



South West London

Health & Care  
Partnership



# Chief Digital Information Officer

Candidate information pack

January 2022



HUNTER  
Executive talent for the healthcare sector

# Our South West London ICS

**The NHS is seeing an unprecedented increase in demand for services. Growing and aging populations and expectations mean that we have real financial challenges and staffing pressures.** We know that to meet these challenges we will need to work together differently, to ensure we use the best use of scarce resources, doing more together to prevent ill health, support people to self-care and tackle the health inequalities that exist in our boroughs.

The local health and care organisations in South West London - NHS commissioners and providers, local authorities, Healthwatch, and voluntary sector representatives - make up the South West London Health and Care Partnership (ICS). Our shared ambition is to support local people to Start Well, Live Well and Age Well.

Our partners include:

- Six Clinical Commissioning Groups (CCG): Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth
- Six Local Authorities: Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth

- Acute and Community Providers: Central London Community Healthcare, Croydon Health Services NHS Trust, Epsom and St Helier University Hospitals NHS Trust, Hounslow and Richmond Community Healthcare, Kingston Hospital NHS Foundation Trust, Royal Marsden Foundation Trust, St George's NHS Foundation Trust and Your Healthcare
- Two Mental Health Providers: South West London and St George's Mental Health NHS Trust, South London and the Maudsley NHS Foundation Trust
- The GP Federations in each of the six boroughs
- The newly formed Primary Care Networks
- The London Ambulance Service
- Healthwatch
- Representatives from the Voluntary Sector and local hospices

We are now clear that the key to health and care improvement lies in each of our six borough partnerships who work together to address the health and care needs of local people.



# Our Six Boroughs

South West London covers 296 square kilometres and six London boroughs; Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth. The boroughs in South West London are very different with vastly different socio-economic indicators.

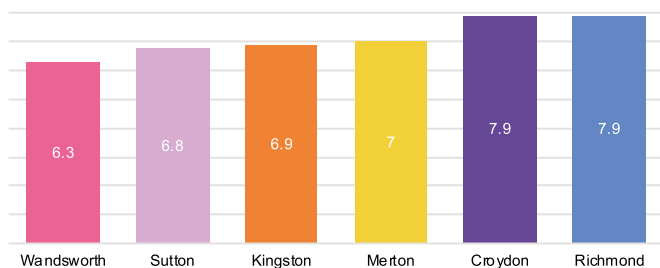
In 2017/18, across South West London 8.8 households per 1,000 were in temporary accommodation. In 2017, 4.9% of the population in South West London were unemployed, 9% were living in areas classified as the fifth most deprived areas of

the country and 1% were living in areas classified as the 10% most deprived areas of the country.

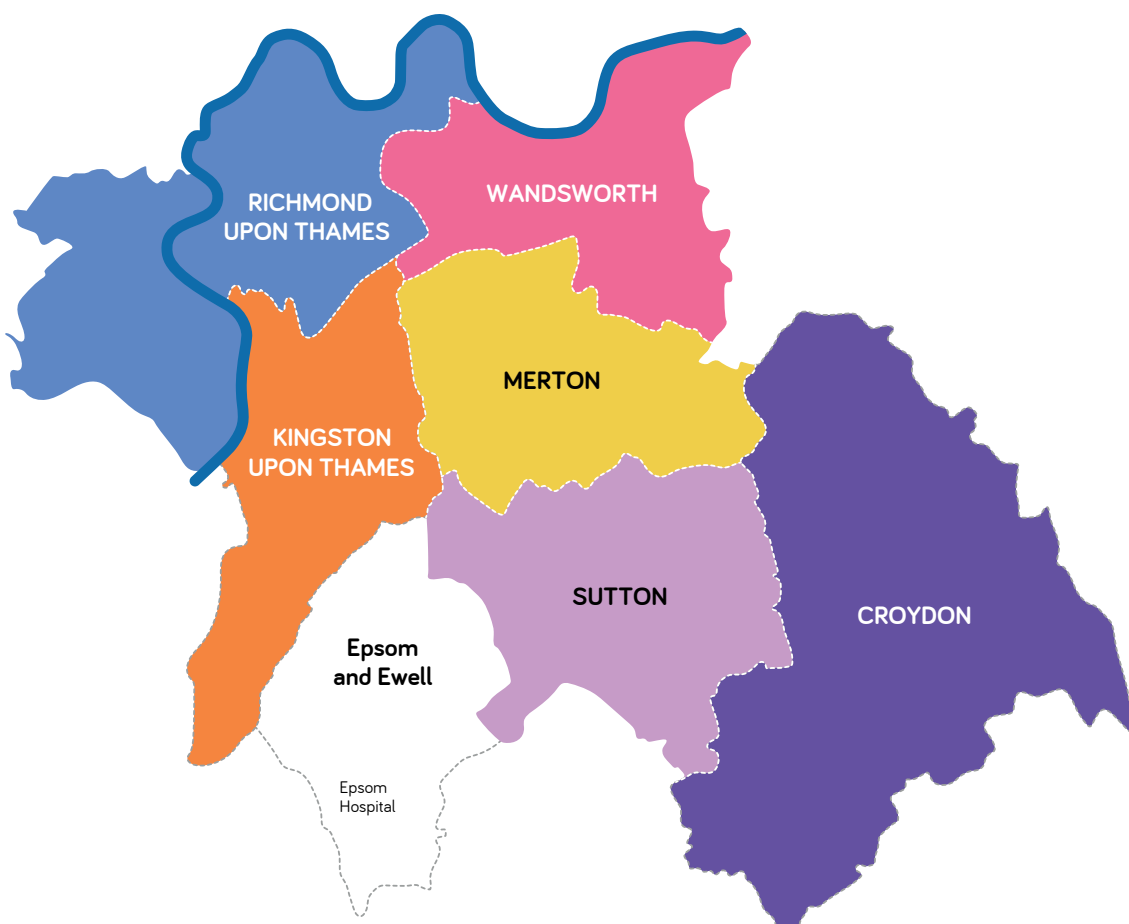
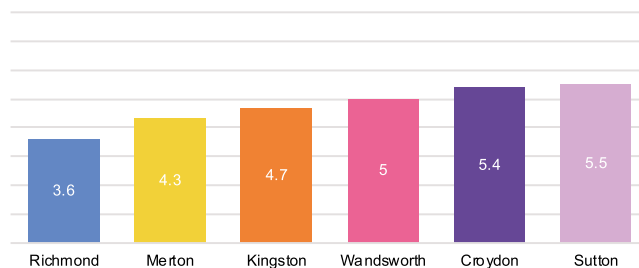
The Slope Index of Inequality shows the gap in life expectancy between those living in the most deprived areas of each borough and the least. Across South West London this ranges from 3.6 years to 7.9 years.

Our six local health and care partnerships are working together to drive the improvement of services at borough level.

**Inequality in life expectancy at birth**  
(males, in years, 2015-17)



**Inequality in life expectancy at birth**  
(females, in years, 2015-17)



# Croydon

Over the last two years, we have been working as One Croydon, an alliance between the local NHS, Croydon Council and Age UK Croydon. Our partners are now working together to become a fully integrated care partnership.

One of the  
fastest growing  
populations  
in London



Compared to Sanderstead, **healthy life expectancy in Fieldway**, one of the most deprived areas in Croydon, is



**13 years**  
lower for men



**14 years**  
lower for women



**51.7%**

of Croydon residents  
are Black, Asian and  
Minority Ethnic



**Child population**  
is the largest in London



of adults are  
**overweight or obese**

**23%**

of people have two or more  
**long term conditions**



older people  
always  
or often  
experience  
loneliness



It is estimated  
that **76%**  
of people  
living with  
depression are  
undiagnosed

# Kingston

Kingston Coordinated Care is our alliance of Kingston partner organisations from across health and care, working together to improve community care.

**1 in 200**

children aged 15-19  
are admitted to hospital  
due to self-harm



**29%**

of 10 to 11 year olds are  
overweight or obese



**2,735**

children have special  
educational needs in  
Kingston's state schools

More than **1 in 7**  
adults are providing  
50 or more hours of  
unpaid care a week



depression and/or anxiety

Up to  
**25,000**  
people have

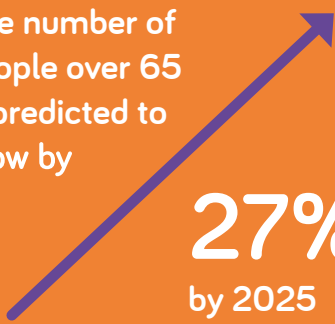


**18.9%**

of people are predicted  
to have hypertension

The number of  
people over 65  
is predicted to  
grow by

**27%**  
by 2025



**8,707**  
over 65s  
live alone



**9,960**

over 65s have a  
long term condition

# Merton

In Merton, we have formed a 'Merton Health and Care Together' Board to help us all work together in the best interests of Merton residents.



**32%**

of children and young people surveyed in 2019 were worried about the mental health of their friends



**1,700**

children with an Education, Health and Care Plan or Statement of Special Education Needs



**25%**

of children did not achieve the 'school readiness' standard

**25,000**



people living with common mental health conditions



**11,000**

people diagnosed with diabetes

**6.2** years gap

in life expectancy between the most deprived and least deprived areas



**1,700**

people in Merton with dementia

Merton currently supports around

**4,000**

adults aged 18 and over with social care needs

**17,000**

carers



# Richmond

In Richmond, we have established arrangements to support partnership working through the Richmond Health and Wellbeing Board, which will oversee the delivery of our health and care plan.



Prevalence of obesity  
**more than doubles** between  
reception and year 6

The average mental  
wellbeing score for 15 year  
olds in Richmond is the  
**fourth worst**  
in London

**16% point gap**  
in achieving a 'good'  
level of development in  
reception between children  
eligible for free schools  
meals and those not

**22,000**



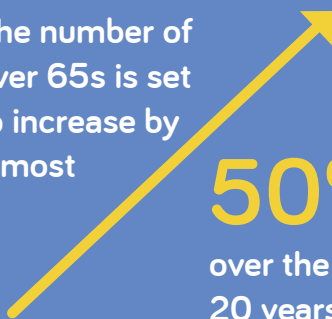
people have a  
common mental  
disorder, such as  
depression and  
anxiety

Nearly  
**1 in 10**  
adults have three  
or more long term  
conditions

An estimated  
**15,800**  
people provide some  
level of unpaid care



The number of  
over 65s is set  
to increase by  
almost



**50%**  
over the next  
20 years



**2,072**  
residents are estimated  
to have dementia



of over 75 year-olds  
live alone

# Sutton

Health and care organisations in Sutton want to deliver better health and wellbeing outcomes for local residents by working closely with a wide range of stakeholders, local people and carers who use services. Our aspiration is that we build upon the good outcomes already experienced by Sutton residents, who generally live longer than the England average and where fewer people die prematurely from conditions that could be avoided. We want the people of Sutton to start well, live well and age well through a more personalised and joined-up approach to the delivery of local health and care services.



## 12%

of Sutton school pupils have a special educational need

(lower than the London average)

The rate of hospital admission as a result of self-harm among 10-24 year olds in Sutton is above the London average

(but similar to England)



Estimated **8.5%** of young people aged 5-16 years have a mental health condition



Around **65,000** people have developed a long-term condition

Predicted **19%** increase in people with a learning disability need by 2030. The largest increase will be in people aged 85 years and over



**70%** of adults in Sutton are physically active



## 1 in 5

people consult their GP because they are lonely

59% of people who use social care services, and 72% of adult carers, say they do not get as much social contact as they would like



Delayed transfers of care from hospital have reduced significantly



# Wandsworth

Health and social care organisations across Wandsworth have a shared commitment to work together. We recognise that we all share a responsibility to ensure our social care, community, wellbeing and hospital services are as joined up as possible. As a partnership we want to ensure we have quality health and social care services that meet the needs of Wandsworth residents and will continue to do so for future generations.



Around **2,800** children aged 5-16 have mental health disorders



primary school children are obese or overweight

**12%**

of 15-year-olds partake in 3 or more risky behaviours including taking drugs and alcohol



**44,000** over 18s have a common mental health disorder, such as anxiety or depression



Approximately **15,000** people have diabetes and **25,000** are on the verge of developing it

Approximately

**19,000** carers



The number of people aged 65 or over is projected to increase by

**44%** in the next 20 years



Over **10,000** older people live alone



Nearly **1,400** people have dementia

# Our Vision and Values

As well as listening to local people, we have learned a lot from our partners and stakeholders, and our focus over the next five years will be on the following:



## A local approach works best for planning

After talking to local people and communities, we believe a local approach works best for planning health and care. Our local health and care partnerships in Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth are working together to drive the improvement of services at borough level.



## The best bed is your own bed

We will work together to keep people well and out of hospital. Working together, one or more of our health and care partnerships, may want to provide some services together where it makes sense for patients.



## Care is better when it is centred around a person, not an organisation

Clinicians and care workers tell that our Our local health and care partnerships are about health and care organisations coming together to look at what services their local people need, rather than continuing to provide services within traditional organisational boundaries. Local Health and Care Plans describe how we will we provide more joined up health and social care services.



## This is likely to mean changes to services locally to improve care for local people

We may need to change how some services are delivered, and we will of course be open and transparent about this and involve local people. We will continue to need all our hospitals though we do not think every hospital has to provide every service.



## Strengthening our focus on prevention and keeping people well

The greatest influences on our health and wellbeing are factors such as education, employment, housing, healthy habits in our communities and social connections. We want to strengthen the focus on reducing health inequalities and keeping people healthy at home by treating them earlier. We want to stop people from becoming more unwell and give them the right support at home so that they don't need to be admitted to hospital.



# Job Description

**N.B. Final appointment is dependent on the passage of the Health and Care Bill, and, subject to any potential amendments made to that Bill, will be made formally by the ICB chair/chief executive on establishment.**

<b>Job Title:</b>	Chief Digital Information Officer
<b>Band:</b>	Very Senior Manager
<b>Responsible to:</b>	ICB Chief Executive Officer (CEO) initially, future reporting lines tbc following executive recruitment
<b>Accountable to:</b>	Regional Digital Director of Transformation
<b>Base:</b>	SWL ICB Headquarters
<b>Hours:</b>	As required to fulfil the duties of the job

## ROLE PURPOSE

Integrated Care Systems (ICSs) are partnerships of health and care organisations that come together to plan and deliver joined up services and to improve the health of people who live and work in their area. Their purpose is to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience and access; enhance productivity and value for money and support broader social and economic development in their area. If proposed legislation is passed, from July 2022 each ICS will consist of two statutory elements:

- an Integrated Care Board, (ICB) bringing the NHS together with its partners locally to improve health and care services
- an Integrated Care Partnership (ICP): the broad alliance of organisations and representatives concerned with improving the care, health and wellbeing of the population, jointly convened by the ICB and local authorities in the area.

ICBs will be statutory NHS bodies, with a chair, chief executive officer and board. As a member of the ICB Board, the postholder is responsible for planning and allocating resources to meet the four core purposes of integrated care systems (ICSs):

- to improve outcomes in population health and healthcare;
- tackle inequalities in outcomes, experience and access;
- enhance productivity and value for money and;
- help the NHS support broader social and economic development.

The Chief Digital Information Officer (CDIO) will lead the development and delivery of the digital transformation of South West London Integrated Care Board (ICB), ensuring this reflects and integrates the strategies of all relevant partner organisations within the integrated care system (ICS).

This post will work alongside the ICS Chief Clinical Information Officer (CCIO) to ensure the benefits of information and technology investments are realised and supported in South West London ICS to digitally enable their planning, commissioning and delivery, whilst transforming public access to information tools and services.

The chief digital information officer reports directly to the ICS chief executive and is professionally accountable to the Regional Director for Digital Transformation (RDDT). They will help drive progress towards meeting key national objectives and be a digital evangelist, championing the use of digital technology and practices to engender a digital mind set from the top down. This will play a significant role in leading collaboration, knowledge sharing and digital best practices between partners to embed a robust digital ecosystem.

## ROLE PORTFOLIO

The CDIO portfolio includes:

- Development and delivery of the digital transformation of South West London Integrated Care Board (ICB)
- Development of the SWL Future Model of Care
- Development of a community of digital leaders across the ICS,
- Ensure digital infrastructure and the use of data supports the delivery of Public Health Management

- Patient and Public involvement
- NHS and partner engagement in priorities and development
- Support to the ICP and ICB Chair and CEO

Some portfolios will have crossover with other roles – there will be a matrix approach across SWL where crossover occurs. The portfolio will be reviewed on an annual basis and will therefore be subject to change.

## KEY ACCOUNTABILITIES

The postholder will provide professional leadership to drive the professionalisation and development of the digital, data, technology and informatics workforce across the ICS, through strong links with the ISDNs and other relevant resources and facilities

They will drive the ICB's progress towards meeting the What Good Looks Like framework, and the forthcoming Target State Architecture.

The CDIO will work closely with the CCIO and collaboratively with a wide range of partners, providers and stakeholders including provider trusts, commissioners, local authorities and regulators. A key priority will be ensuring that partners are listened to, involved in and drive digital priorities. In particular, the CDIO will support the development of the SWL Future Model of Care, harnessing the power of digital technology and innovation to drive efficiency and productivity, improve patient and professional user experience and increase the quality of care and health outcomes.

## Relationship Management and Engagement

- Work closely with the Chief Clinical Information Officer (CCIO) to ensure that there is clinical input, including robust and considered challenge, into ICB decision-making at all levels.
- Ensure the chief financial officer is content with the overall digital budgetary approach and controls, including through demonstrating the significant cost savings achievable through digitisation, and work closely with the ICB to deliver financially sustainable services.
- Build robust and productive relationships with NHS England and NHS Improvement, local government, NHS trust executive directors and chief executives, Local authority executives and elected members, national digital leads, primary care and voluntary and independent sector partners etc.

- Maintain and develop a community of digital leaders across the ICS, building on the existing strong digital leadership team and wider networks.
- Take a user centred design approach to identifying and deploying technologies, placing user research and user experience at the heart of your work. This will include engaging proactively with patients, service users, citizens, their families, and clinicians.
- Work closely with IT Teams (GP, Corporate and Provider IT) to ensure IT infrastructure strategy and delivery supports overall ICS Digital Transformation
- Collaborate and work with CIOs in order to lead on establishing the enterprise architecture for South West London ensuring future alignment with regional and national
- Work in partnership with the SWL Director of Population Health Management (PHM) to ensure that digital infrastructure and the use of data supports the delivery of PHM

## Policy

- Oversee the design and delivery of an appropriate suite of Digital and Information policies and processes to mitigate risk and maintain legal and regulatory compliance
- Drive and educate cultural alignment and compliance to agreed policies across the ICS
- Work closely with SWL IG and Data Protection to support development and alignment with policies and approaches, to appropriately secure data and mitigate risk.
- Promote patient and public involvement in the design and decision making process and champion the delivery of digitally-enabled transformation across all clinical services and non-clinical operations.

## Planning and Delivery

- Develop and maintain a multi-year technology and data strategy roadmap that is agreed by the ICB
- Work with partners to steer how the ICS Strategy will be executed across all digital channels, taking ownership to drive the Digital Strategy throughout South West London helping partner organisations unlock value.
- Lead the implementation of SWL Digital Target Operating Model and underlying infrastructure.

- Ensure that all Digital developments and projects have clearly identified measurable benefits, plans, are monitored and delivered to the agreed timescales and within budget
- Ensure that resources and both capital and revenue requirements for Digital Programmes are financially planned appropriately with clear objectives
- Support internal/ external audit activity and ensure audit findings are addressed in a timely manner
- Enable workforce planning across the Digital landscape utilising business intelligence (insights and analytics)
- Lead SWL Digital Programme Management Office to ensure effective delivery and integration with wider ICS PMO and transformation delivery.

### Financial & Physical Resources

- Responsible for effectively managing a multi-million-pound Digital budget, including both capital and revenue budgets, ensuring that Standing Financial Instructions are vigorously adhered to and value for money is always secured.
- Responsible for achieving agreed targets and cost improvement programmes
- Provide accurate financial reports to identified governance groups including SWLCCG Finance Committee and the SWL Health and Care Partnership Digital Board
- Responsible for achieving maximum efficiencies in resources e.g., people, licences, software, hardware including subsidy from national sources.
- Responsible for procuring, negotiating, and managing contracts and partnerships that deliver value for money, added benefit, and optimise service.

### LEADERSHIP COMPETENCIES

A set of ICB leadership competencies have been developed to support the appointment to Executive Director roles in the ICB. There are 6 domains:

- Setting strategy and delivering long-term transformation
- Building trusted relationships with partners and communities
- Leading for social justice and health equality
- Driving high quality, sustainable outcomes

- Providing robust governance and assurance
- Creating a compassionate and inclusive culture for our people

### Setting strategy and delivering long-term sustainable transformation

- Create and encourage a digital- first approach across the ICS and foster the sharing of innovative improvement ideas from frontline health and care staff.
- Ensure local achievement of the 'What Good Looks Like' guidance and forthcoming target state architecture framework, as set out by NHSE, ensuring all organisations in SWL achieve at least a good state of digital maturity.
- Be responsible for developing and driving the implementation of the ICB Digital Strategy to achieve the triple aims across health and social care, primary and secondary care, physical and mental health care. Ensuring coherence with national health and care policy, standards, and strategic priorities. Including the NHS Long Term Plan and the Net Zero agenda.
- Drive the leadership and management of SWL digital strategy to support the safe and efficient sourcing, implementation, and adoption of solutions to transform the planning and delivery of care and wider business operations.
- Support the production and delivery of a five-year plan for the ICB with the CEO, other board members, partners across the ICS and the local community.
- Ensure SWL ICS anticipates, identifies, and responds to innovation opportunities to enable service transformation.
- Ensure Information Management coherence across the local ICS system – ensuring local systems are interoperable and data flows in the interests of patients, clinicians, and system planners.
- Work closely with the ICB executive team and be responsible for ensuring that the system successfully delivers its strategic and operational objectives from the digital strategy. This will be done working in partnership with system senior leaders and the director teams.
- Provide expert professional digital and technological advice to the ICB CEO and Executive team, ranging from core informatics to opportunities to deploy innovation to revolutionise care pathways.

- Provide professional leadership of the system from the perspective of digital investment.
- Ensure new and emerging technologies are evaluated and integrated into the digital strategy and programmes where appropriate to support process change and improvement arising from changes in NHS policy, clinical practice, and other significant business developments.
- Provide strategic leadership across the system, ensuring there is sufficient capacity and capability within the digital teams to deliver the strategic digital plans within the agreed budgets and timescales, while continually developing multidisciplinary leadership team to realise the clinical and care benefits of digital investment, to the system.
- Lead and maintain oversight of system interoperability and the development of digital architecture across the ICB

### Building trusted relationships with partners and communities

- Ensure the chief finance officer is content with the overall digital budgetary approach and controls, including through demonstrating the significant cost savings achievable through digitisation, and work closely with the ICB to deliver financially sustainable services. In addition, the post holder will need to build robust and productive relationships with NHS England and NHS Improvement, NHSX, NHS Digital, local government, NHS trust executive directors and chief executives, local authority executives and elected members, national digital leads, primary care and voluntary and independent sector partners. The post holder will also need to build a community of digital leaders across the ICS.
- Take a user centred design approach to identifying and deploying technologies, placing user research and user experience at the heart of your work. This will include engaging proactively with patients, service users, citizens, their families, and clinicians.

### Leading for Social Justice and Health Equality

- Reducing health inequalities is a core objective of the ICB and the chief digital information officer will foster a culture in which equality, diversity and inclusion are actively promoted across the ICS.

- Data and digital tools can be an extremely powerful tool in reducing inequalities. You will be responsible for driving data-evidenced change on behalf of the ICB and on behalf of NHS England and NHS Improvement, focusing on ensuring that inequalities across the system are addressed. You will ensure that there is a process for equitable investment, ensuring no population is inadvertently excluded from reaping the benefits of digital innovation.

### Driving high quality, sustainable outcomes

- The post holder will work with other ICB executive colleagues to oversee the quality of all health services delivered in the ICS area, including implementing a safer and just culture, safer systems, and safer care. You will ensure there is clinical input, including robust and considered challenge, into ICB decision-making at all levels.
- The post holder will promote patient and public involvement in the design and decision making process and champion the delivery of digitally-enabled transformation across all clinical services and non-clinical operations.

### Providing robust governance and assurance

- Support a strong culture of public accountability, probity, and governance, ensuring that appropriate and compliant structures, systems, and process are in place to minimise risk and promote the freedom to speak up.
- Establish ICS governance to regularly review and align all organisations' digital strategies, ICS cyber-security plan, programmes, procurement, services, delivery capability and risks.
- Provide assurance to system leadership for cybersecurity, risk and opportunity management through oversight and integration into the ICS wide risk management.
- Create an accountability culture/system that ensures that all partners are accountable for the digitally enabled System.
- Ensure that Cyber Security for South West London, Resilience and Risks associated are managed appropriately, mitigated and maintained
- Lead and develop digital governance for SWL including the Technical Design Authority to provide a platform that works across all partners



## Creating a compassionate and inclusive culture

Create and promote a culture of inclusive, professional leadership and be visible as a collaborative leader and role model, engaging health and care professionals across the whole system in the development and delivery of the ICB plan.

This includes:

- Providing mentoring and support to other Digital professional leaders.
- Ensuring that Digital professional leaders are supported to perform their roles and given opportunities to develop.
- Ensuring that the talent management and development of Digital professional leaders is embedded at all levels of the system.
- Develop the South West London Technology community so that they are able to produce a credible roadmap focusing on technology and service adoption over the next 5 years

## FIT AND PROPER PERSON STANDARD

The postholder will be required to fulfil the criteria of the CQC Fit and Proper Person Standard:

- The individual is of good character
- The individual has the qualifications, competence, skills and experience which are necessary for the relevant office or position or the work for which they are employed
- The individual is able by reason of their health, after reasonable adjustments are made of properly performing tasks which are intrinsic to the office or position for which they are appointed or to the work for which they are employed
- The individual has not been responsible for, been privy to, contributed to or facilitated any serious misconduct or mismanagement (whether unlawful or not) in the course of carrying on a regulated activity or providing a service elsewhere which, if provided in England, would be a regulated activity

## GENERAL DUTIES AND RESPONSIBILITIES

### Confidentiality

In the course of their employment the postholder will have access to confidential information relating to the ICB's business, patients, the ICS and its staff. Staff are required to exercise due consideration in the way such information is used and should not act in any way, which might be prejudicial to the organisation's interests. Information which may be included in the category which requires extra consideration covers both access to the general business of the ICB and information regarding individuals. If in any doubt regarding the use of information in the pursuit of your duties staff should seek advice from their Line Manager before communicating such information to any third party.

Confidential information should always be treated according to the ICB's rules on confidentiality. Any inappropriate disclosure may be subject to the ICB's disciplinary procedures.

### Raising Concerns

Staff may on occasion have genuine concerns about healthcare matters and consequently the ICB endorses the principle that these must be raised in a responsible and appropriate manner, and if necessary, using the ICB's 'Raising Concerns (Whistleblowing)' policy.

### Data Protection

The ICB is registered under the Data Protection Act 1984. The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data. Staff must not at any time use the personal data held by the ICB or ICS for a purpose not described in the Register entry or disclose such data to a third party. If in any doubt regarding activities in connection with the Data Protection Act staff should seek advice from their Line Manager.

## Health and Safety

Employees must be aware of the responsibility placed on them under the Health and Safety at Work Act (1974) to maintain a healthy and safe working environment for both staff and visitors. Employees also have a duty to observe obligations under the ICB's Health and Safety policies and to maintain awareness of safe practices and assessment of risk in accordance with the Risk Management Strategy.

## Infection Control

ICB staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the ICB.

## Financial Regulations

All staff are responsible for the security of the property of the ICB, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Anti Bribery Policies.

## Safeguarding Children & Vulnerable Adults

All staff are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with and adherence to Interagency Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.

## Risk Management

Managers are responsible for implementing and monitoring any identified and appropriate risk management control measures within their designated area(s) and scope of responsibility. Responsibilities of staff with regard to risk management are outlined more fully in the Risk Management Strategy. Staff are responsible for ensuring that they are aware of those responsibilities.

## The Nolan Principles

The Seven Principles of Public Life (also known as the Nolan Principles) apply to anyone who works as a public office holder. This includes all those who are elected or appointed to public office, nationally and locally, and all people appointed to work in the Civil Service, local government, the police, courts and probation services, non-departmental public bodies (NDPBs), and in the health, education, social and care services. All public office holders are both servants of the public and stewards of public resources. The principles also apply to all those in other sectors delivering public services. The Seven Principles are:

- **Selflessness:** Holders of public office should act solely in terms of the public interest.
- **Integrity:** Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.
- **Objectivity:** Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.
- **Accountability:** Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
- **Openness:** Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
- **Honesty:** Holders of public office should be truthful.
- **Leadership:** Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs.



### Acceptance of Gifts and Hospitality

The conduct of staff in the public service should be scrupulously impartial and honest and, in this context, any offers of gifts or hospitality should be discussed with your manager, prior to acceptance.

### Equal Opportunities

The post holder must at all times carry out his/her responsibilities with due regard to the ICB's Equality and Diversity Policy. The ICB is committed to ensuring equality of opportunity for all irrespective of their age, colour, creed, ethnic or national origin, marital status, nationality, physical or mental disability, race, religious belief, sex or sexual orientation.

### No Smoking

Smoking by staff, patients and visitors, will not be permitted anywhere on ICB premises.

### General

- The post holder may be required to work at any of the ICB's sites in line with the service needs.
- This job description provides an outline of the tasks, responsibilities and outcomes required of the role. The job holder will undertake any other duties that may be required which are consistent with the grade and responsibility of the post.
- This job description describes responsibilities, as they are currently required. It is anticipated that duties will change over time and the job description may need to be reviewed in the future. • All staff have a responsibility to participate in the ICB's Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

# Person Specification

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
<b>Knowledge, Training and Experience</b>	<ul style="list-style-type: none"> <li>Educated to degree level in a Digital or IT related subject and/or significant operational and strategic Digital leadership experience in the NHS.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Educated to Masters qualification or equivalent experience</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Extensive experience in developing, procuring, implementing and supporting complex clinical system change.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Significant experience of successfully developing digital strategies and managing the delivery of associated technical services, solutions and integrated partnership working.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Experience of system leadership and driving collaboration between organisations.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Experience of decision-making and delivery in a changing environment.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Significant experience of working with 3rd party technology and application providers and, undertaking complex contract negotiation</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Able to translate technically complex information to non-technical audience.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Experienced and effective line management of staff and professionals.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Working with and directly influencing clinicians.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Effective, clear and fair delegation of duties whilst maintaining accountability.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Ability to work and prioritise effectively between strategic and operational activities where required</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Ability to build trusted stakeholder relationships and wide support networks.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Strong and effective communications skills in a politically sensitive environment.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Experience of successfully delivering priorities in collaboration with a range of stakeholders and partners.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Awareness of relevant public and private sector business management best practice.</li> </ul>	√		A/I
	<ul style="list-style-type: none"> <li>Experienced in managing a large and complex revenue budget within the NHS and a track record of achieving the agreed financial plan.</li> </ul>	√		A/I
<ul style="list-style-type: none"> <li>Experience of leading system change and successfully bringing organisations along so that change is delivered with partners not to them.</li> </ul>	√		A/I	

Factors	Description	Essential	Desirable	Assessment
<b>Communication Skills</b>	<ul style="list-style-type: none"> <li>Highly developed communication skills with the ability to respond openly and appropriately to sensitive matters and difficult situations</li> <li>Ability to establish respected, trusted and constructive relationships across agencies and professional groups.</li> <li>Excellent communication skills both oral and written with significant experience of writing and presenting Board level papers.</li> <li>Ability to deal effectively with conflict or differences of opinion so that relationships are maintained.</li> <li>Able to effectively influence stake-holders across systems and be a trusted advisor/partner.</li> <li>Solid track record in building and maintaining strong departmental/organisational reputation, and in bringing partners and stakeholders along.</li> <li>Ability to explain complex programmes so that stakeholders and partners are clear on work programmes, achievements and strategic direction.</li> </ul>	√		A/I
<b>Analytical</b>	<ul style="list-style-type: none"> <li>Ability to analyse highly complex issues where material is conflicting and drawn from multiple sources.</li> <li>Ability to work with incomplete information, using experience to make judgements and credible decision making.</li> <li>Demonstrates sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from appropriate sources.</li> <li>High level analytical skills and the ability to collate qualitative and quantitative data from a wide range of sources, draw appropriate conclusions and present in a clear concise manner</li> <li>Ability to develop, maintain and monitor information systems to support innovation initiatives</li> </ul>	√		A/I
<b>Planning Skills</b>	<ul style="list-style-type: none"> <li>Experienced in leading, building and delivering programmes through to successful delivery.</li> <li>Programme and project management skills</li> <li>Capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly</li> </ul>	√		A/I
<b>Management Skills</b>	<ul style="list-style-type: none"> <li>Experienced in managing a large hierarchy of staff, contractors and suppliers with strong mentoring, staff development and performance management skills.</li> <li>Demonstrable commitment to staff development and progression</li> </ul>	√		A/I
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office with intermediate keyboard skills.</li> </ul>	√		A/I
<b>Equality and Diversity</b>	<ul style="list-style-type: none"> <li>Will promote equality of opportunity and inclusion in employment and service delivery and take actions which support and promote this agenda</li> </ul>	√		A/I
<b>Financial and Physical Resources</b>	<ul style="list-style-type: none"> <li>Previously responsible for a multi- million-pound budget, involved in budget setting and working knowledge of financial processes</li> </ul>	√		A/I
<b>Other</b>	<ul style="list-style-type: none"> <li>Willingness to train and be trained.</li> <li>To be able to work flexibly with the demands of the role across South West London.</li> </ul>	√		A/I

\*Assessment will take place with reference to the following information:  
A=Application form; I=Interview; T=Test; C=Certificate

# How to Apply

The closing date for applications is 6 February 2022.

Applications should be made by submitting a full and updated CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application, please include:

- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone number
- Information on current salary and notice period
- A completed **Equal Opportunities Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: [applications@hunter-healthcare.com](mailto:applications@hunter-healthcare.com). All applications will be acknowledged.

For an informal conversation about the post, please contact Brendan Davies at our recruitment partners, Hunter Healthcare on: [bdavies@hunter-healthcare.com](mailto:bdavies@hunter-healthcare.com) or phone: 07585356985

## Key Dates

<b>Closing date</b>	<b>6 February 2022</b>
<b>Interview panel</b>	<b>tbc</b>





South West London

Health & Care  
Partnership



Hunter Healthcare  
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