

Deputy Head of EPR (iClip) ICT Directorate

Job Description & Person Specification

August 2021



Message from the Chief Information Officer

This is a fantastic opportunity to play a key senior role in the Information Communication & Technology (ICT) Directorate at the Trust. Accountable to the myself, you will be the Trust's Lead for ensuring the Millennium EPR system (iClip) is suitably developed, maintained and delivered within the Trust, SWL and London in accordance with national, corporate and project directives for the delivery of configuration. You will work closely with key stakeholders and hold overall responsibility for the configuration, testing and integration activities for the EPR Programme.

We are looking for a motivated and experienced leader with excellent technical skills and a successful track record of delivery in senior EPR programmes. You will be accustomed to working with executive teams and be required to plan, direct, manage and oversee the activities and operations related to the EPR iClip deployment, upgrades and enhancements across the Trust.

In return, you could be part of an aspirational journey, in which there is both permission and support to be innovative, in order to ensure the Trust continues in developing a leading ICT function.

If you would like a further discussion on the role, in the first instance please contact our executive search partner Finn McNulty at Hunter Healthcare on 07966 006 091 or fmcnulty@hunter-healthcare.com

Elizabeth White

Chief Information Officer

To Deliver Outstanding Care, Every Time

With over 9,000 dedicated staff caring for patients around the clock, we are the largest healthcare provider in southwest London. As well as acute hospital services, we provide a wide variety of specialist care and a full range of community services to patients of all ages following integration.

St George's University Hospital NHS Foundation Trust (SGUH) has a vision to be a thriving hospital at the heart of an integrated healthcare system. One that delivers improved patient care at a community, hospital and specialist setting, supported by a unique and nationally recognised programme of research, education and employee engagement.

We expect all our staff to share the values that are important to the Trust and behave in a way that reflects these.

- Be Excellent
- Be Kind
- Be Responsible
- Be Respectful

ICT Digital Strategy

The ICT department manages the Trust's ICT systems, infrastructure, informatics and IT support services enabling the electronic filing, printing and sharing of both clinical and non-clinical information. It also provides support to manage the systems and services which includes: helpdesk; IT training; break-fix; application development, acquisition and support for all the supported Trust IT services. The ICT department is also responsible for Information Governance.

We work to identify opportunities to streamline business processes and to enable data sharing and collaboration internally and externally by use, or replacement, of technology. In addition, ICT provide tools to enable business units to achieve their goals, resulting in improved quality of care to patients.

Easier access to information, including through digital technology, is reshaping the way we live our lives, and the way we access and interact with services. The SGUH Digital Strategy sets out our ambitions for building on that opportunity over the coming years. The role of the ICT Department is to deliver a Digital Strategy that ensures:

- | | |
|------------------------------|--|
| Robust Infrastructure | <ul style="list-style-type: none">• Upgrade IT infrastructure and telephony• Upgrade & renew IT systems ensuring they increasingly operate as one• Strengthen cyber-security systems and processes |
| New Ways of Working | <ul style="list-style-type: none">• Ensure access to information needed at the point of patient contact• Complete the shift from paper-based to electronic clinical systems• Support efficient and effective working through the latest technology and systems including remote working, big data and AI |

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St George's University Hospitals NHS Foundation Trust

**New Models of
Care**

- Using information technology to interact with our patients differently reducing trips to hospital
- Business intelligence that is proactive, outward-looking underpinning service improvement

About this Role

The Deputy Head of Electronic Patient Record System (EPR) will be the Trust's Lead for ensuring the Millennium EPR system (iClip) is suitably developed, maintained and delivered within the Trust, SWL and London in accordance with national, corporate and project directives for the delivery of configuration.

Holding overall responsibility for the configuration, testing and integration activities for the EPR Programme. They will be required to plan, direct, manage and oversee the activities and operations related to the EPR iClip deployment, upgrades and enhancements across the Trust.

Leading on all EPR iClip system activities and will provide expert professional advice on EPR iClip system development matters to other IM&T colleagues, as well as a wider clinical and operational audience.

Creating and maintaining a strong working relationship with all key stakeholders including, Deputy Directors, General Managers, Heads of Nursing and other senior staff and Clinicians within the organisation.

Managing and overseeing the EPR iClip system resource which will support the successful delivery of the EPR programme. Develop and deliver strategies for the EPR iClip programme, including but not limited to, configuration management and system design, system integration, testing and environment management.

Creating strong working relationships with the Trust to support agreed work stream and programme timescales.

Proactively identifying and managing risks and issues within the clinical systems work stream of the EPR iClip programme. Implement mitigations effectively and escalate risks and issues through programme governance as required.

Working as part of the senior EPR iClip leadership team, displaying positive and strong leadership skills to direct reports and the wider programme team, including stakeholders. Maintain strong working relationships with ICT colleagues in ensuring the delivery against information governance and data standards.

Key Working Relationships:

The following services are specific to the role: iClip (Cerner Millennium); Integration Architecture; Testing; Maintenance of Cerner relationship; management and development of iClip SME and issues including Correspondence; internal iClip projects; Order Comms; Clinical Documentation. Reporting to the Chief Information Officer, there are a number of significant working relationships and liaison internal and external to the Trust, as follows.

Internal

- ICT Department personnel especially Systems & Applications managers, (including non-iClip) and members of ICT Senior Management Team (SMT).
- The Chief Clinical Information Officer; and Chief Nursing Information Officer.

- Clinical and non-clinical users of IT Information Service at all levels including - General Managers, Business Managers, Service Managers, Clinicians, Allied Healthcare Professionals, Data Management team, Information Team, Clinical Audit team, Associate General Managers, Specialty Managers, Human Resources Management Team.

External

- 3rd party suppliers & service providers, particularly Cerner. Take part in national and supplier user groups to share and obtain intelligence useful to the ongoing development of iClip for the Trust.
- St. George's University of London IT Department
- NHS Digital, NHS London Strategic Health Authority, NHS England
- Other LHE NHS Trusts (Epsom & St Helier NHS Trust, Kingston Healthcare NHS Trust etc), other London Trusts; and SWL CCG

Main Tasks and Responsibilities:

Electronic Patient Record Programme (EPR)

- Hold overall responsibility for the configuration, testing and integration activities for the EPR iClip Programme. They will be required to plan, direct, manage and oversee the activities and operations related to the EPR iClip deployment, upgrades and enhancements across the Trust. Lead on all EPR iClip system activities and will provide expert professional advice on EPR iClip system development matters to other IM&T colleagues, as well as a wider clinical and operational audience.
- Create and maintain a strong working relationship with all key stakeholders including, Deputy Directors, General Managers, Heads of Nursing and other senior staff and Clinicians within the organisation.
- To manage and oversee the EPR iClip system resource which will support the successful delivery of the EPR programme. Develop and deliver strategies for the EPR programme, including but not limited to, configuration management and system design, system integration, testing and environment management.
- To create strong working relationships with the Business to support agreed work stream and programme timescales. Proactively identify and manage risks and issues within the clinical systems work stream of the EPR programme. Implement mitigations effectively and escalate risks and issues through programme governance as required.
- Work as part of the senior EPR leadership team, displaying positive and strong leadership skills to direct reports and the wider programme team, including stakeholders.

General Management

- Ensure that work undertaken supports and does not adversely impact the availability of business-critical systems.
- Ensure that staff have the appropriate capacity and capability to deliver the on-going support of Trust systems, and, in conjunction with the relevant Project or Programme Manager, manage the transition of systems from “projects” into live service with an appropriate support mechanism.
- Develop policies, procedures and services within the EPR Systems work stream.

Management of services, resources and policy

- Contribute to the development of EPR iClip policies, procedures and practices for local and national infrastructure and systems.
- Be responsible for the process by which the EPR iClip implementation is handed over to service.

- Collate and produce status reports for submission to the EPR iClip programme and management groups as a means of monitoring the performance of activities and against plan
- Contribute to the specification and delivery of the EPR programme for local and national initiatives.
- Provide expert advice and guidance on EPR systems related queries / requirements as required to a broad range of staff.
- Ensure that scheduled work has correctly allocated resources, is completed on time and complies with the agreed quality and service standards.

Planning and Organisation

- Manage the negotiation and planning of multiple requirements from users, suppliers and other external parties (e.g. DOH).
- Review potential future SLAs with partners and other healthcare organisations.
- Specify the support requirements for new computer applications and the enhancement of existing systems providing advice and guidance to ensure such systems comply with relevant business, technical and contractual standards.
- Ensure essential maintenance and upgrades are organised to minimise impact on users.
- Ensure appropriate procedures are in place for testing new IT systems and applications and ensure these comply with relevant NHS standards.

Communication

- Act as a representative for the ICT Service and EPR Programme by developing and maintaining excellent working relationships with users across the organisation to deliver a high quality, standard IT culture to achieve local requirements and national targets.
- Provide specialist IM&T service advice which involves high concentration to undertake the analysis, interpretation and resolution of complex concepts and problems, that requires the evaluation of a range of options/factors in order to achieve organisational objectives and goals
- Communicate ideas and concepts/issues clearly, via presentations and during meetings, to all levels of staff, and where there are barriers to understanding, in order to achieve positive outcomes.
- Represent the IM&T Directorate by actively participating in Trust wide Committees and Groups and establish/chair groups where necessary to promote IT support issues.
- Communicate in large forums analysis and information to internal staff, national programme staff, external consultancies, and product suppliers to guide the development towards an acceptable outcome.

- Ensure effective communication is maintained within the departmental teams, across the IM&T Directorate and with wider stakeholders who may require urgent or immediate attention in unpredictable circumstances.
- Identify and report potential risks and issues for inclusion onto the EPR Programme and IM&T Risk register, mitigating and escalating risks / issues where required.

Human Resources

- Schedule and deploy staff to discrete tasks and workstreams in order to achieve planned deliverables and outcomes.
- For the staff members within the post holder's remit, deal with recruitment, appraisal, grievance and disciplinary issues that may require the frequent management of challenging, difficult or emotive situations in some cases.
- Manage and develop staff and ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively.
- Monitor sickness and absence of direct reports in line with Trust policy.
- Manage and develop staff ensuring all staff receive Personal Development Reviews (PDRs) in line with Trust policy. Set personal objectives of direct reports in line with the IM&T operational plan.
- Ensure appropriate development and training is made available to IT support staff.

Other duties

- Deputise for the Chief Information Officer as and when required.
- Provide cover for ICT SMT colleagues as appropriate.
- Undertake any other duties requested as appropriate to the banding.

On Call Rota (Band 8a and above only)

The Trust provides an on-call rota to ensure that appropriate senior clinical and operational expertise is available on a 24 hours a day, 7 days a week basis, so that significant issues are managed, patients receive continued quality of care and staff on duty out of hours and at weekends have access to the right support at all times. You are therefore required to participate in the Trust's on-call rota (clinical or operational) subject to an assessment of knowledge, skills and experience. Full training and support will be provided.

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

Additional Information

Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave to Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to

a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Dignity & Respect

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Health, Safety and Security

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and

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the wearing of uniforms.

Quality Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's quality governance agenda by:

- Taking part in activities for improving quality such as audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continued professional development

No Smoking

The Trust operates a smoke free policy.

Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

Person Specification

Post: Deputy Head of EPR (iClip)

Band: 8c

Department: ICT

Line Manager: Chief Information Officer

Measure: A= Application Form/CV; I=Assessment/Interview

	ESSENTIAL	DESIRABLE
EDUCATION		
A	<ul style="list-style-type: none"> Highly specialist education: PhD or equivalent experience including additional in-depth professional training and specialist knowledge in a relevant discipline to doctorate or equivalent level, acquired through training and experience over an extended period. Formal qualification in Information Technology Services/Programme discipline Evidence of continued professional and managerial development A minimum of 7 years' relevant professional experience of healthcare systems and applications Evidence of continuing professional development 	<ul style="list-style-type: none"> Management qualification related degree PRINCE II certification
SKILLS/ABILITIES		
A	<ul style="list-style-type: none"> The post holder will have a thorough understanding of the requirements for developing and implementing successful mechanisms for the provision of support to end users of Cerner Millennium. The post holder must have a strong understanding of the NHS IM&T national objectives. The post holder must be able to analyse complex facts and situations and be able to develop a range of options. The post holder must be capable of taking decisions on difficult and contentious issues where there may be a number of courses of action. The post holder must work with his/her own initiative and organise workload of the team so the function is optimally delivered while working to tight and changing deadlines. They will be able to communicate complex clinical system information to a wide range of audience from Executive to operational colleagues. The post holder must have an in-depth knowledge of national guidance relating to clinical systems The post holder will be responsible for supporting the development of policies, standards and processes for 	<ul style="list-style-type: none"> Knowledge of specialist statistical packages

	<p>user support, engagement and compliance. These will cover multiple areas of activity and will often involve presenting complex, sensitive or contentious information to senior managers or large groups.</p> <ul style="list-style-type: none"> • The post holder will require good analytical and technical skills including experience of using Microsoft products to a high level of proficiency. • The post holder must be self-motivated and organised and have an appreciation of current and emerging digital technologies. • Excellent interpersonal skills, including the ability to work effectively with senior management and clinical colleagues within the Trust and externally. • The post holder must have an ability to understand and summarise complex information and present this to mixed audiences. • An ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales is essential. • The post holder must be capable of establishing and maintaining good working relationships with all levels within IM&T and the Trust, the local health community and external organisations, and dealing with all staff groups across a range of NHS and non-NHS bodies. • Strong technical IT skills are key in ensuring that all Clinical Systems and Services are safely and appropriately deployed for their intended use. • The post holder must have technical credibility with other support staff, and be able to demonstrate an appreciation of the challenges faced when implementing complex technical solutions. • High level of analytical skills with the ability to exercise sound judgement in seeking creative solutions to complex situations. • The post holder must be able to demonstrate excellent written and oral communication skills having produced papers / status reports for Programme Boards / Trust Boards • Good organisation and prioritisation skills; Advanced keyboard skills 	
EXPERIENCE		
A/I	<ul style="list-style-type: none"> • The post holder will have a senior level of experience of IM&T Service Management with a track record of achievement. • The role requires an individual with proven experience of leading, devising and implementing successful large scale change. • The post holder must have a minimum of 5 years in team leadership roles in a healthcare environment 	<ul style="list-style-type: none"> • Experience of working across organisational boundaries. Experience of working with clinicians. • Senior level budget

	<ul style="list-style-type: none"> • The post holder must have senior level budget management and staff management experience • The post holder must have experience in leading the up-skilling and development of staff across teams • The post holder must have leading and managing a multidisciplinary team including objective setting and performance management • The post holder must have experience of planning and organising activities, including workload management and formulating and adjusting plans and workload to reflect changing circumstances or priorities. • The post holder must have experience of working with stakeholders, especially in relation to the Clinical and Corporate Service Managers. • The post holder must be able to systematically tackle planning and implementation problems where no precedent may exist and bring these to a satisfactory resolution. • The post holder must have an experience of the development and management of Standard Operating Procedures (SOP's) and related project and system documentation. • The post holder must have experience of working with stakeholders, especially in relation to the provision of systems and technical implementation. • The post holder must have a track record of directing the operational delivery of IM&T services, within a large, diverse organisation. • The post holder must have extensive experience in all aspects of managing people. 	<p>management experience within the NHS</p>
COMMUNICATION SKILLS		
A/I	<ul style="list-style-type: none"> • Ability to analyse and then communicate in plain English highly complex technical and management information. • Ability to write clear and concise reports on highly complex IT issues to board level • Excellent oral and written presentation skills. • Previous experience of presenting information to an audience. • Provide advice and guidance with tact and sensitivity. • Persuasive and articulate. • Able to work effectively as part of a single or multi-disciplinary team. • Excellent interpersonal skills. Able to deal with different personalities and levels of ability and seniority, and to build effective working relationships. • A positive attitude, exhibit a strong work ethic, be accountable, motivated and self-confident, being innovative and resourceful and recognising growth and potential in others, active participation and flexibility. • Able to work without supervision to achieve objectives of 	

	<p>the post.</p> <ul style="list-style-type: none"> • Highly developed influencing and negotiation skills which need to overcome significant barriers to acceptance • Good analytical skills for spotting or anticipating weaknesses in processes (manual or system), along with the ability to organise and implement correction • Customer focused/ facing. • Ability to work in a busy / fast moving environment • Professional approach with staff and customers 	
PHYSICAL QUALITIES		
A/I	Such as to meet the requirements of the role with any reasonable adjustments	
VALUES		
/	Demonstrable ability to meet Trust values	