JOB DESCRIPTION

JOB TITLE:	**SYSTEMS MANAGER (EPMA)**
BAND:	**8A**
DEPARTMENT:	**SYSTEMS & DEVELOPMENT**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**SYSTEMS & DEVELOPMENT LEAD**
PROFESSIONALLY REPORTING TO:	**CHIEF PHARMACIST**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS**

JOB SUMMARY

The Systems Manager (EPMA) is a key member of the Systems and Development team. The role is responsible for the management and delivery of operational services to the trust ensuring the systems team function is delivered in accordance with the service level agreements whilst maintaining high levels of system availability and customer satisfaction

The systems team consists of specialist staff of functions these include:
- Clinical Systems configuration
- Clinical systems transformation, deployment and training, maintenance, alerting and testing
- Vendor Management
- Specialist digital staff

The role is responsible for the delivery and support of an advanced comprehensive electronic medicines management service to ELFT patients and the multidisciplinary treatment team responsible for their care.

The post holder is guided by national policy and regulations with responsibility to interpret the policy and ensure compliance. Working with the Systems & Development Lead to implement best practice and act as the process owner four key process is relating to the systems team in line with service level agreements. These include:
- Change Management
- Problem Management
- Incident Management
- Asset Management

KEY RESPONSIBILITIES

- Deliver an advanced comprehensive electronic medicines management service to ELFT patients and the multidisciplinary treatment team responsible for their care.
- Act as a role model in an agreed clinical specialty and provide a consistently high level of pharmaceutical service for the agreed specialty in line with Trust objectives and NHS Plan.
- Continue to develop and maintain the electronic medicines management systems, in particular maintaining the system's rules and protocols.

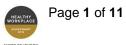We care   We respect   We are inclusive

- Provide input into policy and procedures affecting the use of pharmaceuticals in relation to electronic systems at both local and trust wide levels.
- Liaise with acute/mental health/Community Health Trust staff to support an effective prescribing, dispensing, administration and supply service.
- Work with digital teams including informatics in the formation of reports, data and templates to support teams and pharmacy
- Lead the trust-wide management of all digital medicines systems. For example, Wellsky, digital systems, pharmacy stock control, PTS etc.
- Provide leadership, development, management and implementation of future digital medicines, solutions
- Day-to-day management in the digital department, and CPD and clinical supervision from the Chief Pharmacist and/or Deputy
- Deputise for Systems & Development Lead as required
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values

MAIN DUTIES AND RESPONSIBILITIES

Management/ Leadership	**• Provide full line management of the ePMA Systems team including recruitment, appraisal, discipline and training.** **• Lead, manage and motivate staff within the Systems team to deliver and improve services** **• Create and promote an environment of pro-active support and remote management, actively reducing Incidents and problems.** **• Support in the business and planning processes throughout department to deliver services to required standards and within the available resource base** **• Develop processes in collaboration with other team leads to jointly manage the business, delivery and development of services** **• Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms.** **• Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary** **• Work with the Systems & Development Lead to define the digital strategy and manage continual service improvement** • Attain and maintain expert electronic medicine management system status – configuration functional and associated work practices • Act as an interface and point of contact between Pharmacy and the Digital Department • Provide specialist clinical input into the planning, development and roll out of the electronic medicines management system,

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| | | involving process mapping current and future state pharmacy processes
• Develop and maintain good relationships with both clinical and non clinical staff involved in negotiation to align work priorities within the organisation in relation to electronic medicines management systems
• Attend and contribute to regional, national and international meetings to develop best practice for providing electronic prescribing systems
• Represent Pharmacy and the Trust in selected internal and external forums concerning electronic medicines management
• Demonstrate innovation and extend the boundaries of the profession.
• Manage local implementation of Trust Medicines Management Policies where appropriate electronic medicines management systems could assist.
• Identify and promote best practice.
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| Clinical | | **Clinical Practice**
• Lead on items with respect to electronic medicines management systems use
• Ensure safe and appropriate use of medicines in order to maximise benefit and minimise risk to patients. This includes advice for clinical monitoring, compliance with legal aspects (Medicines Act, Mental Health Act) of medicine supply and compliance with the Trust formulary.
• Work across traditional boundaries as part of a fully integrated multidisciplinary team.
• Provide advice to clinicians on medicines use and areas of practice where the evidence base is lacking and medical opinion may differ.
• Reduce risk associated with medicines use by contributing to the safe medication practice agenda. This will include identification and reporting of medicines related errors.
• Demonstrate expert knowledge in electronic medicines management systems and to motivate and inspire others.
• Continually update their skills and knowledge as part of continuing professional development.

Decision Making
• Work with electronic medicines management system users to identify risk and develop solutions to manage risks around electronic medicines management systems
• Provide highly specialist advice to professionals on service users that meets the needs of the Trust and its staff resolve queries based upon own interpretation of policies acquired knowledge |

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	and expertise
	• Use the own initiative and have a degree of freedom to use their judgement to take decisions
	• Provide advice to other managers, senior clinicians and department heads who in turn will often take decisions based on the information received
	•
Human Resources	• Work collaboratively with the Digital Leadership team to ensure effective workforce planning that meets the needs of both current or future service developments.
	• Ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust
	• Participate in Pharmacy Services Continuing Professional Development/Continuing Education programmes
Performance and Quality	**Service Delivery and Improvement**
	• Manage specific work packages in the development of electronic medicines management systems in the Trust across key milestones from development and system configuration to clinical deployment.
	• Responsible for delivering and developing performance information and reports at specified milestones to the digital systems project Board
	• Monitor, measure, analyse and report on issues, project performance against plan and evaluation metrics.
	• Responsible for quality assurance from a pharmacy perspective, working with the Digital team, for new developments within the electronic medicines management system.
	• Develop and maintain links with other NHS trusts and healthcare organisations concerning electronic medicines management systems and liaise with all electronic medicines management system users
	• Responsible for the maintenance and development of the medicines database component of electronic prescribing.
	• Responsible for planning and organising own workload for their areas in accordance with the requirements of the job.
	• Ensure national and local agendas are delivered in relation to electronic medicines management systems.
	• Establish and develop processes for the setting of standards of service and manage changes that needs to occur to achieve these.
	• Promote Improvements in staff experience at work.
	• Collaborate on the production of business plans for advancements of electronic medicines management systems
	• **Liaise with external companies providing 3rd party support.**
	Risk Management and Governance

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	• Identify and manage digital systems risks and issues and escalate these via relevant digital systems/strategy boards where necessary • Lead a culture within Systems EPMA team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the Systems & Development Lead and other team leads in the delivery of the governance plan for the department • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place • Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile • Work collaboratively with colleagues to address complaints and incidents appropriately, lead the learning from such events to ensure that learning is achieved across the department **Corporate** • With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives • Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation
Financial and Physical Resources	• Identify and manage areas of potential cost-savings, and to implement systems to realise savings and contain prescribing costs. • Contribute to the development of policies to implement control of drug expenditure to ensure cost-effective prescribing. • Ensure that hardware associated with mobile devices is proactively monitored and appropriate alerting mechanisms are in-place and fully functional. • The role has budget responsibility in relation to the management of operational activities and is responsible for ensuring sufficient resource is forecast and budgeted by the Innovation and Transformation Team for new services, initiatives or systems • Ensure that budgets are managed in accordance with the

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	Trust's Standing Financial Instructions, working collaboratively with the finance lead, taking action where necessary to prevent or address variance in performance, and to incorporate recommendations of internal and external audit • Support the Systems & Development Lead to develop capital and revenue business cases for submission to the Associate Director (Digital Operations) for submission to the relevant committees
Personal Skills and Qualities	• Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands • Ability to work independently and make autonomous decisions • Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders • Ability to embrace, lead and drive change • Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role • Demonstrates a strong desire to improve performance and services

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

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	For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.

Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy. |
| **No Smoking** | To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.' |
| **Alcohol** | To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner.   Consumption of alcohol during work hours in not permitted. |
| **Confidentiality** | As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to nts/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust.   The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff. |
| **General Data Protection Regulation (GDPR)** | To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.

As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department. |
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.

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Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

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BAND:	**8A**
DEPARTMENT:	**SYSTEMS & DEVELOPMENT**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**SYSTEMS & DEVELOPMENT LEAD/CHIEF PHARMACIST**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR - DIGITAL OPERATIONS**

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/	• Educated to Masters degree level in Pharmacy or equivalent experience • Membership of the General	E	S/I

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Training	Pharmaceutical Council	E	S/I
	• Higher Degree/Diploma in Clinical Pharmacy/Diploma in Psychiatry	E	S/I
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continuing professional development	E	S/I
	• Member of CMHP/RPS faculty	D	S/I
	• Member of the RPSGB	D	S/I
	• Digital Service Management qualification or equivalent experience	D	S/I
Experience	• Demonstrable advanced experience of working with electronic medicines management systems for example, Wellsky, EMPA	E	S/I
	• Appropriate Mental and Community Health clinical experience and expertise	E	S/I
	• Experience of delivering training and education within medicines management	E	S/I
	• Experience of developing, implementing, monitoring and evaluating electronic medicines management systems	E	S/I
	• Demonstrable experience of service development/service review and leading on successful implementation of change	E	S/I
	• Experience of clinical practice in a variety of clinical specialism's	E	S/I
	• Experience of managing change	E	S/I
	• Identifying, reporting and monitoring risk	E	S/I
	• Proven experience of working in a management and leadership role	E	S/I
	• Experience of managing and leading and motivating a team	E	S/I
	• Leading service changes to improve performance	E	S/I
	• Responsible budget and budget setting	E	S/I
	• Identifying and interpreting national policy at implementing required changes	E	S/I
	• Risk management and governance	E	S/I
	• Experience of working in a digital department within health or social care sector	E	S/I
	• Business case development and annual planning	E	S/I

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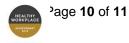|		D	S/I
		E	S/I
Knowledge and Skills	• Knowledge of quality improvement and how it supports patient care	E	S/I
	• Ability to demonstrate safe, clinically effective and efficient use of drugs for patients with mental health problems though use of electronic medicines management systems	E	S/I
	• Ability to demonstrable innovation and work across professional boundaries		
	• Report writing skills		
	• Knowledge and experience of using clinical systems RiO/EMIS	E	S/I
	• Ability to provide evaluated pharmaceutical and financial information in relation to electronic medicines management systems	E	S/I
		E	S/I
	• Advanced IT skills	E	S/I
	• Ability to influence senior pharmacy and medical staff, the multidisciplinary team and management	E	S/I
	• Excellent verbal and written communication skills across the organisation to board level and across other external organisations/agencies	E	S/I
	• Ability to rapidly analyse basic information and data and draw out the implications	E	
		E	
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Personal	• Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including	E	S/I

		ability to respond to unexpected demands		
		• Ability to work independently and make autonomous decisions	E	S/I
		• Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders	E	S/I
		• Ability to embrace, lead and drive change	E	S/I
		• Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term	E	S/I
		• Able to work flexibly to meet the demands of the role	E	S/I
		• Demonstrates a strong desire to improve performance and services	E	S/I

S: Shortlisting   I: Interview   T: Test

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