JOB DESCRIPTION

JOB TITLE:	**SYSTEMS AND DEVELOPMENT LEAD**
BAND:	**8C**
DEPARTMENT:	**SYSTEMS AND DEVELOPMENT**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**ASSOCIATE DIRECTOR- DIGITAL OPERATIONS**
ACCOUNTABLE TO:	**CHIEF TECHNICAL OFFICER**

JOB SUMMARY

The Systems and Development Lead is a key member of the Digital Leadership team.

The role is responsible for providing senior leadership, guidance, support or specialist knowledge to the key stakeholders and the Systems and Development functions. The role includes responsibilities such as HR management, vendor management, financial management, and consistent service improvement for the Systems & Development service.

Working in a matrix management arrangement and responsible to the Associate Director - Digital Operations, the post holder will support the Systems teams in the delivery of business-as-usual objectives relating to the Systems & Development service. The role will also be responsible for working in collaboration with the Clinical Systems Programme Manager and Senior ICS Programme Manager on projects relating to the relevant clinical systems and interfaces.

The role will involve regular complex and highly confidential communication with internal and external stakeholders or suppliers. The post holder will provide expert technical advice, strong leadership and clear direction to the Digital Leadership team and senior colleagues across the Trust. The role will work to establish and maintain excellent relationships with other partners and stakeholders.

The Systems and Development Team comprises of:
- Systems (EPMA)
- Systems (EMIS & System One)
- Systems (RiO)
- Digital Development
- Clinical Systems Helpdesk
- Systems Training
- Transformation and Deployment Systems Administration

KEY RESPONSIBILITIES

- Effective technology performance of the Systems and Development team
- Delivery and performance of complex large scale application upgrades and replacements

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- Accountable for the development of a renewal and upgrade schedule for Trust's digital applications
- Work in collaboration with the Clinical Systems Programme Manager and Senior ICS Programme Manager on programmes/projects relating to the relevant clinical systems and interfaces
- Development of the System and Development service roadmap to include the critical upgrade path and retiring of services and components
- Overall responsibility for the management of Systems and Development service, deployment, support, training, development, maintenance and testing
- Management and reporting for the relevant boards, committees and the onward governance structures
- Assess the Systems and Development functions on a regular basis to ensure the necessary demands continue to be met
- Work collaboratively with the Systems Managers, Development Manager, Operational leads, and other colleagues to ensure that service delivery and improvement plans are developed, implemented and reviewed
- Oversee the development and updating of the Systems & Development service policies or procedures to increase efficiency, enhance workflow and improve customer satisfaction
- 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
- Drive transformational change within the Systems and Development team, ensuring behaviours and processes are appropriate to the overall culture and values of the Trust
- Work closely with business leads to determine the Systems & Development service maintenance and growth needs
- Provide Systems and Development expert advice or guidance to the senior team, business managers, technical managers and the programme and project managers
- Overall coordination of the needs of in-house digital experts, remote employees, vendors and contractors
- Clear and effective communication channels/methods are in place with administrative staff, health care staff and vendors when required
- Financial management of Systems & Development budget with established and maintained financial controls
- Holds Systems and Development Managers to account for performance, influencing and negotiating on the delivery of services
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values
- Deputises for Associate Director – Digital Operations as required

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	- Provide visible senior leadership and promote continual improvement in quality, performance and delivery of Trust objectives - Lead, manage, mentor and motivate staff within the Systems and Development service to successfully deliver and improve services

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	• Provide visible senior leadership and promote continual improvement in quality, performance and delivery of Trust Digital Strategy • Overall responsibility for the management of staff within the Systems and Development team, either directly or through delegated responsibility • Develop the business and planning processes throughout the Systems & Development 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 & Development service (For example, Finance, HR or Estates) to jointly manage the business, delivery and development of services
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. • Development of Training Needs Analysis to ensure that all staff receive appropriate education or training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust • Overall responsibility for ensuring adherence to Trust HR policies within the Systems & Development team and that appropriate action has been taken when necessary
Performance and Quality	**Service Delivery and Improvement** • Ensure the efficient organisation of functions within the Systems & Development service, 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 • Review national and local policies and assess local service delivery against these - when necessary, develop and implement action plans to ensure service models meet recommendations and standards • Operate as the champion for service modernisation and change sharing best practice, successes and learning across the functions or services. • Ensure the Systems & Development service 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 **Risk Management and Governance** • Lead a culture within Systems & Development Team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the Systems Managers 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

Inspected and rated Outstanding ☆ CareQuality Commission | disability confident EMPLOYER | POSITIVE ABOUT DISABLED PEOPLE | FOR HEALTHCARE LEADERS HSJ | BEST PLACES TO WORK | Stonewall DIVERSITY CHAMPION | MINDFUL EMPLOYER | HEALTHY WORKPLACE ACHIEVEMENT 2019 MAYOR OF LONDON

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	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 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	• Operate as accountable budget holder for the Systems & Development service budget and be accountable for all pay and non-pay expenditure • Ensure that budgets are managed in accordance with the 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 • • Ensure that unplanned variation in the Systems & Development service delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken • Work collaboratively with the Associate Director – Digital Operations 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	• Excellent analytical and problem-solving skills – ability to analyse highly complex data & sensitive information making high level judgements with appropriate timely responses to both planned and unexpected demands

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- High level of attention to detail
- Ability to work independently and make autonomous decisions
- Excellent 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 key internal and external stakeholders such as Directors and 3rd party suppliers
- 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
- Strong desire to improve performance and services
- Ability to develop and maintain 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 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. 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

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| | 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 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.

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.
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

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	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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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Masters level or equivalent experience	E	S/I
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• Further relevant training	E	S/I
	• Project Management Qualification	D	S/I
Experience	• extensive experience of system configuration, deployment, support, training, development and maintenance	E	S/I

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Category	Criteria		
	Experience of leading a testing team for clinical systems in an NHS Trust setting	E	S/I
	• Experience of leading on upgrading clinical systems in an NHS Trust setting	E	S/I
	• Responsibility for management of significant budget including budget setting and adhering to financial processes and procedures	E E	S/I S/I
	• Proficient in use of Digital systems	E	S/I
	• Proficient in use of Microsoft Office	E	S/I
	• Risk management and governance		
	• Proven experience of working in a senior management/leadership role	E	S/I
	• Experience of managing and motivating a large team or teams	E	S/I
	• Leading significant changes in practice in a complex environment to improve performance/services	E	S/I
	• Leading complex and multi faceted work streams	E	S/I
	• Identifying and interpreting national policy and implementing required changes	E	S/I
	• Business case development	E	S/I
Knowledge and Skills	• In depth understanding of change management	E	S/I
	• Financial procedures including budget setting and working knowledge of financial processes	E	S/I
	• In depth understanding of the current NHS agenda and healthcare policy including transformation and workforce	E	S/I
	• Good understanding of the relationship between providers and commissioning organisations	E	S/I
	• Demonstrable knowledge of service improvements and project management	E	S/I
Personal	• High level of analytical and problem solving skills – ability to analyse highly complex data & sensitive information and make high level judgements including ability to responding timely manner to planned and unexpected demands	E	S/I
	• High level of attention to detail	E	S/I
	• 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	E	S/I

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		negotiation at a high level with individuals and groups including stakeholders		
		• Negotiation on controversial issues including performance and change	E	S/I
		• Ability to embrace, lead and drive change in a complex environment	E	S/I
		• Ability to organise and prioritise own workload and direct the work of 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
		• Able to lead and direct others to accomplish organisational goals and objectives	E	S/I

S: Shortlisting   I: Interview   T: Test

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