Job Description and Person Specification

Vision

Our vision is to 'To deliver exceptional care together to improve the health and wellbeing of our communities'. Our vision has been updated to reflect the closer working of our organisations and to focus on our core purpose of improving the health and wellbeing of our communities.

A vision is more than a few words – it reflects our aspirations, helps to guide our planning, support our decision making, prioritise our resources and attract new colleagues.

Strategic Aims and Objectives

Our strategy is based around four strategic aims - referred to as the Four Cs.

Care	Excel in the delivery of **Care**	
Colleagues	Support our **Colleagues**	
Collaboration	Effective **Collaboration**	
Communities	Improve the health and wellbeing of our **Communities**	

Our strategic aims reflect our four key areas of focus and consider the key influences from the environment within which we operate.

Our aims incorporate feedback from colleagues working for both organisations as well as the public and external stakeholders, e.g. the Integrated Care Board and other providers.

Our strategic aims are underpinned by strategic objectives (detailed later in the document) – these are more specific measures which we use to judge our achievement.

Job Description

1. Job Details

Job Title:	Software Integration Specialist
Band:	Band 7
Reports to (Title):	Senior Software Architect
Trust Website:	www.royalwolverhampton.nhs.uk
Directorate:	ICT Services
Department / Ward:	Software Services
JD Number:	20.1535.G2A
DBS Check Required:	• No DBS

2. Job Summary

On a day to day basis to provide hands on systems integration and interface development, maintenance and support to the Acute Trust and Community. Must have substantial experience with BizTalk or other integration engine technologies, HL7 messaging, SQL Server (including Integration Services and Reporting Services) and Visual Basic.Net. These technologies are used individually and combined to provide the assured delivery of data between multiple inter-connected systems, both internally and from/to other hospitals and third parties.

On-going responsibilities will include the development and maintenance of the Trust's integration engines and interfaces. The post holder will take part in the planning and implementation of upgrades and new deployments of interfaces; assisting in the provision of interfaces between both back-office and clinical systems; and their third line support enabling 24 x 7 operation. The post-holder will assist in ensuring the provision of near -100% availability of the Trust's system interfaces.

The post holder must have the ability to install and configure integration engine software; and be able to investigate and resolve any issues that may arise.

The development of system interfaces will be under the direction of the Senior Software Architect and will be driven by the ICT work programme. The post holder will be expected to undertake the development and maintenance of a wide range of interfaces including those containing patient demographics and administration; and critical clinical information; often with multiple work streams in progress in parallel with each other.

The post holder must have the ability to use a variety of integration/interface methods and it would be a distinct advantage to have knowledge of common communications protocols including TCP/IP, MLLP, HTTPS and FTP.
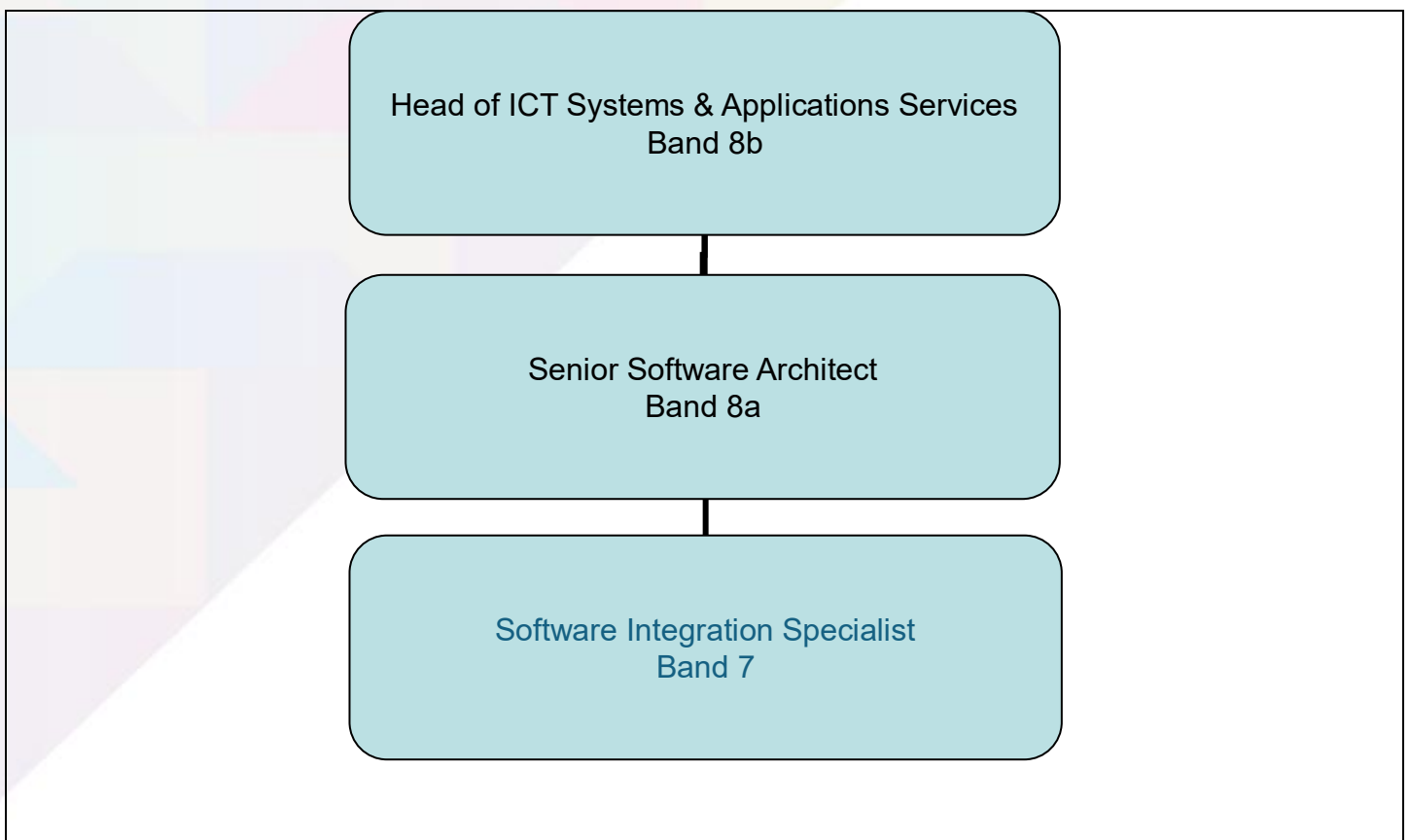
The role requires the post holder to have an understanding of a variety of system platforms, technologies and standards; of which database structures and HL7 messaging standards are fundamentally important.

3. Main Duties and Responsibilities

1. To undertake bespoke application development using appropriate programming languages, technology and software.
2. To undertake systems integration development including database and application level developments, enhancements and additions to the Trust integration engines; and the testing thereof.
3. Provide 3rd line support for the Trust integration engines, system interfaces, bespoke systems and databases in accordance with service level agreements, taking ownership of issues through to satisfactory resolution.
4. Represent IT and Systems Integration in meetings in the absence of or in conjunction with the Senior Software Architect as required.
5. Ensure adherence to security and information governance requirements and provide support in ensuring security of data and secure access to databases, applications and servers.
6. Ensure the production and maintenance of both technical and user documentation and procedures, ensuring that they are kept up to date.
7. Ensure that new software created by the team is available for use at all sites covered with respect to back office systems implemented.
8. Liaise with users to discuss scope and develop complex specifications for bespoke applications and integration between systems.
9. To take responsibility for the development of small to medium sized projects with additional and significant input into the management of larger-scale projects. To assist in project management when/if assigned.
10. To provide expert integration advice and consultancy to internal and external parties.
11. To provide training in integration tools and techniques to ICT colleagues.
12. To provide technical integration engine installation and configuration ability.
13. To provide end user training on applications developed in-house.
14. Carry out database administration tasks to ensure continued smooth running of systems and continued user access. This is to include the review, maintenance and authorisation of users on applications, web services and database systems. Security of the aforementioned systems to be paramount and any in discrepancies to be escalated immediately.
15. To ensure data integrity and internal database backups.
16. To provide specialist technical support with regard to integration engine technologies.
17. The post holder will not be responsible for any other staff members, but will be expected to assist, advise and informally train more junior colleagues. Occasionally work/supervise the work of contractors.
18. The post holder will not be responsible either directly or indirectly for any financial budget.
19. All staff rely increasingly on web systems, applications and the interoperability of those applications for information and related systems to perform their duties. It will be the post holder's responsibility to help to ensure that systems, their interfaces and servers are working correctly at all times 24/7. Some server administration tasks additional to those required purely for systems integration may be necessary.

20. Nationally as more IT systems need to be available countrywide the Trust will need connectivity and information on systems to be passed through. The post holder will support systems already implemented and help to continue such innovation.
21. To work flexibly (if required) to make sure that the office is covered, as required by the Trust possibly including weekends.
22. Provide and receive highly complex, sensitive or contentious information; agreement or cooperation required; present complex, sensitive or contentious information to large groups. Communicates a range of IM&T issues which can be complex and multi-stranded. Negotiates priorities.
23. Responsible for the design and development of major information systems to meet specification of others. Responsible for the planning, development, review, update, upgrade and introduction of major new IM&T systems to meet user requirements.
24. Test or adapts IM&T systems.

4. Organisational Chart

Head of ICT Systems & Applications Services
Band 8b

Senior Software Architect
Band 8a

Software Integration Specialist
Band 7

This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

AfC Person Specification

This document describes the qualities required for a post-holder that are not captured by the JD.

Specification	Description
Qualifications *(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here).*	Educated to Degree level plus specialist knowledge acquired through postgraduate courses & experience to masters equivalent level Formal qualification in an ICT subject.
Experience / Skills *(Type and level of experience required to fulfil duties).*	Experience in a health information environment or similar. Knowledge and experience of maintaining database systems including all aspects of security (user level and encryption accordingly). Extensive experience of systems integration, applications development and database design (including SQL) as part of complex system and software development and implementation. Customer and supplier contact skills – face-to-face contact, telephone communication skills, able to monitor staff and manage projects effectively. Able to lead meetings take part in meetings and clearly define goals and milestones Experience of application support across organisations and with partners. Working knowledge of procedures, service levels agreements. Extensive knowledge of interface engine technologies, HL7 messaging, SQL Server (including Integration Services), database design, XML, Visual Basic, C#, BizTalk installation, configuration and development. Knowledge of common communications protocols including TCP/IP, MLLP and FTP. Knowledge of development software & development cycle

Communication Skills (Indication type of communication and audience, e.g. face-to-face with patients, presentations to colleagues, etc.)	High level of interpersonal skills. Communicates about ICT development projects with internal and external stakeholders, to establish their buy in to application developments, timelines and resource requirements. Communicates effectively within a team environment.
Flexibility (Note here any flexibilities required by the post, e.g. Shift Working required, New tasks may need to be undertaken frequently).	Must be able to work in an organisation that is continually changing and striving to change. Ability to work flexibly particularly when projects are about to go live. Ability to be able to deal with and respond effectively to unplanned interruptions. Willing to work in a flexible manner as and when required
Other (Any other key issues not recorded elsewhere in JD or person spec).	Ability to lead, develop and work within a team environment. Able to work under own initiative and judgement at all times Able to concentrate for prolonged periods of their work checking computer coding, plans, test schedules, risk registers etc. This will involve highly complex information that needs prolonged on intense concentration and require post holder to be at VDU for most of the working day. Could require flexible working between multiple sites

I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification.

	Designation	Name	Signature	Date
Post Holder				
Manager				