Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Information Officer for Nursing, Midwifery and Allied Health Professionals
Reports to	Senior Information Officer for Nursing, Midwifery and AHPs
Band	Band 7 – Subject to consistency checking
Department/Directorate	Clinical Digital, Corporate Services

JOB PURPOSE

Since July 2026 Royal Devon University Healthcare NHS Foundation Trust, Torbay and South Devon NHS Foundation Trust and University Hospitals Plymouth Trust now use an integrated Epic Electronic Patient Record (EPR).

The post holder will provide clinical informatics leadership for nursing, midwifery and allied health professionals (NMAHPs), shaping and delivering digitally enabled care across Royal Devon University Healthcare NHS Foundation Trust as an integrated provider of acute and community services across Eastern and Northern Devon.

Working across organisational, professional and care-setting boundaries, the post holder will lead the safe adoption, optimisation and continuous improvement of Epic EPR and associated clinical technologies. The role will translate clinical need into effective digital workflows, ensuring technology supports joined-up pathways, high-quality documentation, patient safety, staff experience, productivity, financial sustainability and measurable benefits.

In a digitally mature NHS, the post holder will continue to help to transform services from analogue to digital. They will strengthen digital confidence and capability, use data to identify unwarranted variation and improvement opportunities, and enable patients and staff to benefit from accessible, personalised and connected services.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Act as a digital clinical expert for NMAHP services, working with Care Group and service leaders, frontline teams, digital services, the Senior Information Officer, CNIO, CCIO, ACNIO/Clinical Safety Officer and relevant governance bodies.
- Represent Royal Devon and NMAHP practice in Devon-wide EPR governance, design authorities, clinical advisory groups and workgroups, contributing to equitable prioritisation and shared decision-making across the three Trusts.
- Champion standardisation of Epic configuration, clinical content, documentation, workflows, decision support and outcome measures across acute and community pathways, identifying and escalating unwarranted variation and ensuring any local variation has a clear clinical rationale and appropriate approval.
- Translate complex clinical, professional, operational and patient requirements into safe, usable and sustainable digital solutions, working closely with analysts, trainers, data teams, programme colleagues and subject matter experts.
- Lead clinically informed optimisation and adoption activity across Royal Devon's integrated acute and community services, including pathway redesign, testing, implementation, stabilisation, personalisation, proficiency support and post-implementation review.
- Build NMAHP digital capability through coaching, peer networks, targeted education and at-the-elbow support, enabling staff to use Epic and wider digital tools confidently, efficiently and in accordance with professional and clinical standards.

- Use EPR, operational, quality and workforce data to identify variation, risk, inequalities and improvement opportunities; develop actionable insights; and monitor adoption, proficiency, outcomes, productivity and benefits.
- Support delivery of the NHS 10 Year Health Plan's shifts from hospital to community, analogue to digital and sickness to prevention by enabling connected records, digitally supported neighbourhood care, patient participation, remote and personalised pathways and earlier intervention.
- Provide clinical leadership for the assessment, introduction and evaluation of automation and AI-enabled technologies, including ambient voice, ensuring clear intended use, human oversight, evidence of benefit, safety monitoring and responsible adoption.
- Identify and manage digital clinical safety risks, contribute to hazard assessment and safety assurance, and escalate concerns, incidents, usability problems or unsafe workarounds through Royal Devon and Devon-wide governance routes.
- Promote high standards of data quality, confidentiality, information governance, cyber security, accessibility and inclusion, ensuring digital change does not disadvantage people who need non-digital routes or reasonable adjustments.
- Develop benefits profiles and evaluation plans for digital change, demonstrating contribution to patient safety, quality, experience, staff wellbeing, capacity release, flow, productivity, financial sustainability and environmental impact.
- Remain professionally current in clinical informatics, EPR developments, digital clinical safety, data and AI, contributing to shared learning, audit, research, publication and external professional networks.

The postholder will take a leading role in representing the division and professional colleagues in the on-going optimisation of our Epic integrated EPR.

The post holder will be required to champion innovative, effective and lasting solutions to complex information requirements across the division and the trust. Improving patient safety, quality and patient experience is an explicit priority. In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

The post holder will work collaboratively with key stakeholders to ensure safe and effective integration and optimisation of digital capabilities into nursing, midwifery and AHPs care practice. The post holder will take a leading role in representing the division and professional colleagues in the on-going optimisation of the integrated Devon EPR.

The post holder will be required to champion innovative, effective and lasting solutions to complex information requirements across the division and the trust. Improving patient safety, quality and patient experience is an explicit priority.

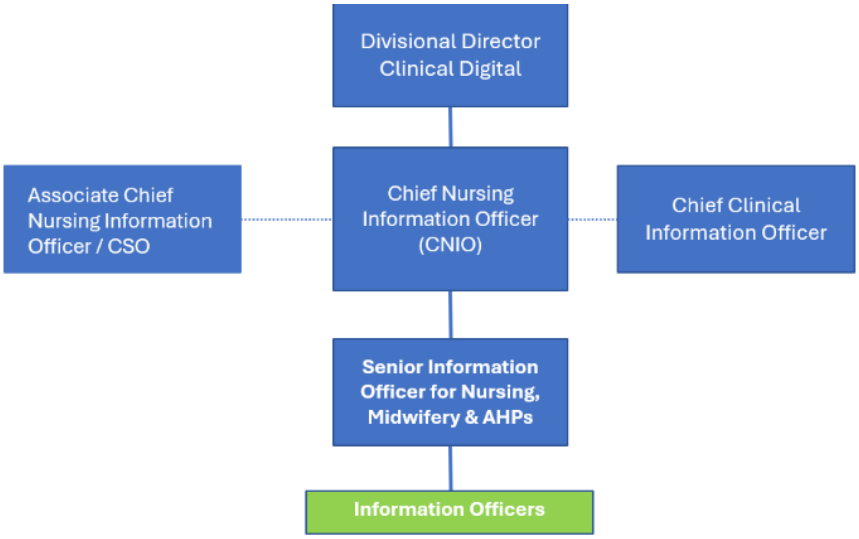
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Divisional Director – Clinical Digital Services • Chief Nursing Information Officer (CNIO)	• Epic • Devon NHS Trusts (Torbay Hospital Trust & University Hospital Plymouth)

• Chief Clinical Information Officer (CCIO) • Associate CNIO / Clinical Safety Officer • NMAHP Information Officers team • Medical Information Officers team • EPR Head of Design and Delivery • Senior Configuration Managers • Devon EPR Configuration team • Digital Services, Data & Analytics • Associate Director for Transformation • Care Group Directors • Care Group Directors of Patient Care • Care Group Deputy Medical Directors • Corporate Directors • Care Group senior leadership teams • Leads for Patient Safety and Patient Experience • Senior Nursing and Allied Health Professionals staff • Digital Midwife • Care Group Managers and management teams • Senior Finance, Digital & People personnel • Business Continuity Lead • Staff-side representatives • Subject matter experts (SMEs)	• Clinical Information officers across region • Wider Devon ICS Partners, Local Authority and ICB • Devon Partnership Trust • NHS England • Department of Health and Social Care • External / 3rd Party Suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

JM1202 Information officer for Nursing, Midwifery & AHP – matched 12/11/2026, awaiting consistency checking

- Work autonomously within delegated levels of authority in a complex multi-disciplinary environment and be able to act with minimal guidance
- Expected to follow national and local policies and guidelines and respond to guidance by adjusting practice and procedures
- Works to achieve agreed objectives and is given freedom to do this working within broad professional or organisational policies.
- Work in a complex multi-disciplinary environment and be able to act with minimum guidance whilst using managerial and judgemental skills to analyse complex day to day issues and formulate appropriate solutions and responses.

COMMUNICATION/RELATIONSHIP SKILLS

- Negotiate with and persuade senior staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience in conjunction with the wider Trust.
- Provide and receive highly complex and sensitive information. They will be a skilled communicator with the ability to construct and deliver concise yet insightful communications on complex and sensitive matters related to their role, for dissemination to diverse audiences.
- Cultivate strong working relationships with other clinical leaders and change agents across the care groups and the Trust, ensuring initiatives are developed collaboratively with the wider organisation and Devon EPR
- Use conflict resolution strategies in response to barriers of understanding or acceptance faced by, or from, the configuration teams and/or wider One Devon audience
- Demonstrate/present complex build work (Epic software) in an easy-to-understand format to individuals and/or groups of staff, including senior and director level.
- Develop and maintain effective networks and relationships with internal and external contacts to ensure clinical governance and digital priorities are understood and reflect patient needs, with a significant impact on safety, quality, performance, patient and staff experience, and staff effectiveness. Meet frequently with care group and operational leadership teams and secure membership of key forums, such as the care group governance group
- Provide and present information to a broad range of staff at various levels within the organisation and the wider health community, nurturing key relationships and maintaining networks
- Develop a shared understanding of the Devon EPR and the needs of clinical, operational and managerial staff, overcoming communication barriers using a variety of tools and techniques.
- Navigate complex and difficult situations, requiring persuasion and influence skills to deliver clear ideas and concepts where there may be barriers to understanding.
- Identify and incorporate the views and needs of patients, the public, NHS staff and stakeholders, ensuring their voices are evident in work taken forward
- Work closely with the configuration team, the training team and wider clinical digital and digital teams to ensure a collaborative approach to EPR changes, supporting detailed testing and subject matter expert input into decision-making
- Frequently present complex information and data through written or verbal means to stakeholder groups across the organisation and wider Devon Trusts.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse, document and interpret complex clinical, operational, workforce and EPR data from multiple sources, recognising limitations, bias, variation and data-quality issues and converting findings into proportionate recommendations and action plans.
- Assess the clinical safety, usability, equity and operational consequences of existing and proposed digital solutions, including cross-Trust dependencies and unintended consequences across connected pathways.
- Critically appraise evidence and emerging technologies, including AI-enabled tools, distinguishing appropriate use cases from unsupported claims and recommending evaluation, controls, monitoring or escalation.

- Make balanced recommendations where professional perspectives, local priorities, Devon-wide standardisation, system constraints and patient needs may conflict.
- Keep abreast of national policy, professional standards, evidence and regulatory expectations relevant to digital health, data, clinical safety and AI, ensuring implications are incorporated into local and Devon-wide practice.
- Develop measurable benefits, baselines and evaluation approaches for digital change, using quantitative and qualitative evidence to determine whether expected improvements have been achieved and sustained.
- Investigate incidents associated with the Devon EPR and to work with the care group / team and digital team to formulate plans for the mitigation of identified risks

PLANNING/ORGANISATIONAL SKILLS

- Plan and coordinate complex optimisation, implementation and improvement activity across short, medium and long-term horizons, taking account of clinical priorities, patient safety, operational pressures, EPR upgrade cycles and cross-Trust dependencies.
- Develop clear scopes, workplans, milestones, resource requirements, risks, benefits and evaluation measures; maintain delivery focus and adjust plans where priorities or evidence change.
- Convene and contribute to multidisciplinary and cross-Trust groups, ensuring decisions, dependencies, actions and escalation routes are understood and progressed.
- Coordinate clinical engagement, workflow design, testing, readiness, communication, training, go-live support and post-implementation review for assigned changes.
- Support robust business continuity and downtime readiness across acute and community settings, ensuring plans reflect shared EPR arrangements and digital clinical safety requirements.
- Prioritise a complex portfolio of work transparently and equitably, balancing local Royal Devon needs with Devon-wide commitments and available capacity.
- Manage own workload and using own initiative to make informed decisions in the absence of required information, working to tight and often changing timescales.

PATIENT/CLIENT CARE

- Support the Senior IO for Nursing, Midwifery and AHPs and CNIO to work with patients and service users to improve our services for the people that we serve
- Frequent in-direct contact with patients in the clinical setting when supporting peers and colleagues with the use of our clinical systems and EPR in practice and at elbow

POLICY/SERVICE DEVELOPMENT

- Proactively support Care Group leads, Senior Information Officers for Nursing, Midwifery and AHPs and the CNIO with the development and implementation of protocols and policies relating to areas of responsibility as appropriate
- Work collaboratively with nursing, midwifery and AHP leadership and IO peers to develop and implement processes to continuously monitor, evaluate and improve patient and staff satisfaction in relation to the use of the EPR or other digital platforms
- Lead on risk management and clinical governance associated with the EPR and its use by NMAHP professionals

FINANCIAL AND PHYSICAL RESOURCES

- Responsible for the safe use of IT equipment issued by the Trust.

HUMAN RESOURCES

- Coach and mentor colleagues as required and deliver specialist advice
- Self-teach from supplier manuals to solve problems in build/reporting/testing
- Update knowledge of Epic systems across all applications.

- Support with EPR specific staff problems and patient/public complaints including the use of the patient portal
- Design and deliver additional training and familiarisation sessions for nursing, midwifery and AHP colleagues to promote proficiency and clinical governance in the system. This will be done in close collaboration with the Digital Training Manager, Senior IO for Nursing, Midwifery and AHPs, Epic Principal and Credentialed Trainers

INFORMATION RESOURCES

- Monitoring and analysis of complex clinical data to include Key Performance Indicators (KPIs) for monitoring and managing patient safety and quality.
- Lead on the subsequent development of necessary action plans to embed KPIs and achieve necessary improvements
- Lead on monitoring and presentation of compliance and proficiency statistics amongst end users of the EPR, to be shared with key stakeholders.
- Organise and maintain clinical governance information in relation to the EPR and other clinical systems used within the Trust
- In addition to the core duties of the role, be a NMAHP clinical informatics specialist for reporting, testing and business continuity.
- Produce progress and exception reports to support monitoring of systems, data flows, and system health.
- Develop and maintain coherent, up-to-date and concise documentation using a range of tools and techniques, capturing complex information for later review, analysis and troubleshooting.
- Create and develop reports in EPIC which may be commissioned by others. This will often be multiple times a week.
- Analyse data, e.g. EPR metric use. Build, run, interrogate and then triangulate information as required.
- Build smart tools within EPIC, flow sheet macros, etc.
- In Clinician Builder, build small functionality and tools in EPIC, often around clinical documentation. Builds are verified by the Build team before progressing to the live environment.

RESEARCH AND DEVELOPMENT

- Identify, appraise and support proportionate evaluation of emerging digital technologies, including AI, automation, decision support, remote monitoring and third-party integrations, with clear clinical questions and success measures.
- Contribute to pilots, audits, quality-improvement activity and real-world evaluation, monitoring intended benefits, safety signals, workload effects, equality impact, user experience and unintended consequences.
- Share learning across the Royal Devon and all Devon EPR partners, and proactively contribute to marketing, presentations, publications and professional networks at local, regional and national level.

PHYSICAL SKILLS

- Advanced keyboard skills are required as speed and accuracy are needed to ensure data availability is timely.

PHYSICAL EFFORT

- A combination of sitting, standing and walking with little requirement for physical effort
- The post requires travelling for daily meetings in various venues in acute and community settings such as wards, other clinical areas. It also includes office-based work
- Lift and carry IT equipment on an occasional basis.

MENTAL EFFORT

- Frequent requirement for long periods of concentration to analyse and review complex data, compiling reports, delivering presentations and training
- Working on several complex issues with conflicting priorities and delivery timescales.
- The work pattern can be unpredictable, with interruptions from customers particularly in resolving any dataflow or clinical EPR incidents including business continuity related issues.

EMOTIONAL EFFORT

- Exposure to emotional circumstances is occasional
- Handle change management issues professionally and sometimes in challenging situations.

WORKING CONDITIONS

- Work within clinical working conditions with the minimal potential for indirect exposure to bodily fluids such as you would expect within a ward environment
- Frequent use of a VDU is required for this role

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.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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

Job Title	Information Officer Nursing, Midwifery and AHPs

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Registered Nurse, Midwife or Allied Health Professional with current Nursing & Midwifery Council (NMC) or Health and Care Professions Council (HCPC) registration	E	
• Professional knowledge plus additional specialist clinical governance and risk management knowledge acquired through training and experience equivalent to master's level	E	
• Demonstrates evidence of commitment to continued professional development	E	
• NHS England Digital Clinical Safety – Intermediate training, or equivalent recognised learning, with demonstrable knowledge of DCB0160; or willingness to complete within six months of appointment.		D
• Postgraduate Certificate in health informatics, clinical informatics, digital health or an equivalent relevant subject; or equivalent demonstrable postgraduate-level knowledge and experience.		D
KNOWLEDGE/SKILLS		
• Experience and knowledge of clinical and digital governance and risk management procedures.	E	
• Advanced knowledge of clinical informatics, digitally enabled care, clinical workflow design and EPR optimisation across complex healthcare pathways.	E	
• Strong understanding of clinical governance, digital clinical safety, information governance, data protection, cyber security, accessibility and equality considerations.	E	
• Knowledge of NHS digital policy and the 10-Year Health Plan, including the shifts from hospital to community, analogue to digital and sickness to prevention.	E	
• Understanding of shared-instance EPR governance, standardisation principles and the management of justified local variation across sovereign organisations.	E	
• Knowledge of responsible AI and automation in healthcare, including intended use, evidence appraisal, bias, human factors, human oversight, safety monitoring and benefits evaluation.	E	
• Advanced analytical skills, with the ability to interpret complex data, identify variation and risk, create clear recommendations and evaluate outcomes and benefits.	E	
• Excellent written, verbal, presentation, facilitation, negotiation and influencing skills for clinical, technical, operational, executive and patient audiences.	E	
• Ability to lead change, build coalitions, manage resistance and support sustainable adoption in pressured clinical environments.	E	
• Ability to plan and prioritise complex programmes of work across organisational and professional boundaries while maintaining focus on safety, quality and delivery.	E	

• High level of digital literacy, including competent use of standard productivity, collaboration, data analysis and presentation tools.	E	
EXPERIENCE		
• Significant post-registration experience in nursing, midwifery or an allied health profession, including leadership within a complex healthcare environment.	E	
• Experience of implementing, adopting or optimising an EPR or other complex digital clinical system; experience of Epic is desirable.		D
• Sound experience of pathway redesign, workflow standardisation, testing, implementation, training, benefits realisation and continuous improvement.	E	
• Experience of working across organisational or care-setting boundaries and influencing senior clinical, operational and technical stakeholders.	E	
• Experience of using data and insight to identify risk or variation, develop action plans and demonstrate measurable improvement.	E	
• Experience of clinical governance and risk management in relation to digital change; experience contributing to digital clinical safety assurance is desirable.		D
• Experience of evaluating or introducing AI-enabled, automation or other emerging digital tools in a healthcare setting is desirable.		D
• Experience of coaching, education, facilitation or mentoring colleagues to build digital confidence and capability.	E	
PERSONAL ATTRIBUTES		
• High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude	E	
• Be enthusiastic, responsive to new demands, willing to suggest and learn new skills and welcome change	E	
• Confident in working with, negotiating with and motivating clinical staff, including medical consultants, senior nurses, AHPs and/or other senior managers	E	
• Able to work autonomously and collaboratively with own team members as well as those in wider clinical digital and wider Devon Trusts.	E	
• A positive attitude with demonstrable ability to persevere and overcome obstacles and resistance to change	E	
• Able to take responsibility for decisions	E	
• Logical and pragmatic approach to problem solving	E	
• Good insight and the ability to respond positively to constructive criticism	E	
• Proven ability to work under significant pressure with competing priorities and supporting others	E	
• Personal credibility, with the ability to quickly gain the confidence of others	E	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to travel to other locations as required	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	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				F
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	R			
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	N				
Challenging behaviour	Y	R			