





23. Lead on the development of escalation reports, providing timely information as requested by the Chief Information Officer for Board and sub-committee reporting
24. Working in conjunction with key stakeholders, lead on the setting of standards for the implementation and enhancement of new systems or system upgrades, ensuring clear and concise guidance is produced for stakeholder consumption.
25. Represent each Trust at local, regional and national meetings in relation to digital systems and associated processes as required.

### Operational Management

26. Lead on the development of training and testing practices across both Trusts, ensuring new approaches are considered, reducing duplication where possible across organisations.
27. Work with other interdependent departments to remove any barriers to improvement.
28. Ensure IT general controls (including standard operation procedures) are in place for all Digital led systems, including the testing and implementation of routine upgrades reducing the risk of systems becoming out of support. Standard practices across both organisations wherever possible.
29. Ensure business continuity plans are in place for critical digital systems as outlined within Business Continuity Plans at each organisation.
30. Leadership and oversight of teams in the continued development of operational resilience for mission critical patient systems.
31. Ensure routine contract reviews with critical digital system suppliers are maintained including annual assurance on supplier activities around areas such as cyber resilience.
32. Lead on ensuring each Trust remains compliant with any nationally mandated changes which impact on digital systems that the Trusts use

### Leadership, Management and Professional Responsibilities

33. Have full managerial responsibility for direct line reports including appraisals, professional development, succession planning, performance management and recruitment. Support direct line

43. Be able to communicate clearly and concisely to a wide range of groups at all levels throughout each Trust, e.g. presenting business cases, engaging with national initiatives, lead on system issue resolution and escalation
44. The post holder will be required to communicate orally and in writing to a range of meetings including Digital Steering Group and deputise for the Chief Information Officer as required.
45. Maintain good working relationships with clinical and non-clinical staff at all levels within both Trusts and externally, including:
  - Chief Information Officer
  - Chief Digital Officer
  - Chief Clinical Information Officers, Chief Nursing Information Officers and other clinical digital lead roles
  - Clinicians, in particular clinical leads both at each Trust and in the ICS.
  - Executive Directors
  - Digital senior managers in particular the Technical Architect and Head of IT Operations at each organisation
  - Divisional Management Teams
  - Procurement and finance
  - Digital department staff
  - External Suppliers
  - National regulators such as NHS England/Improvement

#### **Working Conditions and Effort**

46. This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and senior managers
47. The role requires flexibility in approach with working hours with occasional evening and weekend working being required

## Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the



## Knowledge and Skills

- Demonstratable skills in diplomacy at all levels of the organisation.
- Ability to provide and receive highly complex, highly sensitive or highly contentious information where there are significant barriers to acceptance, which need to be overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere. E.g. when conveying highly contentious information in an atmosphere of proposed major change.
- Ability to give formal presentations to large groups, managing and reconciling conflicting views where there are significant barriers to acceptance and/or understanding, in a hostile, antagonistic or highly emotive atmosphere.
- Ability to analyse highly complex facts or situations requiring analysis, interpretation and comparison of a range of options, and make judgements where expert opinion may differ, e.g. service, organisational and staffing issues.
- Ability to take theoretical concepts and designs to consider the opportunities and risk to organisations.
- Track record of developing constructive relationships with senior stakeholders, working across organisational boundaries
- Good understanding of the provision of IT services and the role of IT in the development of strategy and plans for IT healthcare.
- Expert knowledge of programme management, change management and benefits realisation best practices
- Ability to manage multiple projects simultaneously.
- Ability to translate business and clinical requirements, into operational priorities and system requirements/designs.