

## SINGLE CORPORATE SERVICES

### Digital

<b>Job title:</b>	Digital Business Partner	<i>To be completed by HR  Job Reference Number 2202/048</i>
<b>Reporting to:</b>	Digital Business Manager	
<b>Accountable to:</b>	Chief Digital Officer	
<b>Pay Band:</b>	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.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### **Job purpose**

The Digital Business Partner is an influential member of the Department acting in a pivotal role; helping to build digital skills across the Trust by providing professional expertise, guidance and facilitation of digital service & solution provision and; enabling the effective delivery of integrated services & performance of the Digital Department. They are expected to improve the effectiveness and value of health care delivery in the Trust by:

- Providing professional expertise to services in order to deliver strategic and operational priorities and outcomes
- Facilitating the delivery of the Trust’s Digital Strategy and supporting clinical adoption and engagement in use of digital solutions and services
- Through close working with Divisions of the Trust understand business issues, risks, opportunities & priorities, help to provide strategic digital direction and embed excellent digital planning, practice and standards
- Supporting the Digital Department forward planning and delivery of digital services & solutions - representing Divisional interests, inputting opportunities for digital transformation & improvement and highlighting problems/escalating issues as appropriate

#### **Job summary**

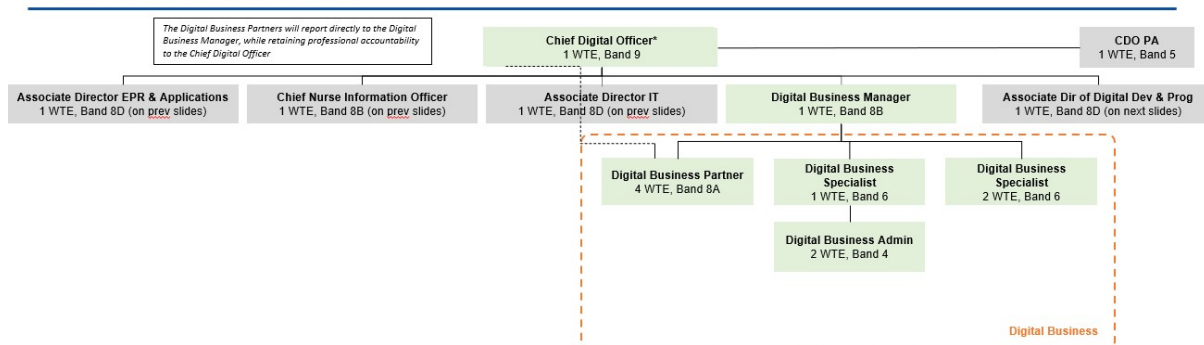
The post holder will:

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.

## Organisational Chart

### To-Be Structure: Digital Business



### Specific Core Functions

1. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
2. 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

### Key Responsibilities

#### Communication and Working Relationships

- Build and sustain effective communications with other roles involved in the shared services as required
- Build and sustain effective communications with other Trust functions and positions involved with digital and transformation agenda as appropriate.
- Provide leadership and advice to Board, Executives, clinicians and managers on all aspects of Digital infrastructure.
- As a senior specialist be involved in meetings, feedback sessions etc. where highly complex, sensitive, emotive and sometimes highly contentious information is conveyed.
- Facilitate, train and advise on the appropriate and proportionate investigation/review of service development and sustainability
- Develop and maintain effective relationships and operational links with staff at all levels and disciplines, persuading and influencing engagement, and ensuring that risks, safety and quality issues; audit and other assurance sources, both inform and translate into positive service Business Partner improvements.

- Ensure complex, highly sensitive or contentious information is communicated clearly, appropriately and effectively to the target audience, ensuring that reasons and rationale are fully understood. Through this process to work with staff, at all levels, to obtain cooperation, to promote alternate ways of working, to negotiate solutions and to ensure ownership and implementation of positive changes and understand areas for improvement
- To discuss sensitive and contentious information with staff from all levels of seniority using negotiating, persuasive and empathetic skills, for example during a complex and extensive incident whereby conflicting points of view maybe expressed.
- To be responsible for overseeing the Digital processes, providing leadership and support.
- Actively encouraging positive discussion to alleviate concerns and resolve issues.
- Demonstrate a high level of written and verbal communication skills, conveying complex information

### **Analytical and Judgement**

- 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.
- As lead expert and specialist ensure that excellent judgement skills are used when considering options available in relation to Digital services.
- Ability to interpret, analyse and translate a wide range of managerial information to underpin evidence based decision making.
- Analyse data so that trending can be discussed at management groups, quality governance and performance meetings.
- To analyse information and ensure action is taken to improve services.
- To be responsible for analysing data. This data will often be multi-faceted and complicated in nature.
- Encourage a learning culture to ensure continuous improvement, and organisational learning from concerns and assurance processes including audit.
- To plan, facilitate and implement change projects to implement the Trust's revised policies and strategies, ensuring that resources are identified appropriately to enable staff and the service to develop.

- Develop the required level of information to be reported to the Board and any nominated committee, sub-committee or group.
- Support the trust, including through the provision of training on a wide range of Digital subjects, to understand and own the integrated governance and quality agenda and associated policies and strategies to ensure its efficient and effective operation and accountability.
- The post holder will be required to develop and project manage their own projects and supervise work on relevant and related projects.
- Provide specialist advice on Digital governance issues to both clinical and non-clinical staff. On occasion the post-holder may be required to provide such advice to service users and their relatives.
- Lead on improving the management of Digital services and learning across the Trust, developing, testing and leading improvements, working closely with appropriate service leads.

### ***Planning and organising***

- As an advocate for change; identify the need for delivery productivity and efficiency improvements through digital transformation; lead and support the planning and provision of digital services & solutions and; work along side nursing and clinical staff to ensure successful implementation of digital services & solutions that achieves expected outcomes and benefits patient care.
- Facilitate the implementation of Trust digital projects, investments and benefits realisation programmes helping to ensure that these meet budget and time targets and are carried out in accordance with Trust and departmental procedures as appropriate.
- Support the Digital senior leaders in provision of routine and ad-hoc reports, plans and risks to Trust Board, Trust Leadership Team, Digital Committee and other bodies to ensure digital issues are understood and responded to in an appropriate manner at all levels of the organisation.
- Represent the Digital Department at local levels, developing partnerships, sharing best practice and integrating knowledge within the Trust.
- Review existing strategies for the achievement of CQC standards and develop new strategies as required.
- Conduct gap analyses against existing and any new standards/best practice guidance or assessment processes to ensure the trust constantly seeks to improve its position.
- Work towards embedding the culture of continuous improvement across the services, ensuring that departments take ownership across all staff groups
- Be pivotal in reinforcing the importance of proactive management, assurance and governance as an underpinning means of ensuring quality, promoting a multidisciplinary approach to improvement and ultimately patient safety
- To identify training needs through implementation of the service and quality agenda.
- Work in conjunction with the team to deliver effective programmes of education and training, taking an active role in teaching on these programmes and any initiatives as appropriate.

### **Physical Skills**

- Ensure own continuing professional development, maintaining specialist and managerial credibility.
- Be able to travel across to different sites and various community settings where required.
- Proficient in the use of information technology and keyboard skills, able to produce high quality reports.

### ***Patient Client Care***

- Any patient contact will be incidental

### ***Policy and Service Development***

- 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.
- As an influential member within the Digital Department share collective responsibility for setting departmental policy, agreeing workload priorities and resolving internal issues to ensure the whole Department supports and enhances Trust service delivery to patients and the very best of its ability.
- Contribute to the development and implementation of long-term corporate digital strategies.
- As lead specialist develop, monitor, implement and ensure timely review of policies and procedures throughout the Trust.
- Design, develop and implement policies and processes to ensure that the Trust meets its legislative and CQC requirements.
- Working with divisions to ensure that changes are made, and/or systems and services are developed.
- Contribute to the development of a robust framework and strategy that fosters a culture of ownership, inclusion and accountability, whilst encouraging innovations and problem solving.
- Identify and implement key projects and effective systems to monitor compliance within governance requirements.
- To participate in reviewing policies, updating and disseminating them as required.
- To participate in meetings across the divisions.
- To drive divisions services in line with ongoing national agenda and local Trust initiatives.
- To work with other Departments and divisions to support the achievement of overall Trust objectives.
- To complete ad hoc tasks and projects as requested

### ***Financial Management***

- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Take a shared responsibility for the financial performance of the Department, including achievement of financial targets.
- Monitoring and managing the Trust's Digital budget.

- Lead responsibility for ensuring that the procedures for reclaiming monies from are complied with so as not to incur any financial penalty which may accrue from a failure to do so
- Manage the resources allocated to the service.
- Contribute to development, and influence business cases as required to secure resources and ensure sustainability of projects relevant to the role.
- Make recommendations for different ways of working that are more cost- effective than traditional methods and contribute to relevant discussions about maximising efficiency.
- Ensure effective use of staff time, materials, equipment and other resources to deliver programme of work and key objectives.
- Act in a way that is compliant with the Trust's Standing Orders and Standing Financial Instructions in the discharge of responsibilities.

### ***Management/Leadership***

- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Support Digital senior leaders 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.
- Support Digital senior leaders to ensure robust processes are implemented 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.
- Take a shared responsibility for overall performance of the Department and timely delivery of its targets and objectives.
- To undertake the full range of Human Resource procedures involved with managing or supervising staff within the team as may be required.
- Have a working knowledge of Trust policies.
- Lead by example, actively presenting as a role model in own behaviour and fostering an inclusive culture.
- Actively promote change, improvement and knowledge sharing.
- Promote a safe environment for exchange of views and ideas.

### ***Information Resources***

- Lead responsibility for ensuring active maintenance of data bases to ensure accuracy of performance reporting to the Trust Board, Committees, commissioners and NHS England; ensuring that the quality of information is up to date so as to enable detailed trend analysis and theming to be undertaken
- To be familiar with the use of the Ulysses so that the post- holder is proficient in eliciting and interpreting information for analysis purposes.
- Accurately record personally generated information, maintaining records in accordance with Trust policies and procedures, the Data Protection Act and Caldicott principles at all times.

- Maintain accurate statistical information and data using databases as necessary to inform and drive programme of work.
- Enable assurance through analysis of data captured through metrics, research projects, service improvement initiatives and audit, and actively encourage the use of information to improve the quality of services
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop business cases and contribute to project 'products'.

### ***Research and development***

- Analyse relevant data and evidence based findings to inform own work programme, and to design and introduce new initiatives relevant to agreed objectives.
- Horizon-scan for newly published research and studies, use advanced critical analysis skills to assess the validity of findings, and where appropriate, strategically lead work to implement as part of agreed work objectives

### ***Freedom to Act***

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks
- Nurture strong and positive working relationships with Divisions, to ensure digital expectations are managed and met through a shared understanding of Division and Digital Department needs, issues, priorities and capabilities.
- Using a high level of sensitivity and diplomacy, manage expectations when new business ideas prove unworkable, do not fit strategically or do not provide value for money (identifying alternative solutions where possible).
- Act as 'champion' for Divisional and clinical needs within the Digital Department. Provide perspective that helps to educate Digital colleagues in Trust and healthcare operations and processes that ensures requirements are appropriately understood and safe, patient-centric user friendly solutions and services are provided.
- Coach Divisions in planning, scoping, implementing and using digital services & solutions to deliver productivity & efficiency gains and raise digital maturity across the Trust. Ensure that Digital considerations are included in prior approval and formal procurement, financial procedures are complied with and project management processes are followed for implementation.
- Identify key areas in which digital services & solutions can transform or streamline functions and tasks. Analysing and interpreting highly complex facts & situations and comparing ranges of options; support Divisions in development of digital business plans and business cases and; provide the link to the Digital Department to ensure that the right expertise and resource is connected at the right time.
- Carry out initial reviews of Divisional digital proposals to determine feasibility and avoid duplication. Manage expectations where proposals do not demonstrate strategic fit, provide adequate benefit realisation or are unworkable.
- Ensure all Divisional information systems, services and contracts comply with requirements of Trust information security/governance and procurement policies & procedures and benchmarked against best practice. Identify gaps in practice and highlight these to responsible managers with recommendations on how they should address them.

- On behalf of the Digital Department, act as the first point of contact for Divisions, focusing on customer issues and priorities, performance against SLA targets and raising of digital developments and issues. Establish escalation processes to ensure key issues are addressed appropriately.
- As an expert, develop and implement a long-term strategic approach for the introduction and maintenance of systems which recognise the need to learn from concerns, incidents and assurances, as well as seeking effective resolution for services
- Interpret national guidance and legislation to determine its applicability to the Trust, working with other divisions leadership teams to take any actions required to improve adherence.
- Accountable for own work programme, and is required to provide advice and guidance to Trust staff in relation to all aspects of the agreed work programme.
- Required to exercise specialist knowledge across a range of procedures and practices underpinned by theoretical knowledge and practical experience
- Responsible for day to day operational management and strategic development associated with agreed objectives.
- Work with minimal supervision. This will require balancing the need for proactive service development and strategic leadership against reactive demands.
- Lead the development, planning and implementation of a broad range of complex activities, taking action as needed to ensure successful delivery of agreed outcomes, reporting progress and working across the central team to inform strategy and organisational learning.
- Exercise own judgement based on interpretation of highly complex facts to inform own work priorities.
- Influence and negotiate with stakeholders across all levels of the organisation to progress the agreed work programme.
- Make recommendations, provide advice and prepare strategic reports/briefings for the trusts leadership teams and others as required.

### ***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.

## Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	Educated to Masters level or equivalent qualification/experience working in a Digitally focused environment Project management qualification, PRINCE2 or equivalent ITIL Foundation	Evidence of continuing professional development including management studies to masters level or above or equivalent experience Professional registration (BCS, IET, UKCHIP) ITIL Practitioner Certificates	<b>Application and Interview</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Considerable experience working on tactical &amp; operational matters and managing digital services (preferably in the public sector)</li> <li>• Experience of contributing to the development and implementation of strategies, development programmes and business cases</li> <li>• Experience of performance and budgetary management and control</li> <li>• Considerable experience of achieving success when working in multi-disciplinary teams</li> <li>• Experience of working with complex digital/IT operational change/project management while also developing and maintaining high standards of quality</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working as a digital specialist within a non-digital environment (preferably involving clinical or supporting health services)</li> </ul>	<b>Application and Interview</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Well developed knowledge and experience of building, managing and developing relationships and working through other teams to achieve objectives and maximised results</li> </ul>	<ul style="list-style-type: none"> <li>• Sufficient knowledge of NHS/Government policies, strategies and organisational relationships in relation to digital, IT and public service developments, to be able to advise clients</li> </ul>	<b>Application and Interview</b>

		<p>and develop proposals for the IT Department to respond to corporate needs</p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of the current and developing strategic digital requirements of an NHS Trust</li> <li>• Knowledge of clinical pathways across the Trust and understanding of Trust mandatory performance standards</li> </ul>	
--	--	---	--

**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.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

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.