Health Informatics Division

JOB DESCRIPTION

POST TITLE:	**Informatics Programme Manager**
JD IDENTIFIER:	**C1373**
ALLOCATED PROVISIONAL BAND:	**Band 8a**
HOURS:	**37½ hours per week**
ACCOUNTABLE TO:	**Head of Strategic Informatics Programme**
LOCATION:	**Mamhilad**

1   JOB PURPOSE
- Manage a major initiative or programme involving a portfolio of highly complex, highly sensitive projects undertaken by the Informatics Division, which includes:
    - o Informatics projects identified as part of the Health Boards Informatics annual objectives and IMTP, which will involve planning and implementing a broad range of activities and new ways of working.
    - o Support of service modernisation through the implementation of technology, and
    - o Performance improvement projects focusing on the process improvements and the modernisation actions required to deliver the IMTP
- This will involve the production of plans, documentation, support, guidance and training for project teams and staff within and across sites throughout the project lifecycle, ensuring:
    - o Policies for implementing major initiative or programme of projects are developed and adhered to
    - o Project objectives are identified and met in a timely manner
    - o Benefits are realised using new or existing technology where appropriate, which contributes to the Health Boards strategic objectives and benefits patient care
- Lead on a range of operational/strategic plans for performance improvement in new areas across sites, including diagnostic work in order to develop solutions and imparting sometimes unwelcome news to generate need for change.
- Manage Programme, project, Implementation, Support and Training teams
- Act as a budget holder for a range of highly complex, highly sensitive projects.
- Contribute to the organisation's performance improvement development culture through developing and participating in training sessions, in conjunction with other Senior Managers within Informatics.

2.   MAIN RESPONSIBILITIES

Strategy
- Understand and promote the strategic direction for Informatics and within the Health Board. This will include:
  - Keeping up to date with the national implementation programme for NHS Wales Informatics Service (NWIS) and its impact on local developments.
  - Contributing to the development of the Health Boards operational plans including setting the strategic direction for the Informatics division within the organisation.
  - Translating Informatics strategy into a development programme, ensuring relevant projects and workstreams are established to deliver the strategic objectives.
  - Keeping up to date with national guidance, identifying opportunities for the introduction of new technology to transform working practices by using this knowledge to inform the scope and direction of projects.
  - Represent Informatics Division by actively participating in Health Board wide Committees and Groups. (Also external organisations such as NWIS and other Health Boards)

Programme Management
- Manage a programme involving a portfolio of highly complex, highly sensitive projects undertaken by the Programme Office utilising Management of Successful Programme (MSP) methodology, as identified in the organisations Informatics annual objectives and to ensure delivery, provide expert project management and systems development advice and guidance to the Team.
- Take decisions on a range of complex/highly complex project issues where there may be more than one course of action.
- Lead on a range of operational/strategic plans for performance improvement in new areas across sites, imparting sometimes unwelcome news to generate need for change.
- Support the Head of Strategic Informatics Programme in the production of programme plans and reports, the analysis and understanding of organisational performance and effectiveness in relation to performance targets and key performance indicators.

Project Management
- Manage multiple complex projects with a high value budget, as identified in the Informatics Programme. This will involve planning, monitoring and controlling projects throughout the project lifecycle using highly developed techniques based on PRINCE 2 methodology.

Communication
- Provide and receive highly complex, highly sensitive and contentious information and use persuasive and motivational skill to overcome any of these communication difficulties.
- Deliver complex presentations to various size groups and professions on aspects of the programme, including knowledge in relation to other operational/strategic initiatives.
- Participate in Directorate forums in order to update Directorate staff on any project issues/progress.
- Ensure effective communications are maintained within the department, Directorate and Project Teams.
- Support the Assistant Director of Informatics and Heads of Departments in delivering high quality performance reports
- Communication delivery to External bodies being aware of sensitivities and political considerations.

Service Improvement/Change Management
- Assist with service development by working in conjunction with formal groups and clinical leads identifying where Informatics can support change to modernise services and improve departmental performance in line with service policy and delivery targets.
- Keep abreast of organisational projects and ensuring that strong links are made to related initiatives
- Continuously evaluate new service ideas and approaches, together with sharing and connecting knowledge and people
- Manage diagnostic work to investigate and analyse areas for improvement, ensuring suitable improvement techniques are being employed, the case for change is robust and the suggested way forward is owned. This will involve planning a broad range of complex activities which involve uncertainty and the project plans will need to be adapted to ensure any project outcome is aligned with the Health Boards overall goals.
- Undertake diagnostic work that is highly complex in nature to investigate and analyse areas for improvement, deploying suitable improvement techniques to manage and support service change. The post holder will be required to work within general policies however they will be required to interpret national guidance and advise the organisation as a result of their interpretation.
- Contribute to the development and delivery of training to staff both within the department and to all users of clinical applications
- Recognise and promote 'Good Practice', such as supporting internal and external Award processes.
- Research 'new' models of care and 'Best Practice' sites, promoting and supporting clinical teams and support services around whole system thinking and service improvement change
- Support Health Boards Senior managers in Working with Clinical Directorates to deliver their service improvement plans

Systems Analysis
- In line with the Informatics IMTP, study and assess the overall business and information requirements of the organisation in conjunction with Senior Software managers, in order to develop solutions to improve healthcare processes and provide clinical benefit. This will involve working closely with Managers, Clinicians and other staff groups to:
  - o Identify business needs
  - o Evaluate procedures/problems
  - o Decompose processes
  - o Facilitate process mapping sessions
  - o Prepare graphical representations of process e.g. Process maps/decision trees
- Prepare high level systems specification including:
  - o Developing a design brief for a new computer information systems
  - o Specifying modifications to existing systems to improve workflow
  - o Specifying modifications to expand existing systems to serve new purposes
  - o Preparing an Output based specification for Procurement of software solution.

3   PERSONAL RESPONSIBILITIES

Directorate & Departmental Management Conduct
- As a member of the Directorate's Senior Team, contribute to a seamless response to the needs of the Health Board and its Directors, maintaining a professional approach and leading by example at all times.
- Promote the department and the Division at all times.

Continuing Professional Development
- Develop a personal development plan annually as part of the Individual Performance Review process.
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of information and desktop applications.
- Use available resources to keep abreast of Health Informatics & Technology topics (Intranet, internet, reading materials, conferences etc)
- Ensure continuation of personal development including leadership skills, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles, and confidentiality, Human Rights Act, Freedom of Information Act etc and the latest policies.
- Maintain registration of professional organisation, for example, UKCHIP

Health and Safety
Perform duties in a manner which will ensure the Health and Safety of all persons who may be affected by your acts of omission at work and co-operate within the Health Board to ensure that statutory and safety regulations are adhered to.

Confidentiality
The handling of information within the Health Board must be treated as confidential and disciplinary action will be taken in the event of a breach of confidentiality.

Data Protection
You are reminded of your duties and responsibilities as an employee under the Data Protection act of 1998, that you must ensure that personal data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Information Security
Employees are required to comply with the requirements of the Health Board's IT Security Policy and standards to ensure that any information held on both manual and computer records are kept confidential and secure.

Other Duties
This job description describes the role in broad terms. The post-holder may be required to undertake any other relevant duties as required by the Associate Director - Informatics

PERSON SPECIFICATION

Informatics Programme Manager

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
QUALIFICATION	- PRINCE2 Project Management Practitioner - MSP Programme Management or wiliness to undertake - Educated to Masters degree level or equivalent level of work experience and knowledge - Evidence of Continual Professional Development	- Agile Project Management - Benefits Management	Certificates
EXPERIENCE	- Experience of planning and implementing long term strategy - Proven track record of successfully introducing service improvement or successful management of significant organisational change in a complex environment. - Significant experience of working with staff, their representatives and trades unions/professional organisations. - Demonstrable success in building, leading and motivating, managing and developing teams. - Participation in significant change management projects and process re-engineering. - Proven ability to influence at all levels of the organisation. - Experience of financial and budget management. - Experience of procurement law relating to health and IT systems. - Operational and Strategic management - Problem identification and solving	- LEAN methodologies - Working in a wide variety of roles and specialities including operational management experience	Application Form Interview References

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
SKILLS	• Proven ability to analyse and appropriately present often highly complex information • Proven ability of the management of teams to achieve targets and objectives within a complex, demanding and pressured environment against challenging deadlines. • Sound judgment, decision making, and organisational skills • Able to interpret legislation, national guidance as appropriate to the role. • Able to demonstrate a high level of interpersonal skills, displaying credibility, influence and political acumen • Proven ability to communicate verbally and in writing in a manner which is clear, fluent and persuasive • Self motivated and committed to developing self and team members • Proven ability to influence large groups of staff • Proven ability to successfully manage a programme of deployment of complex and significant projects • Ability to empower, coach and support staff. • Ability to work on own initiative and organise own workload and that of the team to operate effectively • Personnel Management Skills • Proven ability to establish, develop and lead a team. • Persuasive and negotiation skills. • Analytical skills • Proven advanced presentation skills • A broad range of ICT skills and understanding • Ability to translate technical information to easily understandable language • Organisational Skills • Advanced keyboard skills and application use	• Data Base Management • Ability to use various media to communicate project work • Thorough understanding of ICT and its application to healthcare • Ability to speak Welsh	Application Form Interview References
KNOWLEDGE	• Up-to-date knowledge of Health Informatics and its application in a healthcare environment • Up-to-date knowledge of relevant local and national strategies and tactics. • Knowledge of Clinical, Management and Information processes including Complex Patient Pathways • Knowledge of procurement law relating to health and IT systems • Specialist Computer software	• Training methodologies • Technical Languages i.e. HL7 to support system interfaces • ICD10 and OPCS4 coding structures	Application Form Interview References

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
PERSONAL ATTRIBUTES	• Innovator • Lateral Thinker • Ability to communicate verbally with all levels of the organisation and able and willing to share information. • Ability to develop staff • Flexible and adaptable to meet all aspects of the work • Leadership qualities and able to motivate others • Time Management skills. • Completer Finisher		Application Form Interview References
OTHER	• Able to work as a member of a team • Able to work effectively on own. • Enthusiastic, committed, proactive and innovative • Politically astute and high level of intuition. • Appetite for hard work and challenges • Show resilience, stamina and reliability under sustained pressure, never losing sight of objectives. • High level of personal integrity • Ability to travel between sites in a timely manner • Flexible in approach to try new procedures and practices • Capable of understanding the wider objectives of the Programme. • Broad knowledge of the history and structure of the NHS • Ability to create a business case for projects of this scale. • Ability to procure and negotiate contracts. • Knowledge of project approval processes. • Select, develop and lead complex and multi-functional teams. • Make significant contributions to the work of peers and board members. • Understand the NHS in terms of clinical processes, data flows, relationships and current challenges. • Develop and control complex project plans and risks using established project management methods. • Forge strong teams and relationships. • Negotiate and manage, monitor and secure results against contracts. • Support and Influence Senior managers within the NHS who are not under the direct control of the Programme. • Demonstrate a track record of delivering on target. • Ability to demonstrate a career based on success		Application Form Interview Document Check

Job Description for ABuHB Informatics Programme Manager
05/08/21