Director of Information, Communication and Technology

Job Description

Date: June 2015
GOSH Profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is a national centre of excellence in the provision of specialist children's health care, currently delivering the widest range of specialist care of any children's hospital in the UK. It is the only specialist Biomedical Research Centre for paediatrics, the largest centre in the UK for children with heart or brain problems, and the largest centre in Europe for children with cancer. It works in partnership with the UCL Institute of Child Health (ICH), part of University College London, and together they form the largest paediatric research and teaching centre in the UK.

The hospital at Great Ormond Street is the only exclusively specialist children's hospital in the UK. It does not have an Accident and Emergency department and only accepts specialist referrals from other hospitals and community services. The population of children served by the hospital is characterised by those with multiple disabilities and/or health problems and rare and congenital (present at birth) conditions. Many children need the help of different specialist teams. Improvements in health care and diagnosis mean that many children have dramatically improved survival rates and more therapeutic options than was the case 10 years ago. Sadly though, many of the children cared for at GOSH still have life-threatening or life-limiting conditions.

The hospital receives over 220,000 patient visits (inpatient admissions or outpatient appointments) a year, and carries our approximately 18,800 operations each year.

The hospital has 355 patient beds, including 36 intensive care beds. Many of the children and young people on our wards require high dependency care or are classed as ward intensive care, requiring one-to-one nursing.

Around 3,800 full-time and part-time staff work at the hospital. The ICH has around 600 staff. Many senior staff have roles in both organisations.

The hospital has approximately 50 paediatric specialties, the widest range of any hospital in the UK, which uniquely enables it to diagnose and pioneer treatments for children with highly complex, rare or multiple conditions. It has 19 highly specialised national services.

The hospital is about to embark on a major transformation programme in order to deliver its information strategy. This will involve procurement, selection and implementation of an electronic patient record system and upgrade to information and analysis systems. The role of Director of ICT is critical in supporting delivery of this programme.
Job description

<table>
<thead>
<tr>
<th>Job title</th>
<th>Director of Information, Communications and Technology (ICT)</th>
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<tbody>
<tr>
<td>Division/Directorate</td>
<td>Finance and Information Technology</td>
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<tr>
<td>Band</td>
<td>Trust Pay</td>
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<tr>
<td>Responsible to</td>
<td>Chief Finance Officer</td>
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<td>Accountable to</td>
<td>Chief Finance Officer</td>
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<tr>
<td>Type of contract/tenure of post</td>
<td>Permanent</td>
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<tr>
<td>Hours per week</td>
<td>Full time</td>
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<tr>
<td>Location</td>
<td>Great Ormond Street Hospital for Children NHS Foundation Trust</td>
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<tr>
<td>Budgetary responsibility</td>
<td>£7m revenue</td>
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<tr>
<td>Manages</td>
<td>55 staff and outsourced services</td>
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Trust Values and Expected Behaviours

Over 2000 of our staff, patients and parents have developed a set of Values – Our Always Values. These are the values that should characterise all that we do and our behaviours with our patients and families and each other. Our Always Values are that we are:

- Always Welcoming
- Always Helpful
- Always Expert
- Always One Team

These values are extremely important to us and we expect everyone who works at GOSH in any capacity, including employees, bank staff, contractors, agency staff, people who hold honorary contracts, students and volunteers to share and uphold Our Always Values. Each value is underpinned by behavioural standards and employees will be expected to display these behaviours at all times. You can find a full copy of Our Always Values on our intranet.
The Trust also expects that everyone who works here shall act in such a manner as to justify public trust and confidence and to uphold and enhance the good standing and reputation of Great Ormond Street for Children NHS Foundation Trust. Individuals must therefore at all times carry out their duties with due regard to the Trust’s Equality at Work Policy.

Scope of the role

Great Ormond Street Hospital for Children is undertaking an exciting period of transformational change. An extensive strategic investment in Information Management and Technology is underway building on our existing Cisco medical grade network to deliver enhancements including video collaboration, integrated clinical image service and an electronic document management solution. In the very near future the Trust will embark on the procurement of an enterprise electronic patient record (EPR) system which will sit at the very heart of the Trust digital footprint.

The Hospital campus itself is also being renewed with a large scale redevelopment programme bringing world class facilities to both clinicians and patients. This will enhance the global reputation and reach of GOSH as the world’s leading children’s hospital and includes opening up new partnerships including those in the Middle East, with offices already open in Healthcare City, Dubai and Kuwait.

The role is responsible for the delivery of the Trust’s strategic and operational ICT service objectives and has high level of independence and accountability. The role holder is the functional lead for the Trust in developing and implementing the ICT strategy, taking responsibility for ICT resources and representing the Trust on ICT matters and establishing relationships with IT partners, suppliers and other NHS and non-NHS bodies. It operates at director level within the Trust’s management team but is not on the main Trust board.

The role of Director of ICT is pivotal to the success of the digital strategy and so we are looking for a driven, exceptional candidate who is excited by daily challenges and thrive in a busy and ever changing environment. We will reward your enthusiasm with exposure to world class technologies, the chance to work with outstanding individuals all backed up by a successful and highly skilled ICT team that underpin your opportunity to contribute to improving the unique way Great Ormond Street provides specialist care to children.

The Director of ICT will work closely with the Executive Team to develop a culture that facilitates excellence in IT services and systems across all directorates within the Trust.

Key objectives will include accountability for delivery of departmental and functional strategic investment plans in line with the Trust’s information and technology strategy; annual operational targets; maintenance of effective ICT systems; management of relevant ICT governance risks and development of ICT skills within the Trust.
Key working relationships

Internal:

All senior staff involved in delivery of IT supported projects including the Chief Clinical Information Officer, executive and non executive directors

External:

Suppliers, peers in other NHS providers, GOSH charity

Main duties and responsibilities

Strategic

- Develop Information Technology strategy in support of the Trust’s mission and core objectives including input to the Digital Strategy Board, Information Governance Steering Group, Quality & Improvement projects and National NHS IT priorities.
- Defines and seeks approval for the level of IT sources required to meet these goals and prioritise and schedules major projects
- Ensures the Trust meets all DH/NHS targets, risk management standards and quality checks in relation to ICT
- Responsible for researching and evaluating new technologies

Risk Management

- Responsible for ensuring the Trust establishes and maintains high technical standards in respect of data confidentiality/security and information governance standards
- Manages the use of IT technologies, IT skills, resources and system and supplier dependencies so as to minimise the risk of supplier failure, technology obsolescence or system failures
- Prime responsibility for ICT element of the Business Continuity and Major Incident Response plan

Management of ICT Resources

- To be responsible for the effective management of the Trust’s ICT infrastructure ensuring it is ‘fit for purpose’ for the delivery of IT services to a multi-user, multi-site, complex community
To ensure that the delivery of systems and services are monitored and maintained to the high levels of quality, standards and operability as defined within negotiated and agreed service level agreements, parameters or contracts.

To ensure the ICT service to the clients provides value for money and compares favourably in terms of cost and quality to commercial ICT service providers.

To ensure that appropriate governance arrangements are agreed and implemented to make sure that Service Level Agreements (SLA's) are fit for purpose.

To maintain and develop effective financial management and deliver on cost improvement targets for the Trust. Ensuring that all budgets, saving plans and capital projects are proactively management within the limits set by the Trust. To advise all departments including the clinical units on issues regarding investment and option appraisal of clinical systems, business solutions and ICT infrastructure.

To provide professional advice to the Trust and support local health community on the role that ICT can play in delivering the NHS plan objectives for modernising services and improving patient care through the introduction of information technology.

To ensure ICT has the resources, skills, policies, processes and procedures in place to deliver a first class service to meet the needs of its clients. Direct the preparation and implementation of policies, procedures and standards relating to information and telecommunication systems.

Represent the department at a high level, direct, attend and participate in Trust meetings and relating activities; produce board reports (e.g. Executive Team, Trust Board) as requires for regular and ad-hoc use.

Attend workshops to keep up to date with Information Technology issues and encourage staff to continue to learn and embrace new technologies.

**Key Memberships**

- Lead manager at Information Management and Technology Programme Board
- Key contributor to Digital Strategy Board & Information Governance Steering Group
- Attendance at Senior Management Team meeting

**Directorate/Divisional Information**

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

**Other information**

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

**Conflict of Interest**

You are required to declare any involvement, either directly or indirectly, with any firm, company or organisation which has a contract with the Trust. Failure to do so may result in your application being rejected, or, if it is discovered after appointment that such information has been withheld, then this may lead to your dismissal.

**Confidentiality**

On appointment you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

**Disclosure & Barring Service (Previously Criminal Records or ‘CRB’)**

Great Ormond Street Hospital is a regulated organisation and as such, you will have your criminal record checked. You will be asked at interview if you have any criminal convictions and a police check on the existence of a criminal record will be made if you are the preferred candidate for appointment to the post. GOSH reserves the right to withdraw any conditional offer of employment made on the basis of the outcome of your criminal records check.

**Infection Prevention and Control**
You will be required to participate in performance audits with respect to Infection Prevention and Control and will be required to discuss this in your annual performance review. The following should also be noted:

- The postholder should ensure a suitable and efficient assessment is made of the risks to both the recipient and provider of care in respect of infection prevention and control issues.
- The postholder is required to make him/herself aware of and comply with national and local infection prevention and control guidance.
- Where children are in their care the postholder must investigate any health care-associated infection.
- The postholder should audit performance with respect to infection prevention and control (in a way appropriate to their service) and discuss this in their annual appraisal.

Health and Safety

All staff have a general accountability for ensuring, so far as is reasonably practicable, the health, safety and welfare of Trust employees. The following should also be noted:

- Each employee is required to take reasonable care for his or her own acts or omissions and the effect that these may have upon the safety of themselves or any other person.
- Every employee must use safety equipment or clothing in a proper manner and for the purpose intended.
- Any employee who intentionally or recklessly misuses anything supplied in the interests of health and safety will be subject to disciplinary procedures.
- Every employee must work in accordance with any health and safety procedures, instructions or training that has been given.
- No employee may undertake any task for which they have not been authorised and for which they are not adequately trained.
- Every employee is required to bring to the attention of a responsible person any perceived shortcoming in the Trust’s safety arrangements or any defects in work equipment.
- All employees are under a duty to familiarise themselves with the Trust’s Health and Safety Policies.

Risk Management

You will be required to ensure that you implement systems and procedures at a local level to fulfill the requirements of the organisation’s Risk Management Strategy including local management and resolution of complaints and concerns, management of SUIs/incidents and near misses. Your specific responsibility for risk management will be clarified to you by your manager at your local induction.
**Emergency Planning**

In accordance with the organisations responsibilities under the Civil Contingencies Act 2004, you may be required to undertake alternative duties as is reasonable directed at alternative locations in the event of and for the duration of a significant internal incident, major incident or flu pandemic.

**Human Rights**

You are required to comply with the regulations of the Human Rights Act 1998 during the course of your employment.

**Sustainable Development**

You will be required to demonstrate a personal commitment to the Trust’s Sustainable Development Plan and to take personal responsibility for carrying-out your work duties in a way which is compliant with this Plan.
# PERSON SPECIFICATION

**Post:** Director of ICT  
**Band:** Trust Pay  
**Dept/ward:** ICT  
**Division/Directorate:** Finance and ICT

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<tr>
<th>REQUIREMENTS</th>
<th>CRITERIA</th>
<th>ESSENTIAL/DESIRABLE</th>
<th>HOW ASSESSED*</th>
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<tbody>
<tr>
<td>1. <strong>Education/Qualifications/Training</strong></td>
<td>Educated to Masters level</td>
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<td></td>
<td>Professional qualifications related to ICT/healthcare management</td>
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<td></td>
<td>Track record of continuous professional and management development</td>
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<td>2. <strong>Skills/Abilities</strong></td>
<td>A proven track record of driving and defining complex ICT strategy</td>
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<td></td>
<td>Exceptional communication skills are essential in order to explain and present complex ICT concepts to non-technical colleagues</td>
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<td>Good understanding of how software is developed and ICT programme/project management</td>
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<td>Understanding of Data Protection and information governance standards</td>
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<td>Commercially astute with strong negotiation and contract management skills</td>
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<td>Demonstrable leadership and people management skills</td>
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<td>3. <strong>Experience</strong></td>
<td>Proven senior ICT management/leadership experience for a large team of staff</td>
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<td>Experience of managing multiple ICT disciplines</td>
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<td>i.e. software development, technical support, systems architecture etc</td>
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<td>Demonstrable complex budgetary management experience</td>
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<td>Working successfully with all staff groups and suppliers, internally and externally</td>
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<td>Experience of leading and negotiating a significant service change</td>
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<td>Understanding and experience of capital, financial, human resource, health and safety, diversity and equality and security policies and procedures</td>
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<td>Experience of managing major projects using PRINCE project management methodology</td>
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<td>Knowledge</td>
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<td>Knowledge of workflow analysis tools</td>
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<td>Good understanding of the strategic environment of the NHS</td>
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<td>5.</td>
<td>Other Requirements</td>
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<td>Ability to prioritise workload</td>
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<td>Ability to work independently</td>
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<td>Ability to work flexi-hours</td>
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* Key:   AF = Application Form  
I = Interview  
T = Test