

JOB DESCRIPTION

Job Title:	Senior Configuration Analyst – Digital Health Programme
Base:	Amersham Hospital – Home/Hub
Agenda for Change banding:	6
Hours of Work:	37.5
Details of Special Conditions:	N/A
Managerial Accountability & Professional Accountability	Digital Health Programme Manager & Corporate Applications Manager

MAIN PURPOSE OF THE POST

Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Communicating and engaging throughout

As part of the Digital Transformation Programme which is in support of Buckinghamshire Healthcare Trust's Digital Strategy, we are seeking to recruit a Senior Configuration Analyst that will sit within the EPR team to drive advances in patient care and efficient processes across the Trust.

The post holder will be part of the team responsible for configuring and testing the Trust's EPR system from the agreed supplier. The Senior Configuration Analyst will implement configuration changes to the EPR system according to agreed business processes and authorised change requests. The role will be focused heavily on supporting data quality improvement, information governance adherence, chart correction workflow design and configuration. This will include working closely with operational and EPR staff across the Trust.

Alongside the senior team within Corporate Applications, the postholder will be managing the day to day operational second line support, maintenance and change across all supported applications and services under the Corporate Applications team.

Supporting both clinical and non-clinical applications, the post holder will be an SME lead across numerous applications, providing support and guidance to the organisation and project teams with delivery of new applications. This post will play a key part in ensuring the team are able to support new applications introduced and ensure effective handover of projects into the operational team.

The post holder will be required to manage a small sub team which will include one-one's, career development planning, managing sickness, appraisals and holiday for the sub team as well as other day to day team lead requirements.

The post holder will also be required to be available for out of hours on-call work as required by the organisation.

RESPONSIBILITIES

The post holder will be responsible for a diverse range of activities to support the delivery of programme's objectives.

Key responsibilities will include but not limited to:

Configuration Management

- Support the delivery of the programme by configuring the EPR solution to meet the needs of the Trust by understanding the capabilities of the solution and configuring the solution to realise these transformed pathways of care and support the ability and willingness of stakeholders to adopt the new ways of working.
- Ensure technical implementation, management, and optimisation of trust systems and applications meet agreed standards and support investment.
- Use technical expertise to guide users and stakeholders on solving business problems
- Analyse change requirements including impact assessments for large system upgrades.
- Collaborate with stakeholders to plan and implement initiatives across clinical and IT functions.
- Manage user incidents and requests, adhering to SLAs, KPIs, and timeframes.
- Liaise with third parties to investigate and resolve incidents, Requests for Change, Post Incident Reviews, and Root Cause Analysis.
- Promote local system user groups and participate in regional/national events.
- Provide core systems administration and configuration support.
- Supported Applications, services and departments include, but not limited to
 - CareFlow EPR (Acute)
 - Inpatients
 - Outpatients
 - Emergency Care
 - Patient Demographic Service (PDS)
 - RiO (Community)
 - Adult Community Healthcare
 - School Nursing/Immunisation
 - Community Head Injury Service
 - Evolve (EPR)
 - CareFlow CareCentric (Shared Care Record)
 - Careflow Vitals (eObservations)
 - CareFlow Connect (Patient handover)
 - Care Identity Service (Smartcards)
 - BlueSpier Theatres
 - Medway Maternity
 - National Applications including:
 - Summary Care Record (SCR)
 - Care Identity Service (CIS)
 - Electronic Referral Service (eRS)
- Second Line support across all applications under Corporate Applications using ITIL 4 principals including but not limited to
 - Triage incoming calls
 - Manage calls passed to third party suppliers
 - Appropriate escalation to third line teams as required
 - Management of third-party calls with suppliers
 - SLA Management & Escalations
 - Contribute and Manage Joiners/Movers/Leavers processes

Communication & Relationship Skills

- Maintain regular communication with EPR team and wider Trust
- Use conflict resolution strategies in response to barriers of understanding or acceptance faced by users
- Demonstrate any complex work in an easy-to-understand format to audience/users
- Report on configuration process and updates periodically to stakeholders
- Coordinate with in-house ICT teams for testing scripts, user acceptance testing, and documentation.
- Conduct training needs analysis for staff and provide coaching to increase team knowledge.
- Facilitate communication between clinical users and technical teams, ensuring minimal service disruption

Planning and Organisation

- Support the delivery of the configuration workstream ensuring that all work is delivered to agreed quality standards and timeframes
- Able to support in organising and planning design and configuration workshops ensuring that key stakeholders are present
- Can work under pressure and to tight time scales
- Support the Project Manager/Configuration Lead in the collation of complex information from multiple stakeholders and gain agreement for key design decisions
- The post holder will engage and provide support to all other project workstreams where required

Process Improvement

- Support the documenting of all aspects of assigned EPR configuration activities
- Ensure that correct policies are developed for business as usual and implemented to ensure robust governance
- Identify opportunities to enhance configuration management process and tools to optimise efficiency and accuracy
- Support Project teams and team Projects
 - SME Project support to Project Teams
 - Manage operational resource to new upcoming projects that will fall under Corporate Applications support
 - Manage day-day internal team improvement projects
- Running audits and reporting as required by management and the wider organisation
 - Run audits for SARs, FOI as requested by Information Governance
 - Audits for management purposes as requested

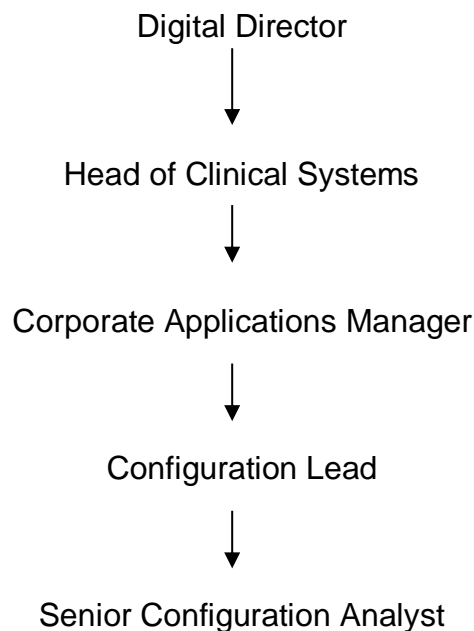
Management/Leadership

- Managing staff and escalating to the Corporate Applications Manager.
- Managing staff:
 - Appraisals
 - Mentoring Goal setting
 - Career Development
 - Sickness/Absence management
 - A/L, TOIL, Overtime management for sub team
 - Participate in Shortlisting/Interviews with Senior Team
 - Escalating staff issues via appropriate routes including Team Leads, Senior Management, Occupational Health or HR.
- Daily/Weekly planning meetings
- Manage Operational pressures against project work

Professional and technical development

- Stay updated on ICT developments and contribute to the team's strategic direction.
- Maintain a high level of understanding of Trust ICT Systems for effective fault diagnosis and resolution.
- Acquire awareness and, when necessary, detailed knowledge in relevant areas outside of expertise.
- Attend training courses and seminars to keep business and technical skills current and ensure staff training.
- Conduct core training for selected Digital Systems to core users and other relevant stakeholders
- Continuously develop and actively participate in the performance and development review process.
- Instruct staff on using ICT-related equipment and systems to maximise Trust benefits.
- Provide training and on-site assistance during system implementations or updates.
- Attend all statutory and mandatory training as per Trust policies.

ORGANISATION CHART



ADDITIONAL INFORMATION

Trust Values



Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, were rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.