

JOB DESCRIPTION

JOB TITLE:	SENIOR SYSTEMS MANAGER
BAND:	8B
DEPARTMENT:	SYSTEMS AND DEVELOPMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SYSTEMS AND DEVELOPMENT LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Senior Systems Manager is a key member of the digital leadership team. The post holder will have an extensive understanding of application configuration, deployment, support, training, development, maintenance, and testing in an NHS Trust setting. The role is responsible for providing leadership, guidance, support or specialist knowledge to the key stakeholders and the Systems functions. The role includes responsibilities such as HR management, vendor management, financial management, and consistent service improvement for the Systems Team.

Responsible to the Systems and Development Lead, the post holder will manage all teams directly or through delegated responsibility within their relevant area. This includes supporting them in the delivery of business-as-usual objectives relating to the Systems & Development service. The role will also be responsible for working with the Clinical Systems Project Team on projects relating to the relevant clinical systems and interfaces.

The Systems team consist of specialist staff and functions; these include:

- Clinical Systems configuration & Helpdesk
- Clinical Systems Transformation, Deployment & training, maintenance, alerting & testing
- Vendor management
- Specialist Digital Staff

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 for key processes relating to Systems team in line with service level agreements, these include:

- Change Management
- Problem Management
- Incident Management
- Asset Management

The role will involve regular communication with internal and external stakeholders or suppliers. The post holder will provide expert technical advice, strong leadership and clear direction to the organisation, Digital Leadership team and stakeholders they manage. The role will work to establish and maintain excellent relationships with other partners and stakeholders.

This role is responsible for a number of complex functions and their delivery or performance, these include: -



- Lead, manage and motivate staff within their Systems Team to deliver and improve services.
- Supporting large scale application upgrades and replacements
- Responsible for the development of a renewal and upgrade schedule for Trust's Mental Health digital applications
- Assess the Systems Team functions on a regular basis to ensure they continue to meet necessary demands
- In collaboration with the other System Managers develop or maintain the Systems & Development service policies or procedures to increase efficiency, enhance workflow and improve customer satisfaction
- Coordinate the needs of in-house Digital experts, remote employees, vendors and contractors
- Communicate clearly with administrative staff, health care staff and vendors when required
- Work closely with business leads to determine the Clinical Systems, training & Deployment service maintenance and growth needs
- Provide Clinical Systems advice or guidance to the business, the technical teams and the programme teams

KEY RESPONSIBILITIES

- The effective technology performance of the Systems service
- Support the development of the Systems service roadmap to include the critical upgrade path and retiring of services and components
- Accountable for ensuring Systems service is up to date and secure, following best practice guidance and policy
- Accountable for the management of the Systems service, licensing, support, maintenance costs and contracts including appropriate cost saving initiatives
- Responsible for the management and reporting for the relevant boards and the onward governance structures
- Holds operational teams to account for performance, influencing and negotiating on the delivery of services

MAIN DUTIES AND RESPONSIBILITIES

<p>Management/ Leadership</p>	<ul style="list-style-type: none"> • Provide visible operational leadership and promote continual improvement in quality, performance and delivery of Trust objectives • Line management of staff within the relevant Clinical Systems Team, either directly or through delegated responsibility • Develop the business and planning processes throughout the Systems service to deliver services to required standards and within the available resource base • Develop processes in collaboration with the Digital management team for the Systems service (For example, Finance, HR or Estates) to jointly manage the business, delivery and development of services
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<p>Human Resources</p>	<ul style="list-style-type: none"> • Lead, manage and motivate staff within Systems Team to deliver and improve services • Work collaboratively with the Digital Leadership Team to ensure effective workforce planning that meets the needs of both current or future service developments, and to ensure that Systems Team staff receive appropriate education and training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust
<p>Performance and Quality</p>	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Ensure the efficient organisation of functions within the Systems Team, making best use of capacity to deliver activity within the terms of the Trust Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources • Operate as the champion for service modernisation and change sharing best practice, successes and learning across the functions or services. • Ensure the Systems Team meets the required performance standards • Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from standards or milestones <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • 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. <p>Corporate</p> <ul style="list-style-type: none"> • 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 divisional 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 organization
Financial and Physical Resources	<ul style="list-style-type: none"> Monitoring of budget in relation to the management of operational activities and will work with the Systems & Development Lead to ensure sufficient resource is forecast and budgeted by the programme management team for new services, initiatives or systems Monitoring expenditure to ensure budget compliance Ensure that unplanned variation in the Team delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken Work collaboratively with the Systems and Development Lead to lead in the development of cost improvement plans and their implementation as part of financial recovery processes Develop capital and revenue business cases for submission to the relevant boards
Personal Skills & Qualities	<ul style="list-style-type: none"> Personal presence and positive representative for the trust/department. Ability to give clear, effective and customer sensitive advice. Ability to communicate Digital issues to non-Digital staff. Enthusiasm for working collaboratively with other departments and organisations. A willingness to maintain and acquire new skills in the area of project management. Ability to develop effective working relationships with peers and management across the organisation.

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



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	<p>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.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>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.</p> <p>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.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	<p>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.'</p>
Alcohol	<p>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.</p>
Confidentiality	<p>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 patients/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.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>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.</p>
Safeguarding	<p>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.</p>
Service User and Carer Involvement	<p>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.</p>

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.
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	<p>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:</p> <p>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.</p> <p>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.</p>

PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
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	<p>clinical records systems across the Trust</p> <ul style="list-style-type: none"> • Resource planning including staff assignment to tasks and working with other Senior IM&T Staff to ensure that these are completed to schedule • Project management from one off projects to contributing to larger programmes involving data migration • Technical advice and support to managers on systems management issues • Planning and collaborating on data quality across Trust boundaries • In depth understanding of the current NHS agenda and healthcare policy including transformation and workforce • Understanding of the relationship between providers and commissioning organisations 	E	S/I
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Personal	<ul style="list-style-type: none"> • High level of analytical and problem solving skills – ability to analyse highly complex data/information/problems 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 • Negotiation on controversial issues including performance and change • Ability to embrace, lead and drive change in a complex environment • 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 • Able to lead and direct others to accomplish organisational goals and objectives 	E	S/I
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S: Shortlisting I: Interview T: Test

