

# JOB DESCRIPTION

| JOB DETAILS                   |                                                |
|-------------------------------|------------------------------------------------|
| <b>Job Title</b>              | Head of Design & Delivery                      |
| <b>Reports to</b>             | Divisional Director, Clinical Digital Services |
| <b>Band</b>                   | Band 8c (Subject to consistency)               |
| <b>Department/Directorate</b> | Clinical Digital Services, Corporate Services  |

| JOB PURPOSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>As Head of Design and Delivery, you be responsible for the strategic and operational delivery of the One Devon Acutes Electronic Patient Record (EPR) design, configuration and transformation to support the successful optimisation and transformation of Epic. You will lead the EPR Configuration team and ensure that the EPR is efficiently and effectively maintained and continually developed to support the delivery of safe, effective and sustainable clinical and operational practices across Devon.</p> <p>Working closely with colleagues across Torbay and South Devon, Royal Devon and University Hospitals Plymouth, you will help ensure Epic continues to support care that is clinically safe, operationally effective and financially sustainable across the Devon system.</p> |

| KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <ul style="list-style-type: none"> <li>• Act as the senior leader and advisor for the Epic EPR ensuring that Royal Devon (RDUH), Torbay and South Devon (TSDFT) and University Hospitals Plymouth (UHP), provide a continuously improving system to support the delivery of safe patient care.</li> <li>• Responsible for leading effective multidisciplinary application, configuration and optimisation teams with overall responsibility to ensure that that Epic is maintained and developed in line with clinical, operational and digital priorities.</li> <li>• Provide strategic direction for system design, configuration standards, release management, testing, training, change control and benefits-led optimisation.</li> <li>• Confidently lead multidisciplinary teams, managing competing priorities, working across organisational boundaries and providing assurance to senior governance groups.</li> <li>• Lead the design and configuration specialist managers, ensuring their teams maintain the design integrity and safe operation of Epic clinical modules.</li> <li>• Act as an ambassador for the One Devon Acutes EPR service, championing safe, standardised and benefits-led use of Epic across Devon.</li> <li>• Working autonomously and making decisions within Scheme of Delegation and in compliance with Trust policies, in the areas that affect the operational working, and improvement of EPR services</li> <li>• Maintain full Epic accreditation, certification and continuing professional development for this role, ensuring expertise remains current as the system evolves.</li> <li>• Support governance activities within the EPR, particularly data quality data quality, monitoring areas of risk and providing assurance at both system and trust wide level.</li> <li>• Act as an Epic subject matter expert, maintaining highly specialist configuration knowledge to provide informed leadership, support safe optimisation and assist with complex troubleshooting.</li> <li>• Provide robust architectural oversight of system configuration to ensure optimal workflows are developed and maintained across applications.</li> <li>• Use expert clinical and/or operational experience to guide configuration and wider teams, supporting clinical pathways and processes through the design, build, optimisation and training of Epic modules.</li> <li>• Performance manage and meet regularly with Senior Configuration Managers to track BAU service objectives, optimisation priorities, risks, issues and delivery against plan for agreed work programmes.</li> <li>• Ensure specified requirements are reliable, robust and appropriately assured before release into production.</li> <li>• Work with the One Devon Digital leadership team to ensure the smooth, safe and effective operation of the live EPR service.</li> </ul> |

- Liaise with system suppliers to represent organisational interests and support the monitoring and management of service level agreements and contracts.
- Produce business cases in line with agreed processes, involving key stakeholders as appropriate.
- Provide detailed performance and progress reporting for configuration teams, escalating issues to the leadership team as required.
- Direct Senior Configuration Managers to ensure delivery against regional digital objectives.
- Ensure Senior Configuration Managers and wider configuration teams take responsibility for data quality and accurate, timely recording of written and electronic information.
- Always Represent the One Devon EPR service professionally and consistently.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: One Devon Acutes EPR Configuration team

No. of Staff reporting to this role: Direct reportees: 4.0 WTE

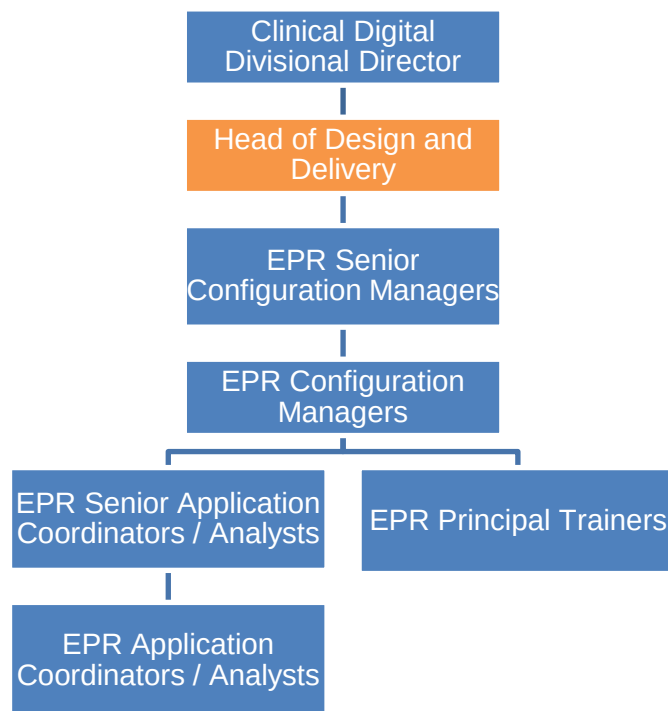
Total team headcount:176 WTE

The post holder is required to deal effectively with staff of all levels and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

| Internal to the Trust                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | External to the Trust                                                                                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>• Divisional Director - Clinical Digital Services</li> <li>• Chief Clinical Information Officer</li> <li>• Chief Nursing Information Officer</li> <li>• Chief Medical Officer (Digital &amp; Research)</li> <li>• Associate CNIO / Clinical Safety Officer</li> <li>• Executive / Non-Executive Directors</li> <li>• Senior NMAHP Information Officers</li> <li>• Senior Medical Information Officers</li> <li>• Senior Configuration Managers</li> <li>• Digital Services, Data &amp; Analytics</li> <li>• Associate Director for Transformation</li> <li>• Care Group Directors</li> <li>• Care Group Directors of Patient Care</li> <li>• Care Group Deputy Medical Directors</li> <li>• Corporate Directors</li> <li>• Care Group senior leadership teams</li> <li>• Leads for Patient Safety and Patient Experience</li> <li>• Senior Nursing and Allied Health Professionals staff</li> <li>• Care Group Managers and management teams</li> <li>• Senior Finance, Digital &amp; People personnel</li> <li>• Staff side representatives</li> </ul> | <ul style="list-style-type: none"> <li>• Epic</li> <li>• Wider Devon ICS Partners – Providers, Local Authority and ICB</li> <li>• External Suppliers/ consultants</li> <li>• Other NHS Trusts</li> <li>• NHS England</li> <li>• Department of Health and Social Care</li> <li>• Trade Unions</li> <li>• External suppliers</li> </ul> |

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Leads the EPR Configuration team, working independently and autonomously on all aspects of role, exercising maximum autonomy and control whilst recognising when it is appropriate to escalate programme successes, issues and risks to the Divisional Director for Clinical Digital Services, Chief Information Officers, Chief Medical Officer (Research and Digital) and other One Devon Acutes Senior Leaders and Executive Directors.
- Ensures national and corporate requirements that regulate or govern the EPR system are interpreted, communicated and planned for the One Devon Acutes EPR (e.g. Mandated Patient Safety, NHSE).
- Interpret general health policies to support clinical pathway redesign, service improvement and BAU optimisation.
- Engage with other Epic organisations to identify national and international best practice and embed learning within the Devon EPR service.

## COMMUNICATION/RELATIONSHIP SKILLS

- Manage communications with configuration team staff to support effective delivery of team objectives.
- Maintain and manage effective, productive working relationships with operational, clinical and digital teams, EPR workstreams, stakeholder groups, IM&T teams and external organisations, including Epic and other system suppliers, to support BAU operations, optimisation, future change and successful delivery of EPR service objectives.
- Use effective conflict resolution strategies where there are barriers to understanding, agreement or adoption.
- Utilise negotiation and diplomacy skills to convey often contentious information in an atmosphere of proposed major change.
- Build and maintain excellent working relationships with a broad range of internal and external stakeholders. This includes facilitating supportive discussions between teams, challenging the status quo and supporting difficult conversations regarding performance, productivity and service change.
- Engage with the Board, Executive and senior leaders within the Trust and with commissioners and relevant external partners and effectively communicate with all programme stakeholders ensuring full awareness of and engagement with the programmes. This includes presenting highly complex information, highlighting interdependencies and barriers to progress and briefing on performance targets, compliance, Trust risks and assurances.

- Effectively translate highly complex technical aspects of application design, optimisation and release management into understandable concepts and language for senior leaders, clinical services, operational teams and other stakeholders.
- Present information about plans, developments and complex concepts to large groups across the organisation and wider system.
- Initiate, arrange and chair meetings with senior multidisciplinary colleagues across RDUH, TSDFT and UHP, including digital, operational, clinical and supplier teams, to support safe design, delivery, optimisation and support of Epic modules.
- Network within and outside the organisation to identify technological opportunities, emerging trends and best practice.
- Work closely with Chief Information Officers, senior digital leaders and other stakeholders to ensure application design and delivery support strategic pathway and workflow redesign ambitions.
- Proactively collaborate with colleagues and key stakeholders to provide assurance to them that information is being provided in a timely way and deadlines are being met.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Analyse highly complex, and often conflicting information from a variety of sources to support the development of project plans and proposals and monitor progress.
- Responsible for maintaining awareness of national and strategic agendas across all decision makers and senior leads at the Trust to enable informed decision making and horizon scanning of the strategic environment.
- Safeguard the transition of changes into production by applying robust testing disciplines, configuration control and release management.
- Analyse test activity, progress and variances, making recommendations to maintain schedules and escalating risks or issues to support data integrity and safe delivery.
- Interpret highly complex data models to understand workflows, dependencies and transaction triggers.
- Make strategic and complex judgements about Epic application design, delivery and optimisation, including how modules should be designed and mapped into clinical and business processes where there may be a range of options and limited local precedent, to support safe patient care.
- Provide expert advice on Epic applications and associated workflows.
- Identify training and skills requirements for service activity, releases and optimisation work, ensuring appropriately skilled staff are involved.
- Regularly assess risks to progress and service delivery, responding to and escalating issues as appropriate
- Provide subject matter expertise to relevant One Devon Acutes EPR governance groups in relation to security, configuration and service assurance.

#### **PLANNING/ORGANISATIONAL SKILLS**

- Effectively lead the Trust-wide and multi-year EPR agreed programmes of work for One Devon Acutes EPR and ensure that the EPR team implement effective programmes /project work through robust management and a strong governance and oversight framework.
- The significance of the EPR projects / programmes will often require plans to be presented to the respective One Devon Acutes EPR Boards (as detailed in the governance reporting structure) and occasionally regulators, i.e. NHS England and commissioning bodies.
- Responsible for scoping complex and multi-faceted programmes and then agreeing with leads the delivery objectives of the supporting workstreams or projects and securing the resources to ensure successful delivery.
- Manage the strategic planning of EPR design, build, optimisation, release and support activity to meet agreed BAU service priorities.
- Adjust plans and strategies when necessary to meet service needs, operational priorities and changing system requirements.
- Plan and allocate work packages to Senior Configuration Managers and the wider application, configuration, testing, training and support teams within the BAU EPR service.
- Ensure any operational service change is factored into Epic licensing where appropriate in response to national and local requirements. This will be particularly pertinent to changes in patient activity.
- Manage delivery against challenging service, release, optimisation and change timelines.

- Manage and deliver against BAU work programmes, optimisation priorities, release schedules and agreed service objectives

#### **PATIENT/CLIENT CARE**

- There may be significant interaction with patient representatives and clinical stakeholders during the ongoing optimisation and development of patient-facing digital services, including MyChart. This may include giving non-clinical advice.

#### **POLICY/SERVICE DEVELOPMENT**

- Responsible for the development and maintenance of an assurance framework and associated reporting for Epic application design, optimisation and service performance, providing assurance to the One Devon EPR leadership team. This will include developing a suite of corporate programme materials, documents, report templates and pro-formas.
- Responsible for leading the development of policies and procedures that support the safe, effective and consistent operation of the One Devon EPR service, including the development and implementation of programme methodology as well as other applicable benefits realisation toolkits. These will contribute to and ensure compliance with corporate policies and will include:
  - Policies, SOPs and procedures for testing, release management and safe transition into live service.
  - Policies and SOPs for application design, stakeholder engagement and ongoing optimisation.
  - Policies and SOPs for ongoing release management, training, security and EPR standards across services.
- Work with Clinical Safety Officers, the business as usual (BAU) EPR service, operational staff and partner organisations to create, maintain and improve policies, SOPs and procedures for Epic EPR, ensuring they support patient safety, ongoing application design, optimisation, release management, support and clinical pathway change.
- Work with other digital and operational leads to ensure readiness for major releases, upgrades, optimisation changes and any future implementation activity.
- Ensure robust training, guidance and knowledge transfer are available to support effective adoption of approved system changes.

#### **FINANCIAL/PHYSICAL RESOURCES**

- Accountable for the financial management of the budget (>£20M) associated with the BAU EPR design, configuration, optimisation and support service.
- Monitor these budgets, supplying detailed financial analysis for the One Devon EPR leadership team and partner organisations.
- Prepare and submit business cases for new developments, optimisation activity, service improvements and future EPR change requirements.
- Use Unit 4 or similar finance systems to support budget monitoring and reporting where required.

#### **HUMAN RESOURCES**

- Accountable for the recruitment, retention, development and workforce planning of the application, configuration and optimisation teams required to deliver the BAU EPR service.
- Proactively line manage, and mentor Senior Configuration Managers meeting with them regularly to discuss and track BAU service objectives, optimisation of priorities, risks, issues and delivery to planned timelines for agreed configuration teamwork programmes.
- Ensure that personal development reviews are completed and supporting appropriate management of HR matters, including performance, grievance, disciplinary, redeployment and redundancy processes.
- Assign BAU, optimisation, release and future change work packages to Senior Configuration Managers and the wider team, monitoring delivery efficiently and effectively.
- Ensure configuration team members remain compliant with mandatory training and maintain Epic certification where required.

#### **INFORMATION RESOURCES**

- Responsible for the management and development of information systems across the organisation as the major job responsibility

- Monitor system configuration, optimisation, release activity and validation, providing regular reports to executive and operational governance groups and escalating issues and risks appropriately.
- Develop and maintain an EPR system development and optimisation roadmap, agreed through relevant digital, clinical and operational governance routes.
- Provide second-line support for Epic modules following appropriate certification and training.
- Ensure configuration teams configure and maintain the system in line with agreed best practice, the Clinical Design Authority and relevant One Devon governance structures.
- Provide oversight of the operation, optimisation, release management and system management of the Epic EPR system.
- Data input and analysis will be significant, both in terms of supporting configuration and optimisation activity and in designing relevant reports, spreadsheets and analyses to provide assurance of service performance.
- Ensure Epic modules comply with national information standards, legislation including UK GDPR, and agreed approaches to access, security, design and build across the Epic system.
- Manage the provision and analysis of service performance data to inform service improvements and enhance client and user experience.
- Ensure that appropriate documentation is in place prior to any release, upgrade, optimisation change or major service change affecting the design, delivery and build environments.
- Work with the senior digital leadership team to ensure relevant governance groups receive appropriate performance monitoring data for the live EPR service.
- Gather information from service requests, action logs, risks and exception reports to inform discussions with suppliers and system designers about future product developments.
- Ensure all data, whether written or electronic, is recorded accurately and in a timely manner, supporting the wider responsibility for data quality.

## **RESEARCH AND DEVELOPMENT**

- Regularly undertake surveys, audits and research to support monitoring, optimisation, assurance and continued BAU delivery of the application modules.

## **PHYSICAL SKILLS**

- Possess advanced keyboard skills, to support the use of Microsoft Office (PowerPoint, Word, Excel, Outlook & Teams), Epic and other technical applications as required

## **PHYSICAL EFFORT**

- Carry out tasks involving a mixture of sitting, standing and walking.
- Requirement to travel to other sites as required.

## **MENTAL EFFORT**

- Prolonged and frequent requirement for concentration including chairing of meetings, completing complex tasks, organising inter-dependent projects and engaging with multiple internal and external stakeholders and suppliers (other duties noted above).
- Attend and actively engage in senior level meetings requiring sustained concentration and participation. The post holder will be expected to frequently exert prolonged concentration when attending senior meetings, Board meetings and external events

## **EMOTIONAL EFFORT**

- The postholder may be required to have difficult performance conversations with senior configuration managers, configuration managers, other team members and senior operational leads to ensure milestones are met.
- The postholder will at times be required to complete tasks which are emotionally demanding and require an empathetic and compassionate response, for example team delivery under deadline pressure and values-led leadership.
- There will be frequent circumstances where the post holder has to impart unwelcome, contentious or difficult news about performance, investigations or unachieved outcomes.

## **WORKING CONDITIONS**



- VDU user, mainly office based with visits to other trust locations and national / regional events as required.

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

## **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

| <b>Job Title</b>                                                                                                                                                                                                                                                         | Head of Design and Delivery |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-----------|
| Requirements                                                                                                                                                                                                                                                             | Essential                   | Desirable |
| <b>QUALIFICATION/ SPECIAL TRAINING</b>                                                                                                                                                                                                                                   |                             |           |
| <ul style="list-style-type: none"> <li>Educated to Masters level and/or equivalent relevant professional (operational) experience.</li> </ul>                                                                                                                            | ✓                           |           |
| <ul style="list-style-type: none"> <li>Evidence of management and leadership development geared towards senior posts.</li> </ul>                                                                                                                                         | ✓                           |           |
| <ul style="list-style-type: none"> <li>Epic Certification in at least one of the core clinical applications*<br/>*NB Epic certification must be achieved within 12 months of start date.</li> </ul>                                                                      |                             | ✓         |
| <ul style="list-style-type: none"> <li>PRINCE 2 Foundation Level or similar project management qualification</li> </ul>                                                                                                                                                  |                             | ✓         |
| <ul style="list-style-type: none"> <li>Clinical / Operational professional qualification</li> </ul>                                                                                                                                                                      |                             | ✓         |
| <ul style="list-style-type: none"> <li>Evidence of continued professional and personal development.</li> </ul>                                                                                                                                                           | ✓                           |           |
| <b>KNOWLEDGE/SKILLS</b>                                                                                                                                                                                                                                                  |                             |           |
| <ul style="list-style-type: none"> <li>Extensive knowledge of clinical, administrative and operational workflows and processes within a hospital environment</li> </ul>                                                                                                  | ✓                           |           |
| <ul style="list-style-type: none"> <li>Extensive experience of implementing, managing, optimising or supporting clinical systems within a hospital environment that directly impact patient care</li> </ul>                                                              | ✓                           |           |
| <ul style="list-style-type: none"> <li>Excellent managerial strategic based operational or clinical knowledge of Clinical/Digital departments</li> </ul>                                                                                                                 | ✓                           |           |
| <ul style="list-style-type: none"> <li>Good knowledge of managing complex, strategic projects or areas of complex working practices</li> </ul>                                                                                                                           | ✓                           |           |
| <ul style="list-style-type: none"> <li>Robust knowledge and application of performance management, risk management and governance frameworks.</li> </ul>                                                                                                                 | ✓                           |           |
| <ul style="list-style-type: none"> <li>Demonstrable track record of successful change management achievements associated with business and service improvements.</li> </ul>                                                                                              | ✓                           |           |
| <ul style="list-style-type: none"> <li>Strong analytical skills with the ability to analyse, disseminate and present complex information, written and verbal.</li> </ul>                                                                                                 | ✓                           |           |
| <ul style="list-style-type: none"> <li>Ability to prioritise conflicting agendas and maintain momentum.</li> </ul>                                                                                                                                                       | ✓                           |           |
| <ul style="list-style-type: none"> <li>Knowledge and understanding of the context of healthcare within the Southwest and nationally.</li> </ul>                                                                                                                          | ✓                           |           |
| <ul style="list-style-type: none"> <li>IT literate to an excellent standard with Microsoft products.</li> </ul>                                                                                                                                                          | ✓                           |           |
| <ul style="list-style-type: none"> <li>Able to demonstrate a good understanding of Information Governance and risk management</li> </ul>                                                                                                                                 | ✓                           |           |
| <ul style="list-style-type: none"> <li>Ability to articulate a clear sense of direction and developing strategic &amp; operational plans to achieve success.</li> </ul>                                                                                                  | ✓                           |           |
| <ul style="list-style-type: none"> <li>Evidence of collaborative working with emphasis on empowerment and partnership working.</li> </ul>                                                                                                                                | ✓                           |           |
| <ul style="list-style-type: none"> <li>Capable of analysing or interpreting complex facts and decide on a course of action in situations when there may be a range of expert, conflicting, opinions.</li> </ul>                                                          | ✓                           |           |
| <ul style="list-style-type: none"> <li>Proven influencing and persuasion skills.</li> </ul>                                                                                                                                                                              | ✓                           |           |
| <b>EXPERIENCE</b>                                                                                                                                                                                                                                                        |                             |           |
| <ul style="list-style-type: none"> <li>Evidence of experience of working at a senior level within Healthcare</li> </ul>                                                                                                                                                  | ✓                           |           |
| <ul style="list-style-type: none"> <li>Proven experience and ability in managing operational performance, delivering high quality services within a complex financial environment, and managing large resources to deliver sustainability and value for money</li> </ul> | ✓                           |           |
| <ul style="list-style-type: none"> <li>Evidence of setting, and achieving ambitious, attainable targets.</li> </ul>                                                                                                                                                      | ✓                           |           |
| <ul style="list-style-type: none"> <li>Evidence of leading and implementing innovative solutions and complex change designed to improve quality and service within tight financial constraints.</li> </ul>                                                               | ✓                           |           |



|                                                                                                                                                                      |   |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
| • Evidence of implementing corporate strategies with a track record of success in delivering against national and local targets.                                     | ✓ |  |
| • Wide-ranging senior operational managerial and leadership experience within a healthcare setting.                                                                  | ✓ |  |
| • Experience of improvement measurement systems and understanding of the role of measurement in performance improvement.                                             | ✓ |  |
| • Experience of managing large numbers of staff and multi-disciplinary teams.                                                                                        | ✓ |  |
| <b>PERSONAL ATTRIBUTES</b>                                                                                                                                           |   |  |
| • Excellent organisational and time management skills.                                                                                                               | ✓ |  |
| • Intellectual flexibility, including the ability to understand both operational detail and wider strategic visions and to articulate these to others.               | ✓ |  |
| • Ability to cope with ambiguity and perform through uncertainty.                                                                                                    | ✓ |  |
| • Political awareness.                                                                                                                                               | ✓ |  |
| • The ability to build successful relationships between and within organisations.                                                                                    | ✓ |  |
| • Commitment to public service values.                                                                                                                               | ✓ |  |
| • Ability to inspire others and lead by example, including demonstrable range of leadership styles appropriate to situations.                                        | ✓ |  |
| • Exemplary personal integrity and standards of conduct and behaviour.                                                                                               | ✓ |  |
| • Personal credibility, with the ability to quickly gain the confidence of others, including clinicians, managers, staff, patients, relatives and users of services. | ✓ |  |
| • Ability to compromise, balancing the needs of the care group with those of the Trust and wider system                                                              | ✓ |  |
| • High levels of personal resilience and tenacity.                                                                                                                   | ✓ |  |
| • Able to work as a team member                                                                                                                                      | ✓ |  |
| <b>OTHER REQUIREMENTS</b>                                                                                                                                            |   |  |
| • Participate in the Configuration team on-call rota                                                                                                                 | ✓ |  |
| • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.                                            | ✓ |  |
| • Ability to travel to other locations as required.                                                                                                                  | ✓ |  |

|                                                                                        |   | FREQUENCY                                 |   |   |   |
|----------------------------------------------------------------------------------------|---|-------------------------------------------|---|---|---|
|                                                                                        |   | (Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
| WORKING CONDITIONS/HAZARDS                                                             |   | R                                         | O | M | F |
| <b>Hazards/ Risks requiring Immunisation Screening</b>                                 |   |                                           |   |   |   |
| Laboratory specimens                                                                   | N |                                           |   |   |   |
| Contact with patients                                                                  | N |                                           |   |   |   |
| Exposure Prone Procedures                                                              | N |                                           |   |   |   |
| Blood/body fluids                                                                      | N |                                           |   |   |   |
| <b>Hazard/Risks requiring Respiratory Health Surveillance</b>                          |   |                                           |   |   |   |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |                                           |   |   |   |
| Respiratory sensitisers (e.g. isocyanates)                                             | N |                                           |   |   |   |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)                | N |                                           |   |   |   |
| Animals                                                                                | N |                                           |   |   |   |
| Cytotoxic drugs                                                                        | N |                                           |   |   |   |
| <b>Risks requiring Other Health Surveillance</b>                                       |   |                                           |   |   |   |
| Radiation (>6mSv)                                                                      | N |                                           |   |   |   |
| Laser (Class 3R, 3B, 4)                                                                | N |                                           |   |   |   |
| Dusty environment (>4mg/m3)                                                            | N |                                           |   |   |   |
| Noise (over 80dBA)                                                                     | N |                                           |   |   |   |
| Handheld vibration tools (=>2.5 m/s2)                                                  | N |                                           |   |   |   |
| <b>Other General Hazards/ Risks</b>                                                    |   |                                           |   |   |   |
| VDU use (> 1 hour daily)                                                               | Y |                                           |   |   | x |
| Heavy manual handling (>10kg)                                                          | Y | x                                         |   |   |   |
| Driving                                                                                | Y |                                           |   | x |   |
| Food handling                                                                          | N |                                           |   |   |   |
| Night working                                                                          | N |                                           |   |   |   |
| Electrical work                                                                        | N |                                           |   |   |   |
| Physical Effort                                                                        | Y |                                           | x |   |   |
| Mental Effort                                                                          | Y |                                           |   |   | x |
| Emotional Effort                                                                       | Y |                                           |   |   | x |
| Working in isolation                                                                   | Y | x                                         |   |   |   |
| Challenging behaviour                                                                  | Y |                                           | x |   |   |