London Ambulance Service **NHS**
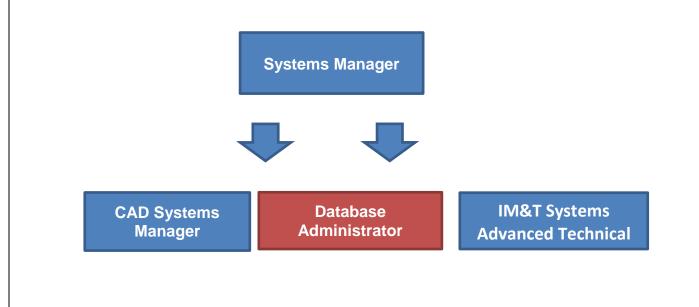
NHS Trust

Job Description

Job Title	Database Administrator
Band	AfC Band 8a
Department/Directorate	IM&T
Location	HQ with travel to LAS sites including Data Centres
Reporting to	Systems Manager

Job Purpose

- Working as a senior technical expert the Database Administrator has complete management responsibility for the Trusts Database Management Systems (DBMS). Specifically, to proactively manage the database environment in order to ensure maximum availability and efficient operation of the 24/7x365 business critical systems that are relied upon for real time operations in the Control Rooms / Call Centres
- In addition the role of Database Administrator extends to the design and implementation of database solutions across all areas of the Trust

Systems Manager

CAD Systems Manager   **Database Administrator**   **IM&T Systems Advanced Technical**

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Key Result Areas & Performance Indicators

- Where required, deputise for the Systems IT Service Manager
- Formulate long term (up to 5 years) strategic plans for Trust wide database management in terms of resource, costs, business continuity, availability and impact
- Responsible for the daily management and operation of complex database systems and ensuring that Computer Aided Dispatch (CAD) and other databases used by LAS systems are highly available and operating at optimal performance in line with customer requirements
- Plan and carry out proactive preventative maintenance of database environments across the entire database landscape to achieve required high availability and performance, including design of database schemas, creation of necessary software, to load, unload, reload or reorganise data with databases
- Focus on the achievement of agreed service levels (SLA), Key Performance Indicators (KPIs) and performance reviews. Also investigate complaints through the escalation procedure
- Take overall responsibility for technical design, implementation & support of database related services providing the centre of excellence and recognised point of contact
- Responsible for taking direct action to recover database services in the event of disruption acting on own initiative
- Provide consultancy on the database file design and aspects of business systems that will improve internal and external services including related program problem solving
- Provide appropriate training to IM&T staff to enable them to carry out day to day database and system management
- Design & implement a data management environment to support operational and analytical business applications. This will include developing, managing and updating data models, including physical and logical models for a data warehouse, data mart, staging area and operational data stores
- Manage database systems in line with supplier documentation and industry best practice
- Ensure that database routines are developed, tested, documented and maintained in accordance with LAS IM&T standards. In the absence of a formal standard to cover a specific occurrence or requirement, ensuring that an adequate procedure is adopted and that the work produced is of a high quality
- Plan and implement complex system upgrades as necessary, ensuring disruption to service is minimised and robust contingency 'roll back' arrangements are in place
- Proactively research issues and opportunities within and outside of IM&T, design solutions and propose appropriate way forward commensurate with the business needs of the Trust
- Act as the lead technical specialist for all LAS databases, applying communication, analytical, incident and problem-solving skills in order to promptly resolve highly complex technical issues where there is no obvious solution. This will often require intense concentration, advanced analysis, interpretation and comparison between numerous solutions
- Provide out of hours support to specific services within the LAS as part of an on-call rota as defined by the Directorate on-call arrangements. This involves working under pressure with a high-degree of autonomy.

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- Manage relationships with key suppliers ensuring proactive performance measurement is carried out. Chair periodic meetings and ensure that the LAS receives value for money
- Identify, procure or develop utilities in support of LAS database systems
- Keeping informed and advising on current developments in database technology that are of potential interest to the Trust. With senior management, formulating and agreeing departmental strategies for the use of database technology
- Develop business cases to improve services, reduce costs, ensure business continuity etc.
- Establish and promote effective methodologies for the IM&T Directorate to use in ensuring a high-level of quality control, such as ISO standards, SSADM, RAD, Waterfall Model etc. to shape and develop the Trusts data warehouse strategy and data model to support growing demands
- Evaluate database related software and hardware systems and making appropriate recommendations both for immediate application and for longer term strategic directions
- Provide training, present, interpret and explain complicated database technology-related material and information to large groups of people in order to influence understanding and change via conferences, workshops, road shows user guides, etc.
- Produce regular trend and exception reports on the reliability and performance of the database environments, review these with management and make recommendations based on the findings
- Administer security for all databases for which IM&T is responsible ensuring the Trust security rules are implemented for all development and maintenance activities and any breaches are dealt with appropriately
- Provide instructions and guidance for the handling of sensitive information relating to staff and patient data, including security (compliance with GDPR and UK Data Protection) and backup strategies
- Present, interpret and explain complex information including visions and plans, to a range of audiences (from individuals to large groups) to influence understanding and promote change
- Maintain the technical documentation and change procedures for the database systems and to publicise best practice
- Identify and drive the continuous enhancement and development of LAS database and associated systems. Introducing system changes in a controlled manner following rigorous testing in accordance with IM&T procedures
- Develop, implement and ensure compliance of Trust wide IM&T policy throughout the LAS using effective and professional communication skills with all levels of personnel within the LAS
- Take the lead on communication with senior business users regarding the ongoing development of database systems
- Liaise with Directors, Senior Managers and attend meetings when necessary to raise awareness and understanding
- Liaise and negotiate with internal and external customers, to ensure products and services are "Fit For Purpose", efficient, cost effective and future requirements are understood
- Use tact and diplomacy skills to aid in the dissemination of complex information to internal and external customers at all levels
- Represent the IM&T Directorate on various internal and external groups

- Attend (Chair where appropriate) inter-departmental and external meetings and represent the IM&T Directorate within project boards / forums as the "Senior User / Supplier", ensuring the effective development and the testing of new releases, upgrades and patches
- Be a point of escalation for Systems Services in relation to database administration activities to ensure all escalations are dealt with efficiently and customers are satisfied with performance
- Support identification and management of risks
- Manage own work schedule efficiently, i.e. prioritisation of complex activities to the needs of the LAS and demonstrating flexibility when unforeseen circumstances arise
- Maintain a high level of knowledge of server operating systems to maximise effective and efficient operation of systems
- Responsibility for reviewing, management and authorisation of staff timesheets
- Any other duties and ad-hoc tasks commensurate with the grading of the post as delegated by the immediate line manager or other appropriate individuals within IM&T

Key Relationships & Stakeholders

- All LAS staff
- IM&T support staff
- IT Suppliers
- Other NHS trusts, Ambulance Services

Key Responsibilities

Inputs/ expectations from other IM&T teams

- Knowledge articles from Technical teams
- Visibility of projects pipeline and representation at relevant stage gate reviews
- Collaborative working with other IM&T areas including Projects and Business Engagement Managers
- Deliver to agreed targets (including service levels)
- Compliance to IT service management policies, processes and procedures
- SLA inputs from Business Engagement and Change

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision

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of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

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Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the need for a diverse workforce and is committed to Equal opportunities in employments and seeks to eliminate unlawful discrimination. To promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff) must at all times fulfil their responsibility with regards to the Trust Equality and Diversity policy and the Equality Act of 2010. All individuals have responsibility to highlight any potential discriminatory practice

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

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Person Specification

Qualifications, Accreditations, Education		
	Essential	**Evidence**
Educated to degree level with appropriate post-graduate to Master's degree or equivalent experience	√	**A/I**
Formal industry certification is preferred e.g. OCP MySQL, MCDBA, MCITP-DBA. MCSA:SQL, ICDBA, ITIL, PRINCE2, etc.	√	**A/I**
Experience		
Recent and relevant senior management level experience within a large organisation	√	**A/I**
Significant IT support experience in a complex and critical systems environment providing technical support over multiple sites to 1000+ customers / users	√	**A/I**
Minimum of 2 years' experience of managing contractors and suppliers	√	**I**
Significant advanced technical skills experience of PCs, servers and terminal devices	√	**A/I**
Previous experience within a Service Management environment	√	**I**
Knowledge and Skills		
Excellent working knowledge of Microsoft tools - Office, Visio and Project	√	**I**
Advanced keyboard skills	√	**I**
Personal Abilities		
Excellent communicator	√	**I**
Relationship Building (can communicate effectively, be open and willing to help, courteous) • Able to consistently understand and meet the needs and interests of patients • Can develop joint solutions by use of open questions and listening to others • Can involve key stakeholders and staff in planning organisational change	√	**I**
Personal credibility (is visible, approachable, confident, good role model, resilient and honest) • Can articulate a compelling vision • Will consistently deliver on promises and champions the LAS values • Displays sensitivity to the needs and feelings of others • Will have a zero tolerance to bad behaviour and actively manage poor performance	√	**I**

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Passion To Succeed (is patient and customer centred, positive attitude, takes responsibility, aspires to excellence) • Will motivate others with enthusiasm and a positive attitude • Can maintain optimism and sense of humour in stressful situations • Can infuse pride and joy in work • Always leads by example by taking responsibility, being compassionate and aspiring to excellence	√	I
Harness Performance Through Teams (able to develop staff, actively listen and value contribution, give feedback, empower staff and respect diversity, champion positive change, creating a culture without fear of retribution) • Able to take proactive steps to develop team members using a variety of approaches • Will involve team members in planning and delivering change • Matches the needs of activity to available resources • Seeks out and listens to team members and stakeholders, welcoming warnings or problems	√	I
Strategic Approach (be clear on objectives and clear on expectations) • Will always plan and take initiative in the best interest of the patient/customer • Will make decisions based on the strategic direction of the organisation • Can make success criteria clear to others and focuses them on what matters most • Avoids major problems by anticipation and contingency planning	√	I

Key:

(A = application, T = test, I = interview)

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