

# Candidate Information Pack



# Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff met the demands of the Covid-19 pandemic, and we are working hard to reduce waiting lists for planned care.

As an organisation, we've made significant improvements for patients and staff. Our most recent full Care Quality Commission (CQC) inspection (in February 2020, found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change through our clinical strategy, "Caring for our local communities". Our priority is to be a community focused provider of consistently high-quality local and acute care. We are working with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce is reflective of the local communities we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity to join us.

Ben Travis  
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben', followed by a long, horizontal, slightly wavy line that extends to the right.

# Our vision is



**To be exceptional.** In the quality of our patient care; our support for colleagues; and in the difference we make through our partnerships and in our communities.



To achieve that, we value...

## **Respect, Compassion and Inclusion**

We treat all our patients, colleagues, partners and communities with respect, kindness and compassion. We are inclusive and celebrate diversity in our workplaces, partnerships and communities.



**Being accountable**  
over staying  
comfortable



**Listening**  
over always  
knowing best



**Succeeding  
together**  
over achieving alone

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## **JOB DESCRIPTION**

**Post Title: Senior Integration and Solution Architect**

**Department: IT Department**

**Responsible to: Associate Director of Clinical Systems Delivery**

**Accountable to: Chief Information Officer**

**Grade: 8b, Permanent**

**Hours: 37.5**

**Location: Catford Office; Flexible working with Site base in Catford and home working (required to travel to other hospital sites).**

### **Job Summary:**

The Senior Integration and Solution Architect is responsible for the implementation, support and/or upgrade of complex EPR developments, developed applications, data sharing solutions and the Trust Integration Engine (TIE). The Senior Integration and Solution Architect coordinates the design, system validation, implementation and upgrade activities across developed solutions and venues of care, developing more complex aspects of the Trust's EPR systems.

### **Key Result Areas & Performance:**

- To manage the development of complex solutions for the Trust's clinical applications and the TIE.
- To respond appropriately to operational issues as required.
- To document and maintain existing and new data feed requirements and work with third party suppliers / trust resources in process mapping, message mapping and integration testing for these feeds.
- To provide oversight and risk mitigation for interface activities with technical and third-party system interface engagement teams.
- To provide data conversion/migration expertise.
- To provide technical documentation such as reference materials, installation instructions, knowledge-based articles, and specifications related to developments and interface feeds.
- To manage the implementation of developed configuration changes to the trust's clinical applications.
- To manage the prioritisation of the delivery of developmental changes and system integration improvements by the Trust's Change Management Process.
- To provide solution functionality and integration expertise to Trust engagement teams; including, but not limited to, system domain (environment) strategy, regulatory, code/package management, optimisation and alignment to national and legislative standards.

- To provide technical support for custom development, user defined functions, interfaces, reports, extracts, data migration scripts and conversions.
- To be proficient in the tools supporting implementation and on-going maintenance of the TIE and third-party applications as required.
- To provide 3<sup>rd</sup> line technical support for troubleshooting and performance analysis of developed and purchased applications, including the TIE.
- To define, monitor and report on Service Level Agreement (SLA) performance and work with vendors to ensure contractual SLAs are adhered to.
- To advise and assist the Programme Management Office resources during project implementations including but limited to resource, cost and delivery timescale estimations.
- To ensure change control processes are in place and adhered to by project teams and IT Department staff.
- To coordinate solution and venue engagement activities across programmes with technical teams to support environment/domain planning and management.
- To assist with the identification of efficiency improvements within the IT Dept's services.
- To work with senior managers across the Trust to develop service improvements on an on-going basis.
- To identify technical and process needs, provide recommendations for appropriate solutions and contribution to ICT strategic planning.
- To contribute to IT Disaster Recovery planning.
- To represent the IT Department at both internal and external meetings.
- To stay current in on-going education offerings pertinent to role development and overall consulting skills.
- To establish and maintain policies and procedures to ensure successful operation of all clinical applications.
- To work in accordance with corporate and organizational security policies and procedures.
- To take appropriate action to prevent and report any compromises of security within scope of role.
- Responsible for participating in the 24-hour extended support service (on-call on a rota basis).

The post holder will:

- Provide technical team alignment to ensure teams are in sync regarding needs and upcoming activities.
- Successfully validate solutions and processes including the validation of integration between the EPR and other systems, across venues of care, as measured by absence of patient-safety and go-live issues.
- Ensure integration and development successful Go lives are delivered on time with high degree of trust acceptance and with well-integrated systems/solutions across venues of care.
- Ensure change control procedures are implemented and followed.

- Work closely with IT colleagues to achieve the overall aims of the department.
- Support the development and implementation of the IT Strategy.

## **Work force**

The Senior Integration and Solution Architect will be responsible for:

- Line management of technical staff within the Solution Design and Integration function and the Graduate Trainee programme.
- The effective recruitment and selection of staff in line with the Trust's Recruitment Code and Recruitment & Selection Processes and Standards.
- Ensuring that staff are appraised annually, have clear objectives which link to department, care group or corporate objectives and a personal development plan.
- Ensuring accurate records are kept of all annual leave, study leave and sickness.
- Identifying training and development needs of staff in line with departmental and Trust Objectives and ensure all new staff receive core and departmental induction.
- Ensuring performance issues are dealt with in an appropriate and timely manner and follow the Trust's Disciplinary or Performance Procedures where formal action is necessary.
- Ensuring that working practice complies with the Trust's policies and procedures for Data Protection, Confidentiality and Health and Safety ensuring the environment in which you and your staff work is safe, clean and tidy
- Observing and continually promoting equal opportunities in compliance with the Trust's policies on Equality and Diversity and Dignity at Work.
- Developing team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.

Participate in a combination of knowledge transfer and training initiatives to support both personal development and service enhancement.

## **Financial**

The Senior Integration and Solution Architect will be responsible for the following:

- To ensure budget allocation is not exceeded in any one year for assigned budgets. Any planned expenditure needs to be reviewed and approved by the Associate Director of Clinical Systems Delivery.
- To be an authorised signatory against the IT budget as allocated by the Associate Director of Clinical Systems Delivery.
- To ensure compliance with Standing Financial Instructions.
- To deputise for the Associate Director of Clinical Systems Delivery.
- To provide cover for colleagues as appropriate.
- To assist in project work providing estimation and compliance tracking.

## **Partnerships**

- **Communications and Relationships**

The Senior Integration and Solution Architect will have the following key relationships:

- Systems Team Manager
- Associate Director of Clinical Systems Delivery
- Associate Director of IT Programmes
- Deputy Director of IT
- Chief Information Officer
- Chief Consultant Information Officer
- Chief Clinical Digital Officer
- Senior Trust Managers and other ICT Managers
- Clinicians
- Clinical Advisory Group
- IM&T Strategy Steering Group
- IT Programme Manager & PMO Project Staff
- IT Customer Services Manager
- IT Infrastructure Manager
- IT Service Desk
- Information Governance Manager
- Desktop support and network support staff
- External suppliers (Cerner, Servelec)
- Trust application users
- CCG's and ICS

The Senior Integration and Solution Architect will provide specialist expertise and report directly to the Associate Director of Clinical Systems Delivery.

The post holder will:

- Translate and communicate expert technical advice to non-IT Specialists in a clear, concise and understandable manner.
- Develop good working relationships and provide specialist advice to colleagues across the Trust.

## **General**

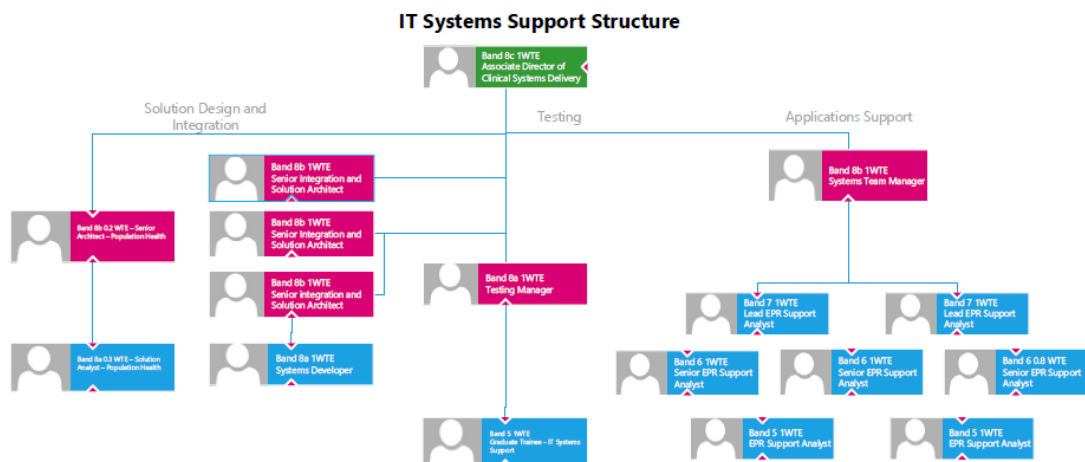
The Senior Integration and Solution Architect will work to achieve the agreed objectives and has freedom to act without reference to his/her manager, due to the clear and defined area of responsibility for the System Support function. The Senior Integration and Solution Architect will manage their own workload aligned to the IT Strategy and priorities allocated via the Associate Director of Clinical Systems Delivery. The workload can be unpredictable and requires the ability to anticipate and resolve problems, remain flexible and juggle different requirements and deadlines.

The Senior Integration and Solution Architect will act as the lead specialist in his/her designated field, integration, system architecture and application development.



- Represent the Associate Director of Clinical Systems Delivery on IT issues in relation to existing clinical and corporate systems as required.
- Liaise with Trust internal and external auditors in relation to delivery of project and benefits.
- Ensure that audit recommendations relating to Corporate IT Clinical and Patient Administrative Systems are implemented.
- Keep abreast of current IT developments to ensure specialist expert advice is provided to clinical and administrative staff and senior managers.

## Structure Chart





## **General Information**

### **Why Join Us?**

#### **Learning and development opportunities to enable you reach your potential**

We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). We will support your personal development with access to appropriate training for your job and the support to succeed. We have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

#### **Feel supported by a positive culture**

Our leadership team ensure they are accessible, you can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values.

Our people are our greatest asset. When we feel supported and happy at work, this positivity reaches those very people we are here for, the patients. Engaged employees perform at their best and our Equality, Diversity & Inclusion (EDI) initiatives contribute to cultivate a culture of engagement. We have four staff networks, a corporate EDI Team and a suite of programmes and events which aim to insert the 5 aspirations:

1. Improving representation at senior levels of staff with disabilities, from black, Asian, and ethnic minorities background, identify as LGBTQ+ and women, through improved recruitment and leadership development
2. Widening access (anchor institution) and employability
3. Improving the experience of staff with disability
4. Improving the EDI literacy and confidence of trust staff through training and development
5. Making equalities mainstream

#### **Recognition and career progression**

We value our staff and recognise the unique contributions they make to their patients and colleagues with our Staff Awards recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

#### **Access excellent benefits and enjoy your social life**

At the start of your employment, you will join the NHS pension scheme – one of the most generous schemes in the UK. We will provide support and opportunities for you to maintain your health, well-being and safety. As a Trust employee, you will also be able to access well-being initiatives including Zumba and meditation classes, from on-site accommodation and employee travel. We offer you a good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives. Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

### **Review of this job description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

### **Confidentiality**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### **General Data Protection Regulation 2018**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

## **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

## **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

### **Strategic Risk Management Committee.**

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **Financial Regulations**

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **Safeguarding**

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline.

## PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training	<p>Master's Degree level or substantial equivalent experience.</p> <p>Evidence of continual professional development.</p>	<p>IT related degree</p> <p>ITIL Qualification</p>
Experience	<p>Extensive experience in healthcare computing, including significant experience of managing enterprise wide clinical systems or Integration Engines.</p> <p>Has participated in multiple phases of an integrated health system implementation.</p> <p>Good proven knowledge of integration techniques, interfacing protocols and messaging systems including: HL7, CDA or FHIR.</p> <p>Has previously engaged successfully in multiple implementation cycles.</p> <p>Experience of the Support, Management, Configuration &amp; Build of Cerner Millennium.</p> <p>Good proven knowledge and an understanding of specialist ICT technologies including TCP/IP, DNS, DHCP, Microsoft Active Directory, Database technologies (e.g. SQL Server, Cache).</p> <p>Experience of the use of UCERN for determining roles and responsibilities in</p>	<p>NHS Experience</p> <p>Experience writing and reviewing NHS Policy documents and developing Standard Operating Procedures (SOPS)</p> <p>Experience managing a team within a healthcare environment</p>

	<p>delivery of Cerner Millennium.</p> <p>An excellent understanding of the patient journey and the key challenges Trust clinicians face with respect to use of systems.</p>	
Knowledge	<ul style="list-style-type: none"> <li>• In-depth knowledge of Build &amp; Configuration of Cerner Millennium including the use of DCWs.</li> <li>• Has strong supplier facing presentation and facilitation skills.</li> <li>• Advanced computer skills, including Microsoft Office suite.</li> <li>• Executes key responsibilities with minimal oversight.</li> <li>• Ensures change control processes are in place and executed.</li> <li>• Able to function autonomously in role.</li> <li>• Provides troubleshooting support across solutions and venues to engagement team.</li> <li>• Able to quickly assess complex situations and provide practical and effective solutions.</li> <li>• Expert knowledge of EPR systems.</li> <li>• Knowledge and experience of large System deployment within a healthcare environment.</li> <li>• A track record of delivery within budget and timescales.</li> <li>• High level understanding of NHS systems and environments.</li> <li>• Track record of innovation with an ability to inspire</li> </ul>	<p>Understanding and knowledge of IT Strategy</p> <p>Knowledge and understanding of application architecture</p>

	<p>and lead the implementation of change.</p> <ul style="list-style-type: none"> <li>• Proven knowledge of designing and managing highly secure and complex systems.</li> </ul> <p>A working understanding of PRINCE 2 Project Management Methodology.</p> <p>Project plans, manages and controls to budget and time.</p> <p>A working understanding of ITIL Service Management and Methodology Processes.</p> <p>Excellent problem solving and high-level negotiation skills.</p> <p>Excellent motivational and line management skills.</p> <p>A willingness to accept responsibility and provide leadership in a high-pressure environment.</p> <p>Able to work with all levels of managers and prioritise own workload.</p> <p>Attention to detail.</p>	
Personal Qualities	<p>Excellent interpersonal skills: ability to communicate technical issues clearly and concisely.</p> <p>Proficiency building and maintaining stakeholder relationships.</p> <p>Drives key relationships across trust organizations on actively engaged projects.</p>	



	<p>Good level of communication and ability to share knowledge with stakeholders from all areas of the trust.</p> <p>Ability to work overtime and irregular hours when needed.</p> <p>Reliable work record.</p>	
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<b>Occupational Health</b>	<b>Does this post require EPP clearance?</b>	<b>Yes/No</b>
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**Post Holder's name/s:** .....

**Post Holders' Signature/s:** ..... **Date:** .....

**Manager's Name:** .....

**Manager's Signature:** ..... **Date:** .....