

## Job Description

Job Information	
<b>Job Title:</b>	Assistant Director of Information - Service Improvement and PMO
<b>Directorate/Service:</b>	Finance
<b>AfC Band:</b>	Band 8c
<b>Responsible to:</b>	Deputy Director of Finance
<b>Accountable to:</b>	Deputy Director of Finance
<b>Base Location:</b>	Knowsley Community College
<b>Job Code:</b>	409-S6201063

Job Summary
Responsible for the day-to-day leadership of the teams in the Service Improvement and PMO. To lead on the delivery of an effective programme of change, including process and improvement initiatives, supporting clinicians, managers, and staff to deliver sustainable organisation wide change. Targeting tangible improvements in patient experience, efficiency, cost, and other benefits aligned to core business and service delivery processes. This is a critical role that will require facilitation for senior stakeholders across all areas of the organization. The post holder will take the professional lead and day to day responsibility for the teams.

Key Responsibilities
<p><b>KEY DUTIES</b></p> <ul style="list-style-type: none"> <li>Effectively lead the team that provide a range of services across the department.</li> <li>Ensure all staff managed receives individual appraisals in line with Trust policy, including formulation of personal development plans (PDPs), and that identified training and personal development are progressed.</li> <li>To agree with the Deputy Director of Information the annual budget for the teams and ensure that resources agreed are applied in the most efficient way to deliver a value for money service within the allocated resource.</li> <li>To ensure the Trust complies with all local and national requirements for the provision of improvement and PMO information.</li> <li>To ensure that all data reported undertaken within the Trust is delivered to the required quality and timeframes.</li> <li>To develop and implement operational and strategic service improvement and PMO plans for the Trusts functions ensuring that these Improvement plans are aligned to the delivery of the Trusts objectives.</li> <li>Ensure that all directions from internal and external audits are applied within the teams.</li> <li>To liaise with colleagues throughout the Trust on all issues associated with Service improvement and PMO provision and interpretation.</li> <li>To actively maintain own levels of knowledge and skills in relation to latest Service Improvement and PMO.</li> <li>To deliver presentations to internal and external bodies on Service Improvement and PMO issue's needs, provisions process, procedures, requirements, and practices.</li> <li>To provide direction to the teams on judgements around complex Improvement and PMO issues.</li> <li>To lead the activities of the Service Improvement and PMO function to meet all internal and external information deadlines.</li> <li>Develop, have ratified, and implement policies and procedures within the organisation that ensure national improvement standards are met and best practice complied with for Service Improvement and PMO.</li> <li>To develop and implement Improvement training programmes for staff to ensure that all Trust operatives have the appropriate knowledge and skills appropriate to their roles.</li> <li>Ensure all local, NHSE and national data returns in line with requirements and timeframes.</li> <li>Responsible for health and safety issues within the department.</li> <li>Responsible for ensuring all Trust property and equipment is secure.</li> <li>Ensure processes are documented, regularly reviewed, and maintained, and that appropriate staff are informed of changes affecting Improvement and PMO provision, to ensure continuity of service.</li> <li>Liaise with clinical and directorate staff to ensure the most appropriate data collection systems and documentation are in place to support the Improvement and PMO processes.</li> <li>attend local, regional, and national meetings pertaining to Service Improvement and PMO issues as necessary.</li> <li>Raise awareness of Improvement and PMO progress and issues through presentations to clinicians, Executives, managers, and all new members of staff.</li> <li>Maintain a close relationship with the Digital Team to ensure reporting, Improvement and PMO functions can be delivered through the appropriate systems.</li> <li>Develop approaches which ensure that informational capture, treatment, and analysis support the</li> </ul>

maximisation of PbR income for the Trust.

- Support the business planning process.
- To coordinate activities in supporting care groups to achieve improvement plans and projects.
- Work closely with Finance colleagues to align financial and activity information appropriately in support of the Trusts business principles.
- Lead and direct others within the Department on ad hoc projects and developments.
- Participate in staff appraisal and sustain and improve individual performance using development opportunities provided by the Trust.
- Develop appropriate performance measures to reflect the work of the function, highlighting any areas of concern.
- Use Microsoft Office applications.
- Ensure staff comply with Health and Safety Policies.
- Attend local mandatory training and ensure staff receive updates in line with Trust policies.
- Ensure own Health and Safety and that of others.
- Maintain the confidentiality and integrity of electronic data in line with the requirements of the Data Protection Act and Caldicott.
- Maintain confidentiality of all patient information according to local guidelines

### **GENERAL DUTIES**

- To observe the provisions of and adhere to all Trust policies and procedures.
- To actively participate in the annual performance review to identify personal development needs.
- To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
- To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement Mersey and West Lancashire Hospitals NHS Hospitals Trust “Statement of Policy on Health and Safety at Work” and the Trust corporate “Health and Safety Policies and Procedures”. You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.
- To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently, and effectively. Breaches of confidentiality will result in disciplinary action that may involve dismissal. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 (GDPR) and Caldicott principles.
- The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
- All staff will be treated with respect by management, colleagues, patients, and visitors and equally staff will treat management, colleagues, patients, and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff therefore who come into contact with children, young people and vulnerable adults have a responsibility to ensure they are trained and competent to be alert to potential indicators of abuse or neglect and know how to act on their concerns in line with the policies and procedures of Mersey and West Lancashire Teaching Hospital NHS Trust.
- To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous.
- In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
- To adhere to relevant Code of Practice of Professional body (if appropriate)
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.
- The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust’s continued organisational development.
- To adhere to the NHS Constitution and its principles and values. You must be aware of your Duty of Candour which means that you must be open and honest during your employment and if you see something wrong,

you must raise it. You must read the NHS Constitution in full and can download this from the Trusts intranet site or the [www.gov.uk](http://www.gov.uk) website. Hard copies are available from the HR Department on request.

- The Trust is a non-smoking site. Failure to follow this rule could lead to disciplinary action.