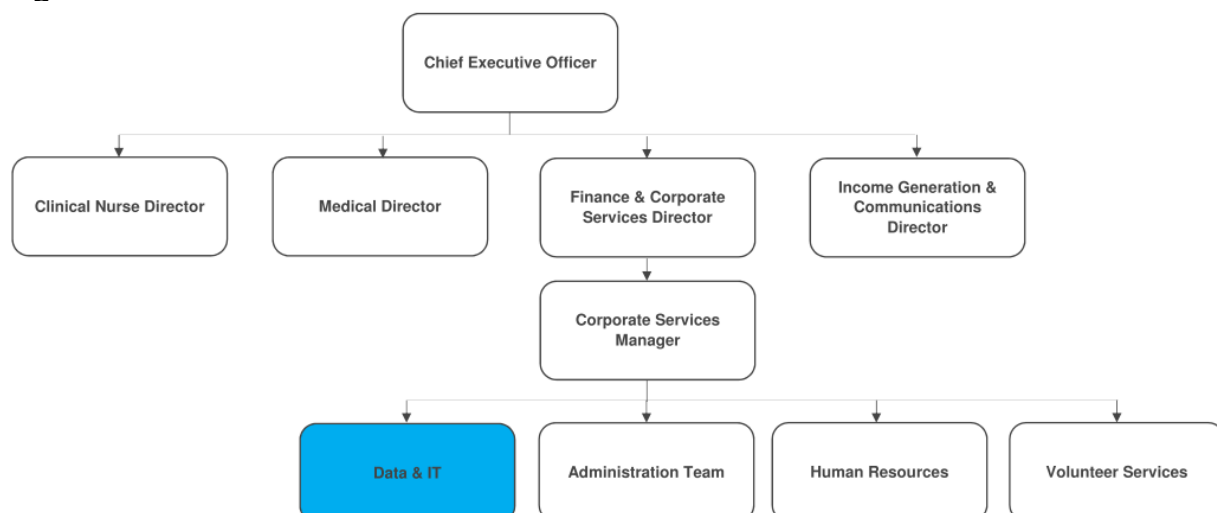


JOB DESCRIPTION

Job Title:	Data & IT Manager
Department:	Corporate Services
Post Holder:	TBC
Grade:	Admin 4
Reports to:	Corporate Services Manager
Responsible for:	N/A

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	<p>To manage the availability, suitability, installation, staff training / user competency, as appropriate, and access to all required IT programmes and applications for service users across departments within Bolton Hospice.</p> <p>To extract and provide statistical information, for both internal and external reporting requirements, ensuring timeliness, accuracy and robustness of data and analytics.</p> <p>To support, manage and lead, as required, Information Technology, Information Security and Information Governance across the Hospice. Working together with the Quality and Governance Lead and Information Asset Owners, supporting compliance with the Data Protection Act 2018 and UK GDPR legislation.</p> <p>Lead and support on the continuing development and delivery of IT services and software applications, including new projects and programmes across the Hospice, supporting delivery of the Digital, Data and Technology Strategy.</p>
Key Working Relationships:	<p>Clinical Nurse Director</p> <p>Corporate Services Manager</p> <p>Quality and Governance Lead</p>

Service Leads / Line Managers Medical and Nursing Teams HR Manager / Team Third Party IT Supplier and other key stakeholders

Role Responsibilities:**IT Hardware and Support**

- Manage and oversee the smooth running of all IT programmes, including bespoke services and applications, together with the electronic records for both patients and staff. Ensuring essential upgrades are facilitated, as required, liaising with the hospice Third Party IT Supplier and other key third party stakeholders on a regular basis.
- Manage CCTV, including policy adherence, viewing of visual feeds, incident playback and recording, following CCTV Policy guidelines and legislation requirements.
- Manage and troubleshoot IT hardware and software issues, working together with staff and volunteers and the hospice Third Party IT Supplier.
- Create and maintain Joiners, Movers and Leavers access to all required systems, ensuring appropriate pathology and PACS access and manage NHS Mail user profiles, including the creation of new accounts and password management.
- Password Management and appropriate access provision by role, maintaining up to date documentation in support of the Data Security and Protection Toolkit (DSPT).
- Ongoing management of the IT Hardware Asset Register together with ensuring the safe destruction of all obsolete IT hardware, meeting required legislation standards and capturing evidence for DSPT submission.
- Source requisition of new hardware, as required, including effective forecasting of when equipment is scheduled to be obsolete and require replacement

Provision of data, statistics and analytical information supporting internal and external reporting

- Deliver qualitative, timely statistical data on both a regular and ad hoc basis, supporting production of quality reports, both internal and external.
- EPaCCS – end of life care communication initiative – attendance and implementation.
- Preparation of statistical data and analytics including supporting the Greater Manchester Care Record.
- Collation and maintaining of up to date, accurate data, information schedule, documentation and contracts, as evidence required in supporting Meeting Standards, as a minimum, submission of the annual DSPT.
- Undertake the activities and accountabilities as an Information Asset Owner, supporting quality and compliant data management, providing quality evidence as required by the DSPT.
- Maintaining up to date compliant contracts with third party suppliers, ensuring compliance with Data Protection Act 2018 and UK GDPR legislation.

Leadership / Management Duties

- Lead on the ongoing development and enhancement of the electronic patient and staff data systems, assisting with new initiatives and requirements.
- Promotion and encouragement of new ideas, updating and maintaining the integrity of all smart forms to facilitate accurate notes and meaningful data gathering.
- Attend, inform and contribute to the Informatics Committee and IT Task and Finish Group.
- Evaluate external IT Third Party Supplier and key third party software suppliers, ensuring

quality of service delivered / value for money.

- Manage, support and record all IT related training undertaken across the Hospice, including facilitating Induction Training for all new staff members, working together with the Quality and Governance Lead.
- Develop and maintain IT and Information Security Policies and Procedures.
- Engage with the wider healthcare community to ensure continuing collaboration with other organisations and maintaining hospice involvement in new initiatives.
- Continued attendance, as appropriate, at user study days and conferences, to support continued development and awareness of new technologies and digital services.
- Continued liaison with software third party suppliers to support ongoing development of systems, to benefit patient care and ensure fit for purpose and ease of use for all users
- Working together with others, sharing proven best practices and future ways of working, sharing initiatives with Bolton ICP and Bolton FT.

- Appropriate policy creation and management, documentation creation and compliance, including patient access request, consent requirements, ensuring all appropriate contracts with external providers comply with the new GDPR legislation to cover:
 - Privacy Impact Assessments
 - Confidentiality Agreements
 - External Data Protection Act 2018 and UK GDPR compliance
 - IT Security Audit
 - Data Sharing Agreements
 - Data Flow Maps
 - Data Protection Impact Assessments (DPIAs)
 - Patient and Staff Access to information requests (SARs)
 - Compliance Plan Management and continuation

Other

- Any other general administrative duties and projects, as and when required, as specified by the Corporate Services Manager.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within

the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



This job description is an outline of the main responsibilities. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated.

They are subject to modification in the light of changing service demands and the development requirements of the post holder. Therefore it will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Data & IT Manager
Department:	Corporate Services
Grade:	Admin 4

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Educated to degree level IT Qualification 5 GCSE's (Passes) or equivalent including Maths and English	Management Qualification Statistical Qualification	Application Form Certification
EXPERIENCE	Data collection and analytics, preparing report packs Experience of all Microsoft Office Programmes Troubleshooting and managing IT hardware / software applications Experience of leading / supporting IT change and projects / programmes	Experience working within a clinical environment Devising and delivering training Delivery of data protection legislation compliance Policy writing	Application Form
SKILLS	Strong IT Skills Competent in statistics Analytical Report / document Excel spreadsheet management Management skills	Presentation skills	Application Form Interview
KNOWLEDGE	Detailed knowledge of IT hardware / software applications Thorough knowledge of IT security, including cyber security	Working knowledge of Electronic Patient Records Clinical Systems NHS Procedures	Application Form
OTHER	Willingness to work flexibly to fulfil the requirements of the post Self-motivated, proactive and able to use initiative Able to plan, manage and prioritise own workload, working on a number of projects simultaneously A commitment to the vision and values of Bolton Hospice	Ability to work under pressure	Application Form Interview