management of an effective Digital Operations Infrastructure covering technical business solutions consultancy, infrastructure improvement programme, infrastructure design, infrastructure roadmap and standards, technical project management, service transition and mapping IT solutions to business requirements.
- Supporting the Head of Service Delivery and other Operations Managers in achieving standardised processes, technologies, staffing skills, experience and attitudes.
- Provides expert Digital advice and ensures that appropriate standards are adhered to
- Responsibility for delivering components of Digital and business change projects to agreed time, budget and quality targets.
- Responsibility for ensuring all approved Digital Operational Level Agreements are delivered, understood and adhered to, regularly reviewing the effectiveness of both the internal operations and 3rdparty contracts to ensure the transition into operational support services are delivered as required.
- Responsible for ensuring that all technical projects for the Digital Operations infrastructure service are dealt with according to set standards and procedures which complies with both Digital Project Methodology and ITIL processes.

Key Dimensions

- Staff – Responsible for 2 OneEPR specialist staff including shared supervision of existing technical services team members and key staff, and management of external consultancy of professional services

Trust Organisational Expectations

The post holder will:

- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- 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.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- 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.

- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
- 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
- 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.
- 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

- Proactively and positively contribute to the achievement of deliverables through individual and team effort.
- Manage the production of the required deliverables and control risks
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated.
- Build and sustain effective communications with other roles involved in the shared services as required.
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- 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.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- 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.
- 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.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Specific Core Functions

Team Management

- Implement best practice across the Digital Operational staff, ensuring tasks are appropriately prioritised and scheduled, skills appropriately utilised, procedures documented and followed, adequate coverage for absence and Out-of-Hours support is in place, and consistent, up-to-date documentation is established and maintained.
- Produce team work plans, agendas and activity reports, carry out effective team briefs.
- Develop performance standards for the Digital Operational staff, monitoring achievement against these, and devising improved ways of working.
- Ensure the regular performance appraisal of individual members of Digital Operational staff, agreeing their development needs, and identifying and implementing appropriate training and development opportunities. Objectives identified are to be specific, measurable, achievable, realistic and timely (SMART).
- Ensure that annual department Objectives are set and these are contributing to the Trust's Integrated Business Plan and the Trust IT Strategy.
- Ensure that Digital Operational staff and external contractors work in a responsible and safe manner and have due regard for health and safety regulations.

Digital Infrastructure Development

- Manage all aspects of the Digital Operational Infrastructure team's core functional responsibilities:
 - Producing system/infrastructure technical designs and implementation plans.
 - Producing Core Infrastructure Road Map.
 - Providing Digital Technical Solution Consultancy, mapping of business requirements to technical solutions.
 - Designing and completing detailed analysis of systems/infrastructure which meet security standards and are resilient in the event of disaster.
 - Where security standards cannot be fully met, raising risk assessments to enable the Trust Senior Information Risk Owner (SIRO) to make informed decisions on whether or not to accept the risks.
 - Initiate and lead on performing infrastructure gap analysis and developing Digital Operational Infrastructure programme.
 - Implementing operational development programmes, ensuring ITIL Service Design, Service Levels and Service Transition processes are adhered to.
 - Initiating and implementing processes that secure the Trusts data from loss, malicious code or unauthorized access.
 - Conceiving and managing proof-of-concept pilots, assessing solutions and making recommendations on deployment.
 - Leading on the integration of NHS Network connections across the local health economy, ensuring there is a partnership approach between Southern Health, Solent NHS, SHIP PCT
 - Cluster and Clinical Commissioning Groups.
- Manage an annual audit / risk analysis of corporate Digital infrastructure hardware performance, data integrity, networking utilisation, data security, system application upgrades, Digital support performance, etc. ensuring the results are documented and quality assured.
- Produce proposals for annual programmes of work to address the identified risks and opportunities and assist the Head of Digital Operations in producing and presenting business cases to obtain funding for these.
- Manage the overall annual Digital operational infrastructure development programme to deliver planned benefits within time and financial targets, delegating and overseeing the management of individual projects and work streams within the programme to other Digital Operational staff and external contractors/suppliers as agreed with the Head of Service Delivery.
- Manage the introduction of new technical solutions into the Digital operational environment, ensuring adequate documentation is created and disseminated and training provided to specialist Digital staff as appropriate to enable them to implement and support the new technology.

- Ensure ITIL Service Transition processes, Change & Release Management and other Digital processes are followed for all planned changes to the Digital operational infrastructure. This will include initiating requests for change, assessing the risks/impacts, devising fall-back procedures and user communications, and scheduling work to meet both Digital and customers' convenience.
- Design and implement measurements of Digital infrastructure availability to ensure Digital Operations Centre and Digital Service Desk meet the Service Level Agreement performance indicators.
- Ensure any procurements managed by the Digital Operational Infrastructure team follow the appropriate Trust standing financial instructions, policies and procedures and seek guidance from Solent Supplies and the NHS Purchasing and Supplies Agency as relevant in order to ensure the Trust receives value for money on goods and services.
- Provide professional advice on the implications of requests to commission new applications / systems to be hosted by Digital or Third Party Suppliers. Support them with technical and costing advice through the process of creating business cases and obtaining funding.
- Contribute high-level specialist expertise to the development and implementation of Digital technical strategies and wider Digital strategies as appropriate.
- 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.
- Support the Trust in procuring new Digital systems or services through the process of procurement and supplier liaison and manage the introduction of the new technology into the operational environment. Liaise with Operational Managers to ensure Service Level Agreements are created for Digital operational support for the new systems or services and associated funding transferred to Digital.
- Develop and maintain documented processes covering ITIL Service Transition, Service Design and Service Levels for any Digital operational development. This will involve the planning, design, build, and testing of hardware and software to create a set of release components for a live environment.

Other

Job Holders are required to:

- 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.
- Deputise for the Head of Service Delivery as necessary and assist him in other related areas as required.
- Participate in a rota system for on-call services.
- Core operating hours are 08:00 – 17:00 & secondary hours 17:00 – 20:00 Monday – Friday.
- Travel between health sites will be required, Travel to conferences, seminars and supplier presentations will be required, and on occasions staying away from home would be required.
- Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
- Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.
- 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 the requirements of the Data Protection Act 1998.

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility.

QUALIFICATIONS

ESSENTIAL

- Degree level qualification or equivalent experience in computing or related field.
- PRINCE2 qualification
- Technical accreditation in at least two of the following; Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Associate (CCNA), Certified Virtualisation Expert (CVE) Citrix Certified Architect (CCA).
- Certified Information Systems Security Professional (CISSP)
- ITIL Service Manager/Expert Certificate
- Evidence of continuing professional development

DESIRABLE

- ITIL Service Management qualification.
- Educated to Masters level, either MBA or MSc
- Management qualification

EXPERIENCE

ESSENTIAL

- Advanced theoretical and specialist knowledge across several information technology platforms; Server Virtualisation, Desktop Virtualisation, Data Networking, Messaging, Storage Area Networks, Security, Mobility, Server & Peripheral Hardware.
- Significant experience of IT Service Management, Incident Management, Problem Management, Change
- Management, Performance Management & Availability Management.
- Significant Experience of Service Management of 3rd party contracts.
- Proven effective team leadership, professional experience of staff management.
- Significant experience in leading highly complex technical problems to resolution, including team management
- and external suppliers.
- Significant experience in project delivery of technical projects.
- Experience in assisting with report writing, being operating procedures, options appraisals, risk analysis, user
- guides.

SKILLS & KNOWLEDGE

ESSENTIAL

- Excellent interpersonal and explanatory skills in dealing with a wide range of information technology users from skilled to digital-illiterate.
- Excellent verbal/written communication skills, with the ability to present within a group.
- Good team-player and team builder, highly motivated individual and team to support the delivery of an efficient, effective customer-focused support service.
- Good presentation and negotiation skills to produce and present formal proposals and get proposals accepted.
- Excellent planning and time-management skills.
- Good negotiating and relationship-building skills to gain maximum benefit for customers from software suppliers and internal Digital providers.

- Able to set clear and appropriate priorities for one self and the team, with the ability to deal with conflicting demands, unpredictable work patterns, and multiple deadlines.
- Good technical knowledge to understand and resolve technical problems.
- Good knowledge of data protection and information security/governance issues.
- Good knowledge of providing proactive IT System/Network performance monitoring.

DESIRABLE

- Excellent skills in C++ / Perl / Visual basic / Unix Scripting skills

PERSONAL QUALITIES

ESSENTIAL

- Service-orientated, customer-focused.
- Self-motivated, enthusiastic and confident.
- Methodical, logical and numerate.
- Patient and flexible, able to operate as part of a team, accepting others' opinions as being as valid as her/his own.
- Mobility, clean driving license and access to a vehicle essential
- Ability to travel across sites, training courses and conferences
- Flexible approach to work outside normal office hours, when and if the need arises.

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.