



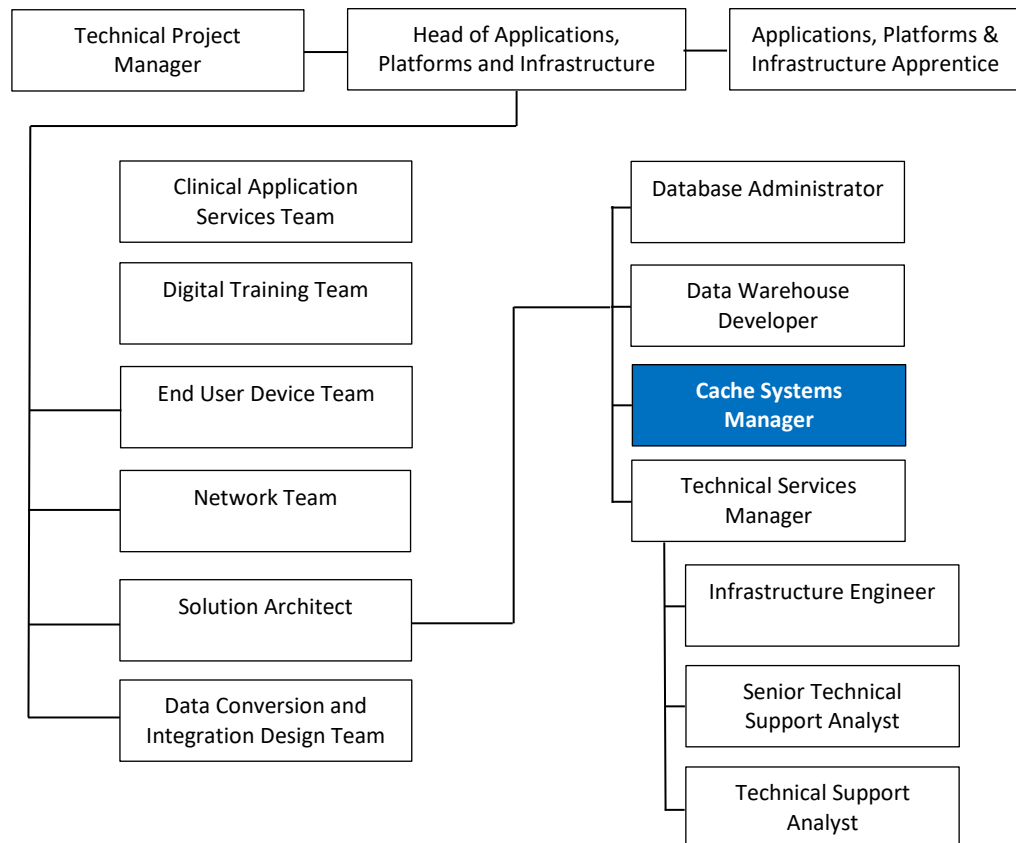
Royal Devon and Exeter
NHS Foundation Trust

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS	
Job Title	Caché System Manager
Reports to	Solution Architect
Band	8a
National Job Profile used	IM&T Consultant
Department/Directorate	Digital Services Division

JOB PURPOSE	
The Caché System Manager will report to the Solution Architect and be responsible for the implementation and administration of the strategic Operational Database (ODB) environments (Caché). The ODB is a critical core component of the Trust's systems and so maintaining high levels of availability and performance is key to the success of the solution. Any delays in the delivery of the warranted environment for Trust would adversely affect digital service delivery so implementation to tight timescales will be required. The post holder will be responsible for the creation, configuration and on-going management of the ODB environments that serve production, reporting, DR, training and non-production requirements. Proactive monitoring and the implementation of defined and documented processes and procedures will be required to ensure 99.9% availability. The post holder will be required to be proactive in terms of responding to issues, engaging in capacity planning exercises, collaborating across the technical teams as well as with 3rd party solution providers, automating processes where possible and participating in DR and business continuity tests. This role is a key technical and operational role within the Applications, Platforms and Infrastructure Team.	
KEY WORKING RELATIONSHIPS	
Internal to the Trust Divisional Directors Trust Service Managers Information Asset Owners Digital Services Division Finance Department Procurement Department Internal Committees and Governance meetings Trust User Base	External to the Trust External Clients and Partners 3rd Party Service and Solution Providers NHS Digital and NHSX NHS England and NHS Improvement Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Creating and managing the ODB environments that serve production, reporting, disaster recovery, training and non-production needs;
- Proactive monitoring of the environment in order to ensure an availability SLA of 99.9% and performance within the agreed SLA;
- Deliver suitable reporting mechanisms such that the organisation can be assured of the system meeting the agreed availability and performance requirements, but more importantly to actively manage that reporting and monitoring in order to analyse root causes for problems and to implement plans to remediate them;
- Management and deployment of Caché and Trust upgrades and updates to production and non-production environments. Epic upgrades occur on an 8 week cycle;
- Provision of on-going BAU support for the system both in-hours and out-of-hours as part of the on-call team;
- Document and maintain processes, procedures, and architectural documentation related to the solution actively;
- Work with the Divisional teams in order to promote understanding of the ODB role within the Trust systems, and to ensure that the BAU teams are able to take on a supporting role in the on-going management of the solution;
- Follow 3rd party vendor and Epic best practices for hardware and software configuration;
- Attend seminars, user groups and meetings on relevant topics;
- Be an Epic EPR subject matter expert on the Chronicles technologies;
- Ensure compliance with the Trust Governance Procedures, Policies and Standards for data loads and interfaces;
- Act as an ambassador for the Trust's Digital Services Division at all times;

- Undertake additional, specific programme and project work in support of the Division under the direction of the CIO, Deputy CIO, Head of Applications, Platforms and Infrastructure Services, together with Programme and/or Clinical Leads.

COMMUNICATION/RELATIONSHIP SKILLS

- Foster and develop good working relationships and communications between the Divisional teams and end users;
- Establish productive working relationships with 3rd party technical leads;
- Ensure that robust, documented change control procedures are embedded into the programme of work for the Division;
- Ensure effective communication throughout all programme implementations, and beyond, with the BAU teams in order to ensure a successful go-live and effective support thereafter;
- Negotiate, advise and instruct where required with teams to ensure they understand the requirements of key Trust solutions, such as Epic;
- Effectively translate highly technical aspects of the of the ODB architecture design into understandable concepts and language for other members of the Programme teams.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse highly complex performance models to in order to optimise database performance and ensure non-stop availability;
- Analyse where tasks (ranging from highly complex to simple) can be automated or scripted in order to ensure consistency and efficiency, and write scripts and processes to implement that automation;
- Be an Epic EPR subject matter expert on the Chronicles operational database environment.

PLANNING/ORGANISATIONAL SKILLS

- Create and adapt complex plans for the delivery of the strategic Trust operational environments to meet the agreed warranted environment standards;
- Plan and deliver handover sessions for the BAU teams in order to promote understanding of the solution and provide for effective support following the implementation;
- Manage system monitoring reports actively in order to analyse root causes for problems and implement plans to remediate them;
- Be a significant influence in the capacity planning exercises with internal teams at all levels, as well as 3rd party solution providers, in order to ensure availability and performance standards are not compromised by planned changes;
- Plan and implement on-going upgrades and updates to the strategic operational environments, ensuring that patient safety is not compromised.

PHYSICAL SKILLS

- Ability to lift and carry IT equipment on occasional basis;
- Advanced key board skills are required, with the additional ability to operate and interact with a number of complex systems at the same time.

PATIENT/CLIENT CARE

- Patient contact is incidental.

POLICY/SERVICE DEVELOPMENT

- Working with the Data Conversion and Integration Design and Technical Design Leads to:
 - Produce technical architecture documents (TADs) that define the ODB environments;

- Produce SOPs for the operation of the warranted environment;
- Produce SOPs for backup, recovery and restoration of the EPR operational environment.

FINANCIAL/PHYSICAL RESOURCES

- Accountability for the purchase and management of the Caché assets which include licensing and hardware platforms;
- Responsible for the safe operation of the Caché database environment that supports the Trusts strategic platforms.

HUMAN RESOURCES

- Provision of regular update training (formal and informal) to service desk and technical support teams to ensure that the operational database environments are supported and maintained 24/7.

INFORMATION RESOURCES

- Ensure that certified processes, procedures and architectural documentation are in place prior to go-live;
- Run highly complex database queries to extract data for audit and performance monitoring;
- Analyse and present performance monitoring data to evidence potential risks and influence service improvements;
- Ensure that all elements of the Epic warranted environment is consistent with BAU asset and maintenance contracts registers;
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
- Support the Information Governance Manager in delivering the Data Security and Protection Toolkit (DSPT) requirements relating to IT Applications, Platforms and Infrastructure.

RESEARCH AND DEVELOPMENT

- Technical research will be required on an ad hoc basis;
- Technical competence will be required to be maintained through on-going attendance of conferences and courses;
- Regular audits of server and database licensing will be required to ensure compliance with legislation and regulations;
- Carry out regular risk assessments of the solution in order to recommend actions to ensure that delivery of Trust systems are not compromised;
- Produce complex test plans to ensure the integrity, security and reliability of the EPR operational database;
- Write, maintain and test processes related to disaster recovery and business continuity for the key operational environments.

FREEDOM TO ACT

- The post holder will work as part of the Applications, Platforms and Infrastructure Team and be responsible for delivering the Caché operational database environment, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines;
- The post holder will work in a complex and unstructured multi-disciplinary environment and have to make technical decision based on their expertise. They will guide and advice other staff in the technical team to follow standards.

OTHER RESPONSIBILITIES

To take part in regular performance appraisal.

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

To contribute to and work within a safe working environment

The post holder is 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.

The post will require prolonged concentration for long periods of time while designing and planning, writing documentation and processes, or writing complex test plans.

The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems.

The post holder will be required to analyse problems in an agile and highly logical manner in order to troubleshoot technical failures.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota.

APPLICABLE TO MANAGERS ONLY

- All managers hold the responsibility of the health and safety and wellbeing of their staff;
- Be the Subject Matter Expert for all aspects of digital services delivery for the Trust.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



Proud to Care

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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y		X		
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	Y	X			
Challenging behaviour	N				

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	☐	Blood Transfusion	BDS18 collection	☐	Consent Training	☐
	Group 2	☐		BDS 19 & 20 Preparing & Administering	☐	VTE Training	☐
	Group 3	☐		BDS 17 Receipting	☐	Record management and the nhs code of practice	☐
	Group 4	☐		Obtaining a blood sample for transfusion	☐	The importance of good clinical record keeping	☐
	Group 5	☐		Annual Update	☐	Antimicrobial Prudent Prescribing	☐
	Group 6	☐				Control & Restraint Annual	☐
Not mapped this one		☐	Safeguarding Adults Awareness	Clinical Staff	☐	Mental Capacity/DOL's	☐
	Group 8	☐		Non Clinical Staff	☐		
Manual Handling – Two Year		☒	Falls, slips, trips & falls	Patients	☐		
Equality & Diversity – One-Off requirement		☒		Staff/Others	☐		
Fire	Annual	☒	Investigations of incidents, complaints and claims		☐		
	Two Yearly	☐	Conflict Resolution – 3 yearly		☐		
Infection Control/Hand Hygiene	Annual requirement	☐	Waterlow		☐		
	One-Off requirement	☐	PUCLAS		☐		
Information Governance		☒	Clinical Waste Management	Application principles for clinical staff	☐		
Harassment & Bullying (Self Declaration – One off requirement)		☒		Application principles for housekeeping	☐		
				Application principles for portering and waste	☐		

