NHS

JOB DESCRIPTION

Job Title	Technical Lead Architect – ICS Shared Care Record Programme
Band	8c
Responsible to	Chief Digital and Information Officer
Accountable to	Chief Digital and Information Officer

ROLE PURPOSE / SUMMARY

The Mid and South Essex Integrated Care System will comprise the Integrated Care Board (ICB), which is the statutory body for the NHS, and the Integrated Care Partnership (ICP), which is a committee of the ICB, and brings together key health, care, community and voluntary sector organisations across the area.

The ICS has a bold ambition to deliver improved outcomes for our 1.2m population through our four Alliances, and we are placing clinical and professional leadership and the voice of our residents at the heart of realizing this ambition.

This post resides within the Digital and Data directorate who are responsible for ensuring that digital technology fully supports the integration of health and care services across the ICP- putting residents at the centre of their care. The Digital and Data directorate leads system-wide activities to transform the use of digital and data to support a modern and sustainable health and care system. The directorate brings together both local authority and health needs into a common single approach for the system, which is underpinned by organisational specific priorities.

Together this directorate will:
- **Lead system-wide action on data and digital** - to put in place the technology and data architecture that will support the integration of health and care services, putting citizens at the centre of their care.
- **Develop Business Intelligence services in line with the agreed roadmap** and so as to facilitate the development of a 'virtual directorate' harnessing stakeholders' various needs and diverse capabilities.
- **Address the tech debt in the system** by moving towards common digital environments and ensuring access that works for staff across our system, creating and maintaining a warranted environment specification that all partners can move towards.
- **Ensuring there is common interoperability** consideration in place so we avoid creating additional siloed information.
- **Improve the Digital and Data Maturity across the ICS** in line with the "What Good Looks Like Framework".
- **Ensure the timely and appropriate management of Freedom on Information** requests in line with national guidance and recommendations.
- **Provide a CCIO function with dedicated Clinical input** from our primary care workforce to drive up adoption of solutions and work as part of the practitioner group which is being established across the ICS.
- **Deliver programmes of work that will accomplish required efficiency savings system-wide** by 2024/25 (Within defined staff / spending / activity envelopes).

In support of this the Technology team and this role are responsible for providing strategic direction on solutions design and architecture across all core technologies. This team thinks holistically about the business strategy, its processes, information and technologies and will be crucial in building and maintaining the Target Operating model and its supporting artefacts in an incredibly challenging environment. They will create a common architectural approach for partners across the ICS.

The postholder will provide the technical leadership to the ICS Shared care record programme and work with ICS partner's technical and development teams, to design and deliver the technical requirements of the programme including assessing individual partner project requirements and creating technical specifications. The post holder will work with other parts of the ICS and programme workstreams to ensure the delivery requirements and the whole context of the wider health and care environment, including how changes to policy will impact on your work or that of the system and be able to react to anticipate problems before they occur. The successful applicant be a credible technical leader with strong relationship management skills, in relation to ensuring we achieve a highly collaborative approach to managing the cross-organisational risks in context of the different organizational cultures that exist.

This role will act as a bridge between technical and non-technical mediating between diverse stakeholders and successfully converting programme requirements into technical design and delivery against the programme milestones.

COMPETENCY BASED KEY DELIVERABLES

- Operate with autonomy in the role and accountability for decisions made during the course of duties
- Set long term strategy ensuring the aims and objectives of the organisation/system are embedded and progressively built upon within the setting of the programme
- Matrix management delivery from multiple senior members of staff across system partners
- Demonstrate and deliver strong business acumen in the field of work ensuring value for money, understanding the business of partners and the driving factors for delivery in multiple sectors.
- Creating and maintaining the business, applications, data and technical architectures of the ICS.
- Support multiple teams across the system, finding and using best practice and emerging technologies to support the needs of the ICS.
- Provide Technical architecture support with our partners as agreed through a memorandum of understanding.
- Be responsible for relevant programme governance in relation to the programme requirments, solving complex and high-risk issues or delivering architecture design.
- Inspire wider technical leads across the system and help them understand how to deliver the goals of the programme and wider system.
- Network and communicate with senior stakeholders across organisations and proactively seek out opportunities for digital transformation
- Maintain a comprehensive register of systems in place and working with system partners to ensure our collective infrastructure remains current and within suppliers' support periods.
- Analysis of solutions to ensure and demonstrate solutions meet key requirements.
- Writing detailed design specifications in support of the programme solutions.
- Exchanging specialist information with colleagues from similar and other disciplines including providing key specialist advice
- Representing ICS at meetings, conferences, and events as appropriate
- Actively contributing to ICS public profile and presence through presentations, media and social media

As the Technical Product Owner for the ICS shared care record you will support bringing together information from the electronic records held by the different places that our population receive care. This allows health and care professionals to access a real-time summary of key information, safely and securely as they deliver care to our population.

The post holder is responsible for understanding systems architecture requirements and acts as a subject matter expert in systems technical architecture, systems strategy, approaches / solutions to integration, interoperability and interfacing within the wider system partners, examples being NHS, social care, voluntary, community, faith and social enterprise (VCFSE), pharmacy and beyond into other ICS shared care records and any national connectivity or development roadmaps. The post holder will be technically competent and experienced and will demonstrate highly developed technical skills within a similar role.

The Technical Product Owner will work with partners to plan and design all aspects of data from its input, collection, processing and storage to supporting a range of users to maximise data use and to identify, design and deliver the a data and insights strategy to focus in five main areas:-

I.   Reducing the burden on clinicians and staff, so they can focus on patients.

II.   Giving people the tools to access information and services directly.

III.   Ensuring information can be safely accessed, wherever it is needed.

IV.   Improving patient safety across the NHS; and

V.   Improving NHS productivity with digital technology.

This will be delivered by: -

- Publish standards and specifications that drive interoperability of systems and collections of information to support the management of services.

- Ensure the ICS cyber security strategy considers data storage and transmission so that systems are secure and that information is held safely and working with partners as required

- Deliver a modern architecture for access to local systems and national services and to support the way local organisations work

- Deliver proof of concepts using disruptive technology and rapid innovation techniques to create new healthcare opportunities, digital pathways that accelerate the long-term plan and deliver meaningful value to patients quicker.

- Support record sharing and integration teams by facilitating common agreements on how to deliver new integrations where existing standards do not exist or need to be defined.

The post holder will ensure that the MSE ICS Shared Care Record solution is supported properly as a secure electronic data sharing platform across our provider organisations and beyond. They will find opportunities for systems exploitation by designing technical solutions to assist the ICB in optimising on current connections or developing new connections beyond and not exclusively to the health and social care sectors.

- The post holder will lead the technical elements and wider system programme team to ensure that technical workstream and programmes are planned and carried out effectively, safely and securely.

- The post holder will develop and implement solutions for improving the flexibility and efficiency of systems integration, reducing the complexity of information systems in a cost-effective manner.

- This post will be the Technical Product Owner supporting the wider MSE ICS digital programmes as required. The key area of work initially will be support and development of the MSE Shared Care Record (ShCR) but may cover other programmes where appropriate

- This post will be responsible for the main technical work on the Orion Health with system partners and their IT providers. They must have an expert understanding of clinical data as well as thorough technical expertise.

- The post holder will act as the primary liaison between MSE and Orion Health and other technical suppliers to progress technical project work and to resolve issues including root cause analysis.

- The post holder will be the main point of contact for the Orion Health technical support and will be accountable for robust support procedures (and underlying SLA and service schedules) being in place including the set up and maintenance of an ICB-hosted resolver group and process working with our provider organisations technical leads to ensure technical cover for effective, robust and continuous technical support, minimising disruptions and technical escalation into third parties (in-hours). Longer term, this includes working towards an evaluation of the ShCR in clinical system status based on need and recommendations around new models of support, i.e., 24/7 and / or out of hours support requirements and defining downtime/incident resolution timescales for ICB and Cerner support.

- The post holder will be responsible for the development of programme documentation including; any technical standard operating procedures, technical documentation, technical process implementation (such as testing) and assurance reporting, including root cause analysis, problem management, technical specifications and roadmaps.

- The post holder will lead the provision of an efficient, effective and high quality professional and well co-ordinated technical oversight and contract management service capable of meeting all statutory, regulatory and NHS requirements ensuring alignment with the activity of the organisation.

- The post holder will provide technical expertise and support to the SCR programme in further integration work for the shared care record. This includes upgrades, onboarding new providers / connections and extending data sets to existing connections.

- Act as a technical conduit between the MSE partner organisations, providers and Orion Health to resolve technical issues and ensure that the ICS can effectively utilise the shared care record.

- Work collaboratively with provider integration teams to ensure that the provider's technical needs related to Orion Health software are met.

- Manage testing with provider test teams. Ensure provider workflows and data sent to the share cared record are presented accurately for users.

- Communicate with key stakeholders in MSE for issues or questions relating to clinical, information governance, communication or training.

- Provide training and support to staff on the use of the shared care record and work closely with other technical support staff within the team to develop the relevant material or infrastructure or environments required.

- Identify and resolve technical issues on the shared care record. You will need to work with the service desk model and Orion Health.

- Ensure that all technical issues are documented and resolved in a timely manner

- Attendance at national, regional, and local technical forums and shared care record meetings where appropriate

- Deputise for the Deputy Director of Digital / CDIO as and when required

In addition, the post holder may also be responsible for:

- Managing the team's business support function, including developing and managing the team's annual business plan, progress and dashboard reporting and risk and issue management

- Liaising with functions within the ICB

- Managing all corporate business returns, including planning and workforce returns in a technical capacity

- Developing and implementing enablers such as content management systems to ensure information is properly managed and best practice is shared across the programme and the wider partners

- Taking a lead in the coordination of training and development and recruitment activity across the programme from a technical perspective

- Overseeing and managing of all aspects of the technical programme budget

- The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager.

  The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the programme and the ICB.

PERSON SPECIFICATION

TITLE: Technical Lead – ICS Shared Care Record programme (Band 8C)

Supporting Evidence
In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Knowledge, Training and Experience	Educated to masters level or equivalent level of experience of working at a senior level in specialist technical area.	√		A/C
	Extensive knowledge of technical specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent	√		A/I
	Evidence of post qualifying and continuing professional development	√		A/I
	Must have an understanding of the background to and aims of current health and care policy and appreciate the implications of this on engagement	√		A/I
	Strong integration knowledge and experience. Including how the following technology and standards work: HL7v2, batch files uploads and on-demand API (IHE profiles, FHIR).		√	A/I
	Knowledge and experience with Orion Health or equivalent information sharing software		√	A/I
	Knowledge and experience of working with a master patient index management system	√		A/I

		√		A/I
	Digital transformation knowledge and experience in an NHS and / or social care context	√		A/I
	TOGAF certification or equivalent qualification	√		A/I
	Experience of negotiation with senior stakeholders which may include difficult and controversial issues, presenting complex and sensitive information to large and influential groups	√		A/I
	Experience of working at strategic level, able to recognise direction and implications of policy and the potentially competing priorities/interests.	√		A/I
	Experience of leading, managing, developing, influencing and inspiring staff.	√		A/I
Communication Skills	Provide and receive highly complex, sensitive and contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.	√		A/I
	Able to hold the room and command respect inc persuading board and senior managers of the respective merits of different options, innovation and new market opportunities.	√		A/I
	Negotiate on difficult and very complex and detailed issues across system partners.	√		A/I
Analytical	Problem solving skills and ability to respond to sudden unexpected demands.	√		A/I
	Ability to analyse complex facts and situations and develop a range of options.	√		A/I
	Takes decisions on difficult and contentious issues where there may be a number of courses of action.	√		A/I

		√		A/I
	Strategic thinking – ability to anticipate and resolve problems before they arise.	√		A/I
	Ability to carry out procurements for highly detailed, high value contracts that require analysis, comparison and assessment.		√	A/I
Planning Skills	Plans and organises a broad range of complex activities, formulating and adjusting plans to reflect changing circumstances.	√		A/I
	Inputs to strategic plans across NHS and within the specific teams.	√		A/I
	Works with Stakeholders to develop performance improvement plans and to develop plans for innovation and opening up the market.	√		A/I
	Good use of available information sources to enable efficient and effective planning	√		A/I
	Ability to work under pressure and to tight and often changing deadlines	√		A/I
Management Skills	Strong leadership skills which are highly collaborative in nature, by way of working with a variety of different organisational cultures to achieve system consensus	√		A/I
	Skills for direct line management and job management.	√		A/I
	Skills for delivering results through managing through others and using a range of levers in the absence of direct line management responsibility.	√		A/I
	Skills for managing relationships with a range of different stakeholders.	√		A/I
Physical Skills	Working knowledge of Microsoft Office with intermediate keyboard skills.	√		A/I
Autonomy	Manages team within the constraints of NHS strategic plan. Ability to work on own initiative and organise workload, allocating work as necessary.	√		A/I

	Ability to make decisions autonomously, when required, on difficult issues.	√		A/I
Equality and Diversity	Demonstrates knowledge and understanding of equality of opportunity and diversity taking into account and being aware of how individual actions contribute to and make a difference to the equality agenda.	√		A/I
	Ensures this is in place for staff for whom the post holder has line management responsibility	√		A/I
	Demonstrates knowledge and understanding of equality of opportunity and diversity.	√		A/I

Core Competency Framework Band 8

Staff at Band 8 require highly specialised knowledge, some of which is at the forefront of knowledge in a field of work. They use their knowledge as the basis for original thinking and/or research.
They are leaders with considerable responsibilities.
They have the ability to analyse complex processes and the responsibility to improve or develop services. They will have considerable managerial responsibilities and be accountable for service delivery.

The ICB aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their line manager.

Assessment
- Able to gather appropriate information.
- Able to select and use appropriate assessment techniques.
- Able to undertake or arrange investigations as appropriate.
- Able to analyse and critically evaluate the information collected.

Formulation and delivery of plans and strategies
- Able to use research, reasoning and problem-solving skills to determine appropriate actions.
- Able to draw on appropriate knowledge and skills in order to make professional judgements.
- Able to formulate specific and appropriate management plans including the setting of timescales.

- Able to conduct appropriate diagnostic or monitoring procedures skillfully.
- Able to maintain records appropriately.

Critical evaluation of the impact of, or response to, the plan/intervention
- Able to monitor and review the on-going effectiveness of planned intervention and subconsciously modify a technique in-action.
- Able to make reasoned decisions to initiate, continue, modify or cease the use of techniques or procedures, and record the decisions and reasoning appropriately.
- Able to audit, reflect on and review your own and other's performance/practice in unpredictable and normally specialised contexts.

Knowledge & Skills
- Uses highly developed specialised knowledge to analyse, evaluate and synthesise complex and new ideas that are at the most advanced frontier of a work area.
- Extends existing knowledge and professional practice within a work area.
- Is able to develop, lead and manage projects.
- Will lead by example in developing highly innovative solutions to problems based on research and inquiry.
- Observes and records data using appropriate methods, tools and technology. Maintains accurate records.
- Uses technology to effectively plan work and evaluate the effectiveness of the work through complex audits/trials.
- Understands relevant legislation, policy and guidance.
- Understands social model, concepts of empowerment and person centred approaches to assessment, care planning delivery, monitoring and review of practice.
- Understands the nature, extent and boundaries of own role and its relationship to others within and outside the organisation.

Technology Skills
- Proficient in the use of Microsoft Outlook or similar Email application
- Proficient in the use of the Web and Web applications
- Proficient in the use of Microsoft Word
- Accurate data input skills, e.g. accurately entering data into Excel or an electronic records system
- Confident with the use of IT systems and equipment, including mobile devices (where used)

Leadership & Management
- Demonstrates substantial leadership, innovation and independence in work contexts that are ground breaking and require the solving of problems that involve many interacting factors.
- Ensure all staff within their area of responsibility performs to the highest standard.
- Contribute fully to initiatives to improve quality, productivity and performance.

Innovation & Decision Making
- Extends and redefines knowledge and professional practice within a work area or at the interface between work areas.
- Critically analyses, evaluates and synthesises new and complex ideas and makes strategic decisions based on these processes.
- Develops and influences policy and service delivery.
- Is able to carry out operational interactions within a complex environment.

Team Working
- Work with others towards achieving shared goals.
- Respect and be open to the thoughts, opinions and contributions of others.
- Recognise and respect other people's diversity, individual differences and perspectives.
- Lead and support when appropriate, motivating and developing others for high performance.
- Review the strategic impact/outcome of the work of the team and the return on investment.
- Ensure that the objectives of the team are clear.
- Accept and give feedback in a constructive manner.
- Communicate with authority through engaging in critical dialogue with peers.
- Manage the resources of the work area effectively conforming to organisational instructions.
- Assess situations and identify the root cause of a complex problem in environments that are unfamiliar, complex and unpredictable.
- Respond constructively to change and cope with uncertainty.

Communication
- Listen to and understand complex information, both implicit and explicit.
- Listen to and appreciate the complexity of a range of views, adopt effective questioning techniques.
- Respond appropriately to queries and complaints.
- Negotiate assertively and present highly developed theoretical and practical knowledge across a range of professional issues.
- Adopt a sensitive manner and use appropriate language for each situation, lead, persuade and influence others effectively.
- Write effectively for a range of complex situations and contexts.

Personal Attributes
- Acts as an ambassador for the ICB and demonstrates excellent customer care at all times.
- Deals with people, problems and situations with honesty and integrity.
- Recognises and reflects on their own and others good efforts.
- Takes care of their personal health, including hygiene and appearance.
- Meets timekeeping and attendance requirements.
- Leads on personal and team health and safety practices and procedures and acts in accordance with these.
- Understands their rights and responsibilities in the workplace, and those of others.
- Undertakes and respects confidentiality.
- Manages the balance of their work and personal life.
- Assesses and manages risk, is accountable for their own actions, and those of their team.
- Is adaptable and able to carry out multiple tasks or projects.
- Is open and responds constructively to change and copes with uncertainty.
- Supports other colleagues and co-workers and promotes positive relationships within team and beyond.
- Learns continuously, reflects on their practice and encourages others to reflect on their practice.
- Identifies personal learning goals and plans for the achievements of these.

ORGANISATIONAL DUTIES

CODES OF CONDUCT
The ICB requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body and to the ICB's Code of Conduct.

EQUAL OPPORTUNITIES
The ICB is committed to equal opportunities that affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sexuality, marital status, race, religion/belief, ethnic origin, age or disability. All staff are required to observe this standard in their behaviour to fellow employees.

SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK
Safeguarding is a key priority for the ICB. Staff must always be alert to the possibility of harm to children, young people and adults at risk through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge staff work from must be commensurate with their role and responsibilities (as per Intercollegiate Document 2014). All staff must follow the safeguarding policies, procedures and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required.

CONFIDENTIALITY
All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties. All employees are required to observe the strictest confidence regarding any information relating to the work of the ICB and its employees. Staff are required not to disclose any confidential information either during or after their employment with the ICB, other than in accordance with the relevant professional codes. Failure to comply with these regulations whilst in the employment of the ICB could result in action being taken.

DATA PROTECTION
All employees must adhere to appropriate ICB's standards/policies in respect of the use of Personal Information, including guidance on the use and disclosure of information. The ICB also has a range of policies for the use of computer equipment and computer-generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on Protection and use of Personal Information and Information Technology can be obtained from the ICB.

HEALTH AND SAFETY
The ICB expects all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.

RISK MANAGEMENT
All staff will be responsible for adopting the Risk Management Culture and ensuring that they identify and assess all risks to their systems, processes and environment and report such risks for inclusion within the ICB Risk Register. Employees will also be required to attend mandatory and statutory training,

report all incidents/accidents including near misses and report unsafe occurrences as laid down within the policies.

GOVERNANCE

All staff have a responsibility to be aware of governance arrangements and ensure that the reporting requirements, systems and duties of action put into place by the ICB are complied with.

POLICIES & PROCEDURES

All employees are expected to comply with all the policies and procedures drawn up by the ICB.

NO SMOKING POLICY

The ICB is a 'no smoking organisation' therefore staff are not permitted to smoke whilst on duty. All NHS staff are expected to recognise their role as ambassadors for a healthy lifestyle. As such, staff should not smoke whilst in uniform, in NHS vehicles or on ICB or other health care premises.

INFECTION CONTROL

All staff must observe the code of practice for the prevention and control of infections (updated 2015) and ensure that they understand and implement their responsibilities in the prevention and control of infection.

DISCLOSURE & BARRING SERVICE (DBS) CHECK

If the post is one that requires a disclosure (at whatever level) from the DBS, the organisation retains the right to request that a further disclosure is sought at any time as deemed to be appropriate. Where an appointment has been made and the ICB is awaiting the outcome of a DBS check which subsequently proves to be unsatisfactory, the employment will be terminated.

CRIMINAL CONVICTIONS

If, during the course of their employment, an employee is convicted of or charged with a criminal offence (with the exception of a traffic offence) whether it arises from their employment or otherwise, the employee is required to report the matter to the Human Resources Department who will decide on the appropriate course of action. Should an employee be convicted of an offence and receive a custodial sentence, the ICB reserves the right to terminate the contract of employment, after careful consideration of the facts. Failure to report a conviction may itself lead to disciplinary action being taken. Any information will be treated confidentially, except insofar as it is necessary to inform other relevant members of management. Additionally, if driving is part of an employee's duties and they are convicted of any traffic offence, they must report it to Human Resources Department who will decide on the appropriate course of action.

MOBILITY

Employees may sometimes be required to attend at other locations or expected to travel to anywhere within the ICB footprint.

OTHER DUTIES

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual's performance review/appraisal. There may be a requirement to undertake other duties as may reasonably be required to support the ICB in accordance with your grade/level in the organisation.