JOB DESCRIPTION

POST   **Chief Information Officer (CIO)**
PAY BAND   **VSM**
RESPONSIBLE TO   **Chief Executive Officer**
ACCOUNTABLE TO   **Chief Executive Officer**
BASE   **Northern Lincolnshire (Scunthorpe or Grimsby)**

ABOUT US

Northern Lincolnshire and Goole NHS Foundation Trust is on an improvement journey, with a strong focus on delivering quality care to our population of around 440,000 people. We provide a comprehensive range of secondary care services from three main centres, Grimsby, Goole and Scunthorpe, as well as community services in North Lincolnshire.

We aim to combine our patient first approach with innovation and creativity against a backdrop of holistic team working, as encapsulated in our vision and values – kindness, courage, and respect.

ABOUT THE POST

As a non-voting member of the Trust's Board of Directors, this role will lead on digital transformation across Northern Lincolnshire and Goole NHS Foundation Trust. This role will be aligned to the national NHSX Digital Transformation Programme, as informed by the Health Secretary's vision for digital transformation that builds on the NHS Long Term Plan. The core principles for the Chief Information Officer (CIO) role are:

- Reducing the burden on clinicians and staff, so they can focus on patients;
- Giving patients the tools to access information and services directly;
- Ensuring clinical information can be safely accessed, wherever it is needed;
- Improving patient safety across the Trust; and
- Improving NHS productivity with digital technology.

The post holder will ensure that the benefits of digital transformation are realised within the organisation. This will be through ensuring we are supporting our workforce with the capabilities required to use digital technologies, as well as drive innovation in the use of digital health services. This role will also play a key part in joining up the digital system across the local health and social care economy to enable us to deliver outstanding care and treatment.

As a core member of the senior management team, the post holder will work with the Chief Executive, Chief Clinical Information Officer (CCIO) and Chief Nurse Information Officer (CNIO) and other Executives and key partners to help deliver the long term digital missions of the Trust. In additional to technical ability, an engaging, innovative and collaborative approach will be crucial in making this role a success.

The post reports to the Chief Executive Officer and will be responsible for providing high level management and co-ordination at both strategic and operational levels. The post holder is accountable for leading and driving progress in identified areas of responsibility and within the parameters of established national and local priorities.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

CORPORATE RESPONSIBILITIES

1. To be a non-voting member of the Trust's Board of Directors and Executive Team, and to carry a corporate responsibility for the Foundation Trust's performance.

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2. To play a full and active role as a Board member and a member of the Executive Team, contributing actively to Board Assurance processes via its committees, corporate reports and Board intelligence, and to develop excellent working relationships with all Board members.

3. To drive the strategic development of the Trust's services in accordance with local health needs, business development, education and research priorities.

4. To be a role model for effective leadership in the Trust, driving a positive "can-do, patient first" culture and actively promoting kindness, respect, courage, participation in total team working and its contribution to delivering forward thinking healthcare services.

5. To ensure that all activity and service objectives are effectively met in compliance with the Trust's Standing Orders and SFIs, scheme of delegated authority and legislation.

6. Along with other Directors, to ensure all Trust policies and procedures are adhered to and where necessary direct changes to support the operation of the Trust.

7. To work with senior colleagues to proactively promote the Trust within the wider community, building sustainable relationships with key partners.

8. To play a lead role in delivering the various Trust-wide improvement plans, with specific responsibility for digital transformation.

9. To play a full and active role in the overall management of the Trust.

10. To adhere to the standards laid down in the NHS Code of Conduct for managers and, at all times, to act in a manner that reflects and promotes the values of the Trust.

11. To represent the Trust at regional, national, and international level.

12. To participate in the personal development review process.

13. To participate with the Director on-call Gold rota.

14. To support the statutory duties of the Chief Executive.

15. To be responsible and to ensure that the Trust meets the Appropriate standards of Cyber Security (eg ISO27001, Cyber essential +).

STRATEGIC AND OPERATIONAL RESPONSIBILITIES

1. To hold the strategic oversight and delivery of our Digital Healthcare Strategy.

2. To have the direct management and responsibility of all associated IM&T/Digital services across the Trust within the current portfolio including IT Operations, Switchboard, Reprographics, Telecoms, Networking, Shared Service Desk, Information Systems (inc WebV EPR), Information Services, Information Governance and Clinical Coding.

3. To have the direct line management of the Associate Director of IT and the Associate Director of Information Systems in relation to all data and digital services.

4. To prioritise the digital and data demand against the allocation of available resources

5. To enable the adoption and use of digital technology across our clinical and support services.

6. To establish the Trust as a leader in the field of digital health services for the benefit of our patients, carers and staff.

7. To integrate IT systems across the Trust to ensure the user experience is positive by maximising clinical activity and reducing bureaucracy for staff.

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8. To ensure the effective delivery of secure, effective and efficient IM&T services.

9. To deliver first-class clinical care intelligence that is outcomes based and able to drive quality improvement and measure productivity and effectiveness.

10. To drive forward system optimisation and integration to enhance user experience and improve productivity.

11. To enable clinical leadership and support in the design and delivery of digital systems.

12. To enable the Trust to have a data-driven improvement culture where teams can use the most appropriate digital medias to accelerate best practice and adoption by using data to create quality information. This will mean information drives decisions and we enable clinicians and teams to focus on outcomes.

13. To collaborate with other Digital and IT leaders across the health and care system to ensure relevant integration across the STP including Population Health.

14. To ensure that the Trust has robust compliant IG/data security strategies to mitigate Cyber Security Risks.

LEADERSHIP AND ADVICE

1. To be responsible for ensuring that our digital Healthcare Strategy is well led and governed effectively with regular reports to Trust Board.

2. To be a transformational leader – one who can drive a step change in our approach to digital healthcare.

3. To be a visible champion and high-profile leader across the STP and within regional forums ensuring Northern Lincolnshire and Goole NHS FT is aware of and adopting proven innovations as well as adding these for regional partners.

4. To inspire confidence and ambition amongst the health and care workforce in their appetite to innovate and adopt digital technologies based on clear benefits for citizens and staff that are reinforced through effective feedback and continuous improvement approaches.

5. To drive the adoption and integration of digital as a core aspect of our service offering. This includes ensuring our workforce is digitally competent and systems are designed to support clinical and cost-effective delivery of health and care services.

6. To ensure our systems (corporate and clinical) function effectively within the available resource.

7. To provide effective leadership and support to the teams responsible for delivery within the remit of the Director's portfolio.

8. To lead on the development of business cases to demonstrate cost benefit for implementing new digital systems / projects to deliver the strategy.

9. To ensure a mature commercial approach is taken to working with key suppliers for delivery of the health and care digital strategy including to achieve best value and to support effective funding cases

10. To lead on establishing the Trust as a leader in the field of digital healthcare and position us to benefit from national resources available to further our work.

QUALITY STANDARDS AND GOVERNANCE

1. To work closely with the Chief Operating Officer to ensure the operational services have access to accurate and timely clinical and business intelligence to support operational delivery

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of services and prioritisation of resources.

2. To ensure the Trust complies with all relevant national regulatory standards for digital, information, cyber security and IT services.

3. To utilise the principles and tools of the Trust's quality improvement programme and to ensure the digital and information services provide appropriate support to facilitate continuous improvement.

4. To enable the Trust's clinical services to be outcomes focused ensuring information drives decision making and continuous improvement.

5. Maintain an awareness of national and international developments including legislative requirements as well as technological advances, to ensure that the Trust remains in regulatory compliance as well as taking advantage of global and national innovation to enhance patient experience and outcomes.

COMMUNICATIONS AND RELATIONSHIPS

1. To establish positive partnerships with organisations that can further our aims from within and outside the NHS.

2. To communicate and collaborate in a way that engages people in the digital transformation we need to achieve and which is in line with our Trust values.

3. To bouild effective relationships with operational services to ensure the broader implications of the business and impact are widely understood whilst balancing the need to be a disruptive innovator to lead business transformation.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

OUR VALUES

Kindness

We believe kindness is shown by caring as we would care for our loved ones

- I will be compassionate, courteous and helpful at all times
- I will be empathetic, giving my full and undivided attention
- I will show I care by being calm, professional and considerate at all times

Courage

We believe courage is the strength to do things differently and stand up for what's right

- I will be positively involved in doing things differently to improve our services
- I will challenge poor behavior when I see it, hear it or feel it
- I will speak up when I see anything which concerns me

Respect

We believe respect is having due regard for the feelings, contribution and achievements of others

- I will be open and honest and do what I say
- I will listen to and involve others so we can be the best we can be
- I will celebrate and appreciate the successes of others

Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in
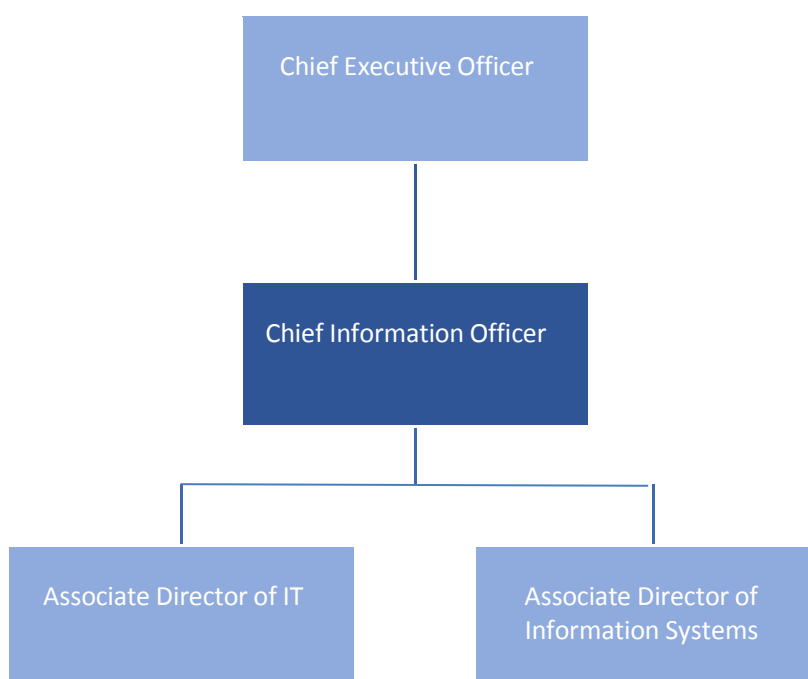
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patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

LEADERSHIP RESPONSIBILITIES

As a Trust Director, the post holder will have responsibility for leading multiple departments and services whilst sharing overall corporate responsibility with other Board members. The postholder will be a transformational leader – one who can drive a step change in our approach to digital healthcare.

MANAGEMENT STRUCTURE

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          Chief Executive Officer
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          Chief Information Officer
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 Associate Director of IT    Associate Director of
                             Information Systems
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ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation. The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

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The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described are located on the Intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition, the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). this duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (ie stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.

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PERSON SPECIFIATION

POST TITLE: Chief Information Officer (CIO)

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education and qualifications	• Masters level qualification in Information Management or Digital discipline or equivalent level of experience	• Further qualification in Leadership & Management • Member of a relevant professional body.	Application / Interview/ Assessment
Occupational experience and abilities	• Proven and significant leadership experience working within a large organisation. • Significant management experience at senior level in the NHS or other industry. • Proven Board level exposure in relation to leading and delivering complex change and strategy – specifically in relation to digital development programmes, in a politically sensitive and complex environment • Significant experience of the Implementation of complex project management methodologies • Experience of managing large scale capital schemes • Significant experience of assurance and compliance regime management in regulated environments • Experience of working within Data Protection Legislation including the Data Protection Act 2018 and GDPR • Line management of senior staff and professionals. • Working with and directly influencing clinicians • Experience in leading major changes in challenging environments • Ability to delegate effectively • Ability to work effectively between strategic and operational activities where required	• Experience of successfully operating in and delivering priorities in a partnership environment • Awareness of relevant public and private sector business management best practice • Experience of public sector business case process • Evidence of commitment to meaningful service user and other stakeholder involvement in services design and delivery	Application / Interview/ Assessment

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
	• Dynamic personality and the ability to build trusted stakeholder relationships and wide support networks Strong external communications skills in a politically sensitive environment • Ability to analyse highly complex issues where material is conflicting and drawn from multiple sources		
Knowledge& Skills	• Demonstrated ability to act upon incomplete information, using experience to make judgements and credible decision making • Ability to analyse numerical and written data, assess options • Leadership, vision, strategic thinking and planning with highly developed political skills • Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly • Experience of managing and prioritising a large budget of multiple millions of pounds • Ability to establish respected, trusted and constructive relationships across agencies and professional groups • Working knowledge of Microsoft Office with intermediate keyboard Skills • High level influencing skills • Negotiating skills • Able to work to tight deadlines • Ability to successfully co-ordinate complex projects		Application / Interview/ Assessment
Personal Qualities	• Ability to make decisions autonomously, when required, on difficult issues • Demonstrated capabilities to manage own workload and make informed decisions • Courteous and professional attitude • To be able to work flexibly with the demands of the role	• Willingness to train and be trained • Committed to personal and professional development	Application / Interview/ Assessment

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Physical Effort	Must be able to work across and travel to multiple hospital sites and other sites nationally and, also, work flexible hours in accordance with the need of the role/service
Mental Effort	Manages a complex, varied and often unpredictable workload, often with conflicting demands and pressures across multiple organisations. Manages multiple existing data and digital services across the Trust whilst managing the transformative future digital agenda. Manages a wide range of situations including managing complex staffing matters including performance issues and disciplinary/conduct matters. Regular negotiation at a very senior level to reach agreement surrounding complex issues Produces high quality and coherent management and business reports and information, including the development of business plans/cases and workforce plans / service redesign
Emotional Effort	Applies sustained and in depth concentration and planning to deliver the full requirements of the role. Works flexibly to be able to prioritise to meet an often unpredictable workload. Manages in contentious circumstances where disagreement will cause emotionally charged situations that will need to be managed for a positive outcome Many competing demands working to tight deadlines that impact whole system delivery.
Working Conditions	Establishes and maintains contacts with staff across the service line. Working across multiple sites both at the Trust and across the region. Adapts to working in variety of situations according to service needs and priorities.

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