



Job description

Title: Associate Chief Information Officer - Delivery & Innovation

Band: Band 8C

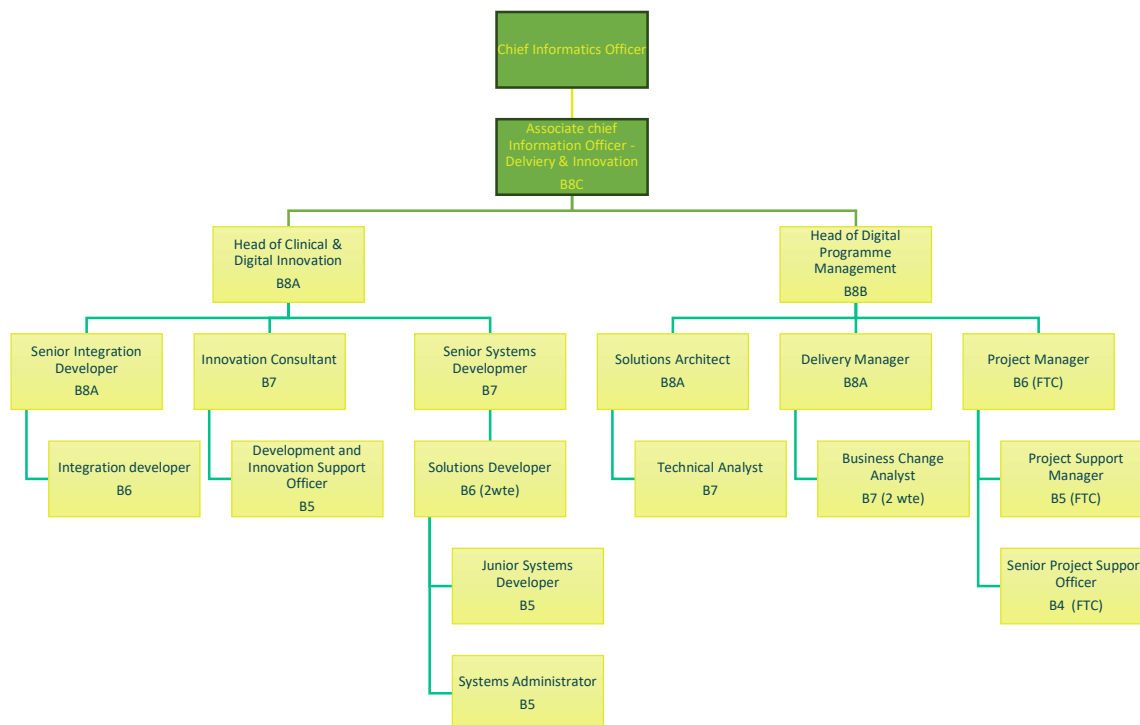
Location: North West – Parkway, Liverpool, Bolton, Broughton

Organisational relationships

Reports to: Chief Information Officer

Responsible for: Head of Programme Management, Head of Clinical and Digital Innovation,

Organisational chart



Our purpose: to be there when people need us most.

NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.
2. Being at our best.
3. Making a difference in service to our people, patients and communities.

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Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

Job purpose

This role will be key in taking the creating and delivery the digital strategic plan and driving the innovation agenda forward across NWS. The post holder will work with the Chief Information Officer and the Digital Senior Management Team on the development and delivery of the strategic plan, providing a delivery focus to support all teams to deliver their objectives and making sure there is effective collaboration and communication across the teams.

With a broad understanding of all areas within digital the post holder will lead and develop the architecture function which enable the digital teams to be supported in understanding how trust requirements and processes are aligned to digital systems and processes. Making sure as we develop the digital strategic plan we remain committed to be in line with our technical drivers across technology, applications and data whilst still delivering the trust requirements.

As a forward thinker the post holder will be responsible for developing a vision and strategy for the innovation team, making sure that every area of Digital is innovating. Within innovation there is a strong history of producing and implementing innovative ideas which transform the way clinical and operational teams work. The post-holder will be expected to build on this history, develop a vision and strategy for the team, building capability and capacity of the team to support the Trust to deliver it's ambition to be the best ambulance service in the UK.

NWS holds a unique position in the North West health and care system due to our geographical scale and amount of patient contacts each year; with this comes a significant amount of data which can highlight to us opportunities to work in different ways. The culture within NWS is focused on continuously improving, as part of the Quality, Innovation and Improvement Directorate, the post holder will have the opportunity to build peer relationships to develop improvement and innovation opportunities.

The post holder will lead the delivery and innovation teams in delivering a robust, responsive, and sustainable service. The role requires effective supplier liaison and close working relationships with Trust staff at all levels within the organisation whether Clinical or Support Services, as well as other external stakeholders. The post holder will work across the organisation bringing leaders and content experts together to positively challenge the way we work.

All leadership roles at NWS at every level are required to promote and role model our Be Think Do Philosophy. NWS is committed to attracting managers and leaders who are more than subject matter experts, but exemplary in demonstrating their experience and commitment to; values-based leadership; challenging workforce and health inequalities; operating successfully in ambiguity, complexity and uncertainty.

Core duties and responsibilities

Strategic

- Lead responsibility on behalf of the Chief Information Officer for the development and delivery of the overall digital strategic plan in line with the requirements from the Trust. Ensuring there is good collaboration with peers within Digital in the development of the strategic plan

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- Lead responsibility for planning and organising the delivery of the strategic plan, ensuring robust and clear reporting processes are in place highlighting interdependencies, risks and issues to delivery
- Engaging with and working closely with other heads of services and Executive Directors to ensure the alignment of the digital strategic plan with the strategy and priorities of the trust.
- Lead responsibility for the development of an architecture service, creating clear technical standards to which solutions should be developed against.
- Lead responsibility for evaluating best practice models, methods and interventions, making recommendations on the most appropriate Trust-wide approach to innovation
- Lead responsibility for identifying and assessing new technologies and approaches that can provide innovative solutions to problems, whilst remaining in line with technical standards.
- Lead responsibility to represent the Trust from an innovation perspective at local, regional and national forums, ensuring the promotion of Trust achievements in digital innovation, the sharing of best practice and identification of opportunities to work in partnership with both NHS and non-NHS organisations.
- Develop strategies for initiating and maintaining data sharing, building relationships, influencing and negotiating with external key partners, other high performing organisations (UK & overseas) within health care (ambulance services) and quality improvement.
- Work with the Chief Information Officer to continuously develop the vision for the team and the wider digital team in the trust, providing intelligent and original thought towards long term plans including developing a strategy for engagement and capability building.
- Develop partnerships with universities and improvement partners and secure grant funding to evaluate service delivery and improvement.
- Contribute to the development and maintenance of disaster recovery regimes for all information systems in use within the organisation.

Leadership and Management

- Deputise for the Chief Information Officer, in line with all of the Digital Senior Management Team, in representing all aspects of informatics and the digital plan.
- Act as an ambassador for a culture which is team-oriented, we all learn from and teach each other.
- Be up to date with latest thinking, trends and technical advances
- Act as a reference point for setting programme practice for the development and innovation agenda
- Promote strong and appropriate Programme, Project and Change Management throughout all services and explore innovative approaches to delivery.
- Ensure that there is a proactive and comprehensive approach to risk management and be responsible for service continuity for own area and provide input into other directorates/departments as required.
- Lead initiatives to drive improvements to working practices including requirement gathering, prince 2, Agile approaches, DevOps methodologies and tools.
- Responsible for day to day and long-term workforce planning, including succession and development, ensuring appropriate technology skills are continually refreshed and supporting the long term technical and knowledge objectives of the Digital function.
- Accountable for leading change in culture and behaviours as required, motivating and developing staff and co-ordinating the education and training needs of the team and the Trust as a whole, in line with team objectives to create a positive and proactive can-do attitude.
- Provide strong individual and professional leadership through change and support staff through a visionary, motivational and problem-solving approach, utilising strategies to deal with resistance to change.
- Establish and maintain a service orientated, customer focused function that supports on-going operations that drive efficiency, quality, customer service and growth.
- To manage and maintain resilient and robust systems and processes that ensure as an overall function digital are ensuring the trust requirements are met, focusing on the architecture across the digital estate.

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- Develop and maintain a user requirement function that enables all of digital to provide the right solutions and enables user expectations to be managed effectively, creating credibility in the solutions delivered by digital.
- Filter and interpret National and regional policy and guidance and ensure adoption across the Trust.
- Ensure that all design principle and accessibility standards can be met.

Communication

- Excellent oral and written communication skills, including the ability to explain Technology solutions in business terms, establish rapport and persuade others as to appropriate courses of action
- Act as a contact with all external NHS and non-NHS organisations to ensure the Trust is appropriately represented in the development of regional/national informatics / digital programmes/strategies.
- Produce reports for senior management forums including Trust Board and Executive management team and attend Board Committees as required to contribute to the Trust's strategic planning processes and provide assurance.
- Provide assurance reports for commissioners and other key external stakeholders as required
- Communicate highly complex and potentially contentious information to staff at every level of the organisation.
- Ensure understanding of the Digital plan and engage with directorates to persuade, influence and increase understanding of complex technical and analytical matters.
- Analyse, interpret and resolve highly complex issues which may be unique to the Trust's way of working and which may need to be communicated to diverse audiences.
- Use creative approaches to engage staff at all levels.
- Build and maintains strategic relationships with world leading experts

Analytical and Judgemental

- Lead on initiatives in own domain to design and implement solutions, with particular focus on the development and maintenance of innovation, development and architecture capabilities.
- Advise on the feasibility of future state service solutions.
- Analyse business cases and proposals from vendors against agreed budgets and programmes of work from a innovation and development perspective.
- Collate/review data and analyse statistics relating to KPIs, staff, technical outcomes and effectiveness with a view to identifying patterns and trends, determining appropriate recourses where required.
- Filter and interpret National and regional policy and guidance and ensure adoption across the Trust.
- Analyse, interpret and resolve highly complex issues which may be unique to the Trust's way of working and which may need to be communicated to diverse audiences.
- Articulate and teach the appropriate use of various analytical approaches and offer guidance to teams in their use.

Financial

- To manage budgets in accordance with the Trust's Standing Financial Instructions and Scheme of Delegation and financial resources allocated to own areas, making proposals to maximise those resources through budget setting, recharges, long term financial planning and income generating/charging and saving opportunities.
- Act as the SRO for relevant major digital projects including the accurate estimation of budgetary requirements and the management thereof.

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- Responsible for the development, monitoring and management of all delivery and innovation revenue and capital budgets.
- This will include overall responsibility and accountability for both day-to-day expenditure and all project expenditure, both capital and revenue, within digital and innovation area.
- To proactively seek funding opportunities and support the development of Data funding bids.
- Lead responsibility for negotiating and influencing project budget allocation when sourcing funding from outside of the Trust, for example funding allocated via NHS Digital and local ICS.
- Comply with all legal, regulatory and Trust requirements including policies, standing financial instructions, standing orders and procedures.
- Commission external providers to deliver specific products if required.

Human Resources

- Line management and leadership for the teams providing support, guidance and development as appropriate.
- Encourage and motivate all staff.
- Working with the Organisational Development Directorate ensure the development and implementation of appropriate strategies to maintain specialist staffing levels within a competitive recruitment market.
- Provide professional supervision demonstrating advanced levels of knowledge, judgement and decision making.
- Establish and maintain individual performance management systems aligned to an agreed appraisal system ensuring every Manager and member of staff has an active Personal Development Plan and is working to appropriate KPIs and objectives.
- Undertake grievance, disciplinary and performance management processes in line with Trust policies and procedures.
- Develop strategies for avoiding poor performance and address poor performance issues agreeing the appropriate course of action necessary to achieve this.
- Able to track data continuously to quickly resolve failures to meet programme requirements and act accordingly to support team members as appropriate.
- Ensure that all staff have clear roles and responsibilities and work as a team to drive continuous improvements.
- Contribute to the development of a co-operative and supportive team environment by leading by example.

Corporate responsibilities

- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.

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- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

Safeguarding children

- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding adults

- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

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This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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Person specification

Note: Essential Criteria only.

Skills / competencies

- Excellent leadership skills that enable collaborative working towards a shared vision
- Strong leadership skills with the ability to effectively manage and inspire a diverse team of delivery, technical and innovation staff
- Proven track record of developing and implementing delivery and innovation strategies
- Excellent interpersonal skills with the ability to persuade and influence at all levels
- Excellent written and verbal communication skills
- Excellent analytical and reporting skills with the ability to interpret and communicate highly complex information from a variety of sources
- The ability to demonstrate original thought and apply innovative approaches
- Good team building skills with the ability to motivate other people and manage conflict.
- Programme / project Management skills with the ability to manage complex workloads
- Ability to work well under pressure, prioritise, delegate and meet challenging deadlines
- High level of presentation skills with the ability to adapt style and approach to a variety of audiences
- Ability to teach and coach others at all levels
- Good attention to detail
- Knowledge of latest technologies and how they can be applied
- Advanced user of Microsoft Project
- Competent user of information systems such as Microsoft Office Suite, including Project and Access
- Strong proficiency in user requirement gathering methodologies, technical design methodologies and innovation processes
- Excellent data storytelling and presentation skills to effectively communicate insights and findings to stakeholders
- Driving license (full)
- Demonstrable compassionate and inclusive leadership.
- Experience in the application of HR processes.
- Demonstrable experience of line management responsibilities.

All - App/Int/AC

Qualification and knowledge

- Bachelor's or Master's degree in a relevant field such as computer science, information systems, or business analytics or equivalent industry experience **App/Int**
- Evidence of further personal professional development **App/Int/AC**

Experience

- Significant experience of strategic planning to support wider organisational objectives
- Experience of developing architecture services within a digital environment and establishing best practice for technical standards and solution design

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- Excellent problem-solving and analytical skills, with the ability to extract meaningful insights from end users, technical high level designs, user requirements.
- Strong project management skills, in a variety of project methodologies, with the ability to prioritise tasks and deliver projects within specified timelines.
- Significant experience working a senior level in a large and complex organisation
- Experience of leading innovative approaches to solution design and development
- Experience of building relationships and managing difficult partnership to achieve goals
- Knowledge of a variety of design documentation, user requirement documentation, delivery methodology
- Experience of Digital Department Management
- Experience of managing complex projects using a proven Project Methodology.
- Experience of managing an extensive workload in complex environments
- Understanding of Information Governance
- A sound understanding of business process and requirements gathering
- Understanding of Performance Management

All - **App/Int/AC**

Values and behaviours

- Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable – **App / Int**
- Being at our best – professional and adaptable and takes pride in work - **Int**
- Making a difference – act with compassion, kindness and integrity towards everyone – **Int**

Key: App – application form

Int – interview

AC – assessment centre

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