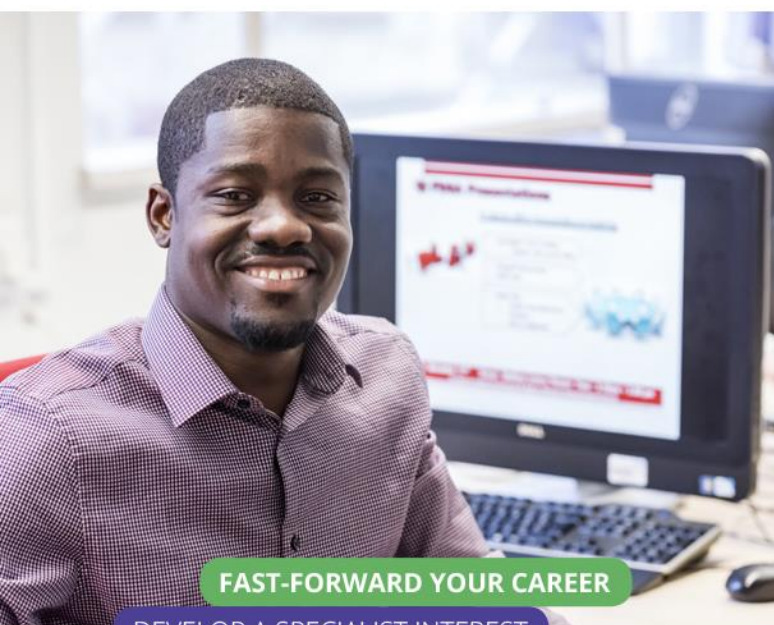**NHS**
Imperial College Healthcare
NHS Trust

Recruitment information pack

FAST-FORWARD YOUR CAREER
DEVELOP A SPECIALIST INTEREST
BE PART OF A SUPPORTIVE TEAM

STRUCTURED CAREER PROGRESSION
LEADERSHIP COURSES
SCOPE TO DEVELOP NEW SKILLS

disability
confident
COMMITTED

WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better heath, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind**: we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative**: We actively seek others' views and ideas so we can achieve more together
- **Expert**: We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational**: We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.
Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections. and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious

diseases, neurology and trauma care – to name just a few. We are part of the prestigious Shelford Group – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our Make a Difference recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

Reach your potential in hospitals that make history
Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

JOB DESCRIPTION

Job Title	EPR Configuration Analyst
Band	7
Directorate/ Department	ICT
Division	ICT System Solutions
Location of work	Charing Cross Hospital
Hours	37.5 hours weekly
Reports to	EPR Configuration Manager
Accountable to	Deputy CIO – System Solutions

1. Job purpose

As part of a team, to provide a resource to the Trust for the continuing support, development and exploitation of the Cerner Millennium system.

To lead on the development of problem and requirement definitions for specific clinical or operational requirements and to work with users, project teams and the Systems Solutions team to develop innovative solution designs.

To work with clinical and operational staff, Millennium subject matter experts from Cerner and other Healthcare organisations to review and adapt solutions already designed and developed for other organisations, for Imperial College Healthcare Trust implementation.

To work with clinical and operational staff from other organisations, Millennium subject matter experts from Cerner to review and adapt solutions already designed and developed for Imperial College Healthcare Trust implementation for use by other organisations.

As a member of the Configuration Team to ensure that all developments and projects which the team works on are initiated and conducted in a controlled and consistent manner and are part of a coherent and managed programme under the overall control of the ICT department.

As a team member to ensure that all projects are delivered on time, to budget and meet the quality criteria required to achieve the identified Trust benefits, including cost reduction and avoidance, simplified, streamlined work processes, improved patient experience, and improved efficiencies for the Trusts.

2. Key stakeholders

- Systems Solutions Team
- Programme Director, Programme Managers, Project Managers and team members
- Cerner Millennium Design Authority
- Medical, Clinical and Scientific staff at all levels across the Trust
- Operational and Administrative staff at all levels across the Trust
- Chief Information Officer and other Senior ICT Staff
- Imperial Business Intelligence and Performance Teams
- Chelsea and Westminster ICT, Operational and Administrative staff at all levels across the Trust
- ICT Application Support Team
- ICT Helpdesk and Technical Support
- ICT Infrastructure Team
- Other ICT staff at all levels
- Cerner project staff
- GPs and other primary care practice staff
- NHS NWL Staff
- Clinical and Operational staff from other NWL NHS provider organisations.
- Local partners in healthcare
- Third-party vendors and consultants
- Other NHS, 3rd sector and Private Healthcare clinical, operational, ICT and Cerner Millennium configuration staff

3. Key areas of responsibility

- Awareness of the capabilities and functionality of Cerner Millennium
- Development and presentation of options for solution designs
- Customer relationships with the team
- Managing capacity
- Development of problem and requirement definitions for specific clinical or operational requirements.
- Providing effective support and problem resolution.
- Contribute to the maintenance of standing data and Data Configuration Worksheets.
- Documentation of current and future state processes.
- Implementation of agreed solutions through configuration, mPage development and/or BMDI development.
- Supporting and participating in rollout, training and change management activities to achieve the operational adoption of new systems and solutions.

4. General Responsibilities

MAIN TASKS AND RESPONSIBILITIES:

1 Problem and Requirement Definitions

1.1 Operate as a lead ICT subject matter expert for the capture and analysis of problem definitions and the documentation and presentation of these findings.

1.2 Conduct the problem analysis and definition process and document the results and the subsequent requirement definition in accordance with the defined trust methodology and templates either independently or as part of a team.

1.3 Contribute to the evolution and development of the trust's analysis methodology and documentation as part of the analysis team.

2   Support and Problem Resolution

2.1 Provide support to the live Millennium system.

2.2 Spend periods of time monitoring logged calls in the Millennium application queues and taking ownership of individual calls and application problems.

2.3 Manage calls, document activities and communicate with users in accordance with the procedures, processes and guidelines prescribed by the helpdesk manager and Head of Operations.

2.4 Provide advice on the domain structure and actively contribute to the management of the testing and promotion of code and configuration through the domains and the periodic domain refresh.

3   Maintain Standing Data

3.1 Work with data owners to ensure Data Configuration Worksheets (DCWs) are maintained.

3.2 Through the use of the DCW Process ensure that standing data is maintained to be accurate and up-to-date.

3.3 Maintain records of standing data changes and issues with data and identifying, reporting and, where appropriate, escalating problems arising from untimely maintenance or inaccuracy.

4   Solution Design

4.1 Working as lead or as part of a team with allocated trust business units and users to identify a range of options for solutions for defined business problems and requirements.

4.2 Provide expert consultancy regarding the implications of configuration changes across applications and on dependant workflows, supporting strategic decision making in this area.

4.3 Possess advanced, specialist knowledge of how Millennium interacts with business processes, fully understanding how multi departmental and infrastructure systems interact, their dependencies and reliance of the business on their availability.

4.4 Working as lead or as part of a team with allocated trust business units and users to estimating costs and time to develop and identifying the benefits associated with solution options.

4.5 Working as lead or as part of a team with allocated trust business units and users to risk assess solution options for risk to solution delivery and risk to adoption.

5   Process Mapping

5.1 To develop process maps through leading workshops, observations of working practice and individual interviews and to document these according to the Trust's current practice or the requirements of the project. This may include a range of methods including, inter alia, BPM, Workflow EPC and UML.

5.2 To work with other Service Leads, staff and Change Managers to challenge and review current processes and practices to design new and more streamlined and efficient processes and practices supported by systems.

5.3 To apply knowledge of the workflow and process automation capabilities and limitations of Cerner Millennium and other clinical systems to ensure that redesigned processes are achievable and practicable.

6   Millennium Functionality

6.1 Be prepared to act as a Subject Matter Expert (SME) for one or more areas of Millennium functionality and to expand expertise into other functional areas as required.

6.2 Keep abreast of developments in native Millennium functionality and the specific implementation of functionality with the UK NHS user community and in the trust, within the functional areas for which the post-holder is an SME and across the other functional areas.

6.3 Present and demonstrate Millennium functionality to groups of users for the purposes of awareness raising and developing vision.

7   Solution Development

7.1 Build prototype solutions and use these to confirm requirements with users.

7.2 Develop production quality builds on the appropriate Millennium domain and manage the testing and promotion of these into production.

7.3 Liaising with Cerner and other development partners to achieve the build and testing of solutions following prescribed procedures and processes.

7.4 Document the as-built configuration in line with Trust standards.

8   Rollout, Training and Change Management

8.1 Participate in and undertake the specification and development of training courses and materials.

8.2 Participate in and undertake the organisation and delivery of training courses.

8.3 Contribute to the management of change within operational or clinical practice required for the implementation of solutions.

9   Other duties

9.1 To provide cover for other Analysts and the Configuration Manager as appropriate.

9.2 Assist in producing ad hoc reports and in project work within or run by the ICT Directorate.

9.3 Undertake any other duties requested as appropriate to the banding.

10 General Responsibilities

10.1 To provide leadership to specific trust projects, where the post-holder's skills and knowledge are appropriate.

10.2 To participate and occasionally lead in the development of local processes and policies relating to configuration and application management.

10.3 If requested, provide temporary or interim leadership of the Configuration team.

10.4 Where working groups are established to create specific deliverables to participate and/or act as a team leader as appropriate.

5. Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast-moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

PERSON SPECIFICATION

Directorate/ Department - Corporate	Job Title	Band
ICT	**EPR Configuration Analyst**	7

Criteria Relevant to the Role	Essential	Desirable
Education/ Qualifications	Educated to Degree level or equivalent experience.	Prince 2 foundation
Experience	Experience in developing and implementing IT solutions within complex settings such as the NHS Proven systems and process analysis Experience of working with others at all levels and with a range of backgrounds Experience in business process analysis and optimisation Demonstrated experience in a multi-dimensional role, including the capacity to coordinate people and tasks in a dynamic environment. Demonstrated attention to detail Evidence of ability to use own initiative and work autonomously Experience working in an NHS Trust	Experience of Lean or Lean – Six Sigma process analysis Experience of working up to Board level within the NHS A knowledge of Lean; Lean/Six Sigma; BPML, Workflow EPC or UML; Proven project planning capability and experience. Experience in the use of project planning tools e.g. Microsoft Project, Visio
Skills/Knowledge/ Abilities	Proven data analysis skills, in particular high level skills in the use of Excel Tenacity in pursuing an objective to its conclusion and bringing others along Attention to detail	Experience of large systems implementation and/or development

	A knowledge of the system lifecycle of large and business critical systems Good broad understanding and advocacy of technology and its potential in a modern health service Demonstrated understanding of project risks and issues management strategies	
Values and Behaviours	Demonstrate ability to meet Trust values Demonstrate self-awareness Act with integrity, value, respect and promote equality and diversity	
Communication skills	Excellent written and verbal presentation skills Proven strong communication skills, in particular, a demonstrable record in building and managing relationships	Well-developed interpersonal skills

Additional information

1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

2. Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work Visa/ Permits/Leave to Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

>   **Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their

hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

10. No Smoking

The Trust operates a smoke free policy.

11. Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.