**Job description**

Configuration Manager

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| **Job title** | Configuration Manager |
| **Reports to** | Senior Configuration Manager |
| **Department/ directorate** | EPR Programme |
| **Band** | Band 8a |
| **AfC reference** | 2024/116 |

**Job overview**

As a Configuration Manager you will play an integral part in ensuring the Epic EPR will be configured in the most appropriate way to suit the clinical transformation required as part of this One Devon Implementation.

You will work closely with clinical, operational and admin colleagues from across Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth as part of the One Devon Implementation Team ensuring Epic is implemented to deliver care in both a clinically and financially sustainable way throughout Devon.

**Main duties of the job**

* Managing, co-ordinating and leading the multi-disciplinary configuration team whilst ensuring a consistent approach to the configuration and integration between the modules and across the Trust.
* Managing, co-ordinating and leading a team of Senior Application Co-ordinators/Analysts and Application Co-ordinators/Analysts.
* Assisting with the ongoing delivery, maintenance and quality improvement of the Trust’s electronic patient record (EPR) system as part of a designated team and ensuring design integrity of that application.
* Analysing and suggesting ways to improve current workflows and working practices.
* Working with the appropriate stakeholders to analyse, negotiate and facilitate agreement for change to high-impact or critical workflows and current working practices, whilst managing expectations and resolving conflicts when necessary.
* Matching agreed workflows with those already built into the EPR system and/or configuring the EPR system using configuration tools to tailor the system.
* Assisting with testing of the systems to ensure it is safe, usable, secure and robust.
* Working with the Head of Application Services to support complex Epic software demonstrations and present information on progress to the Trust stakeholders, adapted in a way in which makes it easy for the audience to understand.
* Ensuring designated teams understand and comply with robust testing of the modules in accordance with instructions from the Test Manager and assisting with the testing of the assigned module to ensure it is safe, usable, secure and robust.
* Report the team’s configuration activities and progress on a weekly basis to the EPR Senior Configuration Managers and EPR Configuration Lead.
* Work with the testing team to develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Testing Manager’s instructions.
* Ensure testing activity is completed, tracked and is consistent with published deadlines.
* Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase.
* Ensure compliance to programme changes and change control mechanisms.
* Meet regularly with the EPR Senior Configuration Managers and EPR Configuration Lead to report on application team progress, negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Trust plans.

**About your new team and department**

You will work within an application within the One Devon Implementation team using your expert knowledge of pathways and processes to ensure the Epic EPR system is configured in a way that will deliver clinically safe patient care.

As part of the Implementation team you will be expected to work with colleagues from across the Programme Team and the wider One Devon organisations to ensure a truly collaborative and aligned implementation.

**Detailed job description and responsibilities**

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| **Communication and working relationships** |
| * Communicate with Epic implementation staff on a regular basis to agree design and implementation plans. * Manage and distribute emails from the supplier to team members as appropriate to their role. * Maintain good, productive working relationships with the EPR Senior Configuration Managers, EPR Configuration Lead, all Configuration Managers and their teams, and the relevant Project/Programme Managers to ensure the successful delivery of the enabling EPR. * Maintain good working relationships between all members of the Programme Implementation team and key stakeholders. * Provide detailed statistics and analysis on the designated team’s configuration progress, issues and problems on a weekly basis to the EPR Senior Configuration Managers and to the assigned Programme/Project Manager as required. * Manage effective relationships as required with Epic, other system suppliers, other external staff and organisations. * Meet regularly with relevant Care Group leadership teams, Heads of Service and Operational Managers to review progress and assure design and delivery. * Demonstrate/present highly complex build work in an easy-to-understand format to individuals and/or large groups of Programme and/or Trust staff, including at senior and director level. * Maintain regular communication with other configuration teams and relevant supplier staff. * Negotiate and persuade senior Trust staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience. * Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and/or wider Trust audience. * Handle change management issues professionally and sometimes in hostile or antagonistic situations. |

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| **Analytical and judgement** |
| * Become an expert in the designated module to assist the Configuration Managers and wider team with troubleshooting problems and address questions from end users regarding the application. * Ensure that the Epic system is configured to meet new ‘best practice’ ways of working, to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks. * Make judgements on how to design and implement core configuration within Epic. * Trouble shoot determine root cause and provide system solutions for assigned modules. * Utilise expert knowledge and experience of workflows and processes to develop pathways and new processes to support the configuration and implementation of the designated application which will impact on working practices across the Trust. * Analyse and document highly complex clinical and administrative workflows, information, data collection and/or reporting requirements. * Analyse and review test activity, progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level whilst ensuring thorough tracking of data. * To be a Subject Matter Expert for the designated area to be able to support other Configuration Managers and the post holder’s direct reports. * Analyse and review test progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level. * Work with the report writers in the Configuration Team and the BI Team to ensure reporting requirements are met. |

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| **Planning and organisation** |
| * Work with the designated Programme/Project Manager/other members of the Application Design and Delivery teams using PRINCE2 principles, to ensure your team meets the set deadlines to enable go-live. * Work with the Application Design and Delivery Lead, Epic and other stakeholders to formulate and document the core setup plans. * To review and amend allocated elements of the plans and provide updates to the Application Design and Delivery Lead and/or Programme/Project Lead. * Work with the Application Design and Delivery Lead to regularly risk assesses progress and product on the assigned modules, respond to, and escalate, issues as appropriate. * Initiate, arrange, chair and/or participate in meetings between senior Trust staff to discuss workflows and/or areas of concern and/or take notes of any action points. * Chase team members, colleagues and Trust staff to provide information in a timely fashion to enable deadlines to be met. * Initiates arrange and chair application team meetings, with and without the supplier, to discuss progress, and/or areas of concern and/or take notes of any action points. * Log issues as they arise and liaise with colleagues and the supplier to achieve resolution and update the systems accordingly. Escalate unresolved issues from the whole team to the EPR Senior Configuration Managers and EPR Configuration Lead. |

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

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| **Patient and client care** |
| * Patient contact is incidental although in this role there may be more involvement on the hospital floor to understand the impact of new workflows on the ordering of tests, taking and tracking samples. |

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| **Policy and service development** |
| * Responsible for assisting in the development of procedures and practices which will impact across the whole organisation including: * Establishing Standard Operating Procedures that meet national standards for the way in which the assigned application will be used * Interprets policies for day-to-day operational processes and ensures that staff adheres to them. |

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| **Finance, equipment and other resources** |
| * Prepare and submit papers for new developments that may arise from the process of delivering the Programme. * Be responsible and accountable for delegated budgets within areas of responsibility. * Hold joint responsibility with the Programme Implementation Team for project to be on time and within budget. |

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| **People management and training** |
| * Responsible for leadership and development of work-packages and plans associated with role. * Assign specific designs of the module set up in accordance with their complexity to appropriately skilled application co-ordinators/analysts. * Line management and leadership of a team of Senior Application Co-ordinators/Analysts, Application Co-ordinators/Analysts and Principal Trainers in the design and build team across Epic in the designated area. This will include recruitment, PDRs, performance management, managing grievance and disciplinary procedures, mentoring and coaching where appropriate. * Ensure that the work of the configuration team conforms to the design integrity for the designated application. |

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| **Information technology and administrative duties** |
| * Quality assure the area of responsibility, document outcomes ensuring that appropriate action plans are put in place to resolve poor quality outcomes. * Investigate end users’ preferences and populate databases as part of the configuration process. * Staffing information will require use of ESR and Health Roster * Budgetary information will require use of Unit 4. * 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. * Work with the EPR Senior Configuration Managers, EPR Configuration Lead and assigned Programme/Project Manager to ensure that the EPR Programme Board is provided with appropriate performance monitoring data. * Ensure that all generated documentation is fit for purpose, accepted and retained in line with EPR Programme Management Office processes, including that of others from within your designated team. * Input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/templates. * Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes and standard operating procedures. * Ensure end-users are given the appropriate levels of access and security to the EPR system as defined by their job role. |

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| **Research and development** |
| * Develop highly specialist configuration knowledge of the designated application areas by self-teaching from supplier manuals to solve problems in build/reporting/testing. * Accredited Epic technical competence will be required to be maintained. * To work closely with the Test Manager and other Configuration Managers in the introduction of standard procedures and documentation for the testing of the EPR system and provide support to the testing team, for system upgrades. * Regularly undertake surveys, audits and/or research to support the monitoring and implementation of the designated application. * To undertake training (in the UK and/or overseas) and, within five months of start date, become qualified in the designated module. |

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| **Freedom to act** |
| * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines. * Undertake additional, specific project work in support of the rollout of additional EPR modules across the Trust under the direction of Senior Configuration Manager. * Managing, co-ordinating and leading the multi-disciplinary configuration team whilst ensuring a consistent approach to the configuration and integration between the modules and across the Trust. * Managing, co-ordinating and leading a team of Senior Application Co-ordinators/Analysts and Application Co-ordinators/Analysts. * Work with Principal Trainers to ensure awareness of build development and changes. * Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate. |

**Person specification**

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| **Attributes** | **Essential** | **Desirable** | **How tested\*** |
| **Qualifications and training** | * Educated to degree level in a relevant subject plus master’s degree level or equivalent experience. | * Epic Certification   \*NB Epic certification must be achieved within 5 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential. | A / I |
| **Knowledge and experience** | * Extensive knowledge of clinical, administrative and/or operational workflows and processes within a hospital environment. * Expert knowledge of the uses of and requirements for patient data and information derived from clinical and administrative hospital systems, both internally and by external organisations. * Knowledge of clinical or laboratory information systems * Detailed understanding of the implications of data quality on clinical safety and governance * Understanding of the development of patient-based clinical and administrative applications. * Knowledge of strategic digital developments in the NHS * Advanced IT skills including MS Office applications * Excellent organisational skills * Understanding of the principles of project management and application of PRINCE2 methodology * Excellent analytical skills * Ability to prioritise tasks to achieve deadlines whilst working under significant pressure and with frequent interruptions * Ability to cope with unpredictable and intense situations * Ability to concentrate for long periods of time on complex data and process analysis * Ability to resolve problems and make decisions based on complex facts using appropriate analysis, interpretation or comparisons * Excellent communication skills both written and verbal and proven ability to interact with personnel at all levels, both clinical and non-clinical, managerial and senior/board level executives as well as external suppliers * Advanced keyboard skills * Ability to plan, organise and present workshops to Trust staff * Significant experience at a senior level in a hospital environment * Experience of managing projects or areas with complex working practices * Experience in participation and/or implementation of a clinical system * Experience of delivering a change management project * Experience of facilitating workshops and presentations to create engagement with new ideas and new ways of working | * Experience of implementing and managing a clinical system * Experience of Epic configuration | A / I |
| **Specific skills** | * Able to prioritise tasks, work on own initiative and manage own workload * Excellent communication skills both written and verbal * Proven experience in the ability to interact with colleagues at all levels both clinical and non-clinical within healthcare * Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change * Demonstrate the ability to plan and organise effectively * Excellent interpersonal skills and professional presentation * Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information. * Self-motivated and able to take responsibility for decisions * Has good insight and the ability to respond well to constructive criticism * Team player * Logical and pragmatic approach to problem solving * Proven ability to work under significant pressure with competing priorities * Personal credibility, with ability to quickly gain the confidence of others. * Honesty, openness and integrity |  | A / I |
| \*Assessment will take with reference to the following information  A = Application form I= Interview T= Test C=Certificate | | | |

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| **Physical effort** | * Frequent requirement for sitting in a restricted position for a substantial proportion of the working time. * Frequently required to walk short distances carrying IT equipment (approx. 5kg’s) to present information to staff |
| **Mental effort** | * The post will require prolonged concentration for long periods of time (over 50% of the working day) while designing and planning the implementation of the core modules. * The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems. * The implementation timeframe for the Epic environment will be very challenging as the Epic solution is dependent on this function and therefore delays will be strongly challenged. |
| **Emotional effort** | * The post will require the ability to manage complex HR issues in a sensitive and confidential manner * Handle change management issues professionally and sometimes in hostile or antagonistic situations where there is resistance to change |
| **Working conditions** | * Exposure to unpleasant working conditions is rare. * There may be a requirement to work occasional evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota * Able to travel to various sites to suit the requirements of the role. * Postholder will predominantly work in an office environment however some home working will be supported. |