

## JOB DESCRIPTION

<b>TITLE OF POST:</b>	<b>IT Projects: Business Intelligence Manager - Informatics and databases lead</b>
<b>SALARY BAND:</b>	<b>8a</b>
<b>LOCATION:</b>	<b>All sites</b> Imperial College Healthcare NHS Trust is a multi site facility and staff may be required to work at any site.
<b>RESPONSIBLE TO:</b>	<b>Pathology IT Systems Development Manager</b>
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	<b>Divisional Manager Pathology Business services</b>
<b>HOURS PER WEEK:</b>	<b>37.5 hours per week</b> The Job holder is required to work out of hours including on-call, unsocial hours and contractual overtime where specified. Specific rota details are held locally within departments.

### **Aim of the Role**

Responsible for working with key business stakeholders to design and develop semantic layers used for end user reporting, KPI's and analytics capability. This posts function is to manage specific IT projects on behalf of the Divisions and to ensure that Imperial has an effective mechanism for capturing and invoicing for all chargeable income. This post also provides management support to the IT Development team.

### **Key Working Relationships**

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resources, Finance, Payroll, Occupational Health; Legal Services, representatives and service personnel from Commercial organisations. Active participation in committees and working parties within the Division, Trust and region is expected.

## **Key Result Areas (KRAs)**

1. A single effective invoicing system covering all sites. The complexity of the billing process is due to multiple clients and cost bands to many different, high-profile client types including internal recharges, external to other Trusts, trial organisations and private clients.
2. Managing specific IT related projects on time for example developing databases to support blood tracking.
3. Develop systems to support the availability of informatics to key Pathology staff, including management information functionality within the new Sunquest LIMs modules.
4. Ensure that the IT infrastructure can support income generation.
5. Working with business stakeholders to define business KPI's.
6. Identify and prioritise any IT Development issues
7. Ensure that IT is used to support Lean working where possible.
8. Supporting ordering systems.
9. Develop systems to support the availability of informatics to key Pathology staff, including management information functionality within the new Sunquest LIMs modules.
10. Ensure that data to support income generation, recharging, audit and system use is available.
11. Responsible for developing and updating any Pathology Intranet or Internet presence.
12. Ensure that Pathology data and reports are available in a format suitable for all users.
13. Develop user friendly interfaces to support routine requests for information, for example to support recharging.

## **Main Tasks and Responsibilities**

### **1. Communication and relationship skills**

- 1.1. Ensure that the implications any projects are fully understood both within the Pathology Directorate and with external users.
- 1.2. Present solutions to Senior Pathology, IT and external Managers. Including presenting Business case for development.

- 1.3. Liaise with pathology managers, ICT managers, external suppliers, PCT and other managers and staff in the Trust.
- 1.4. To act as a liaison between the pathology unit and the Pathology Divisions as required for specific projects.
- 1.5. To Liaise with Divisional Managers and other Pathology staff regarding raising Invoices.
- 1.6. To maintain a good working relationship with all members of staff and to promote effective teamwork.
- 1.7. Promote the corporate image of Imperial College healthcare NHS Trust to all individuals, groups, and organisations both within the Trust and to the community at large.

## **2. Responsibility – Patient/Client Care**

- 2.1. To provide advise and enable the use of Information Technology solutions in the provision on the pathology service.
- 2.2. To ensure the capability to provide relevant information to support any invoices raised.
- 2.3. Ensure that all reports comply to the requirements of Information Governance.
- 2.4. Ensure that all Invoicing systems comply with Information Governance requirements and any Information Governance issues are included on the risk register.
- 2.5. To ensure the laboratory information systems support and promote consistency of clinical and operational practice through the interfaces with other Trust systems (e.g. CRS).
- 2.6. To ensure all hardware, software, and information used for clinical decision-making is fully acceptance tested and safe for patient care.
- 2.7. To participate in clinical audits as required by the Pathology managers.

## **3. Responsibility Laboratory Informatics**

- 3.1. To develop and implement methods for collecting management information as required and agreed by the Pathology IT systems Development Manager.
- 3.2. To take a lead role in IT projects as identified by the Pathology IT systems development manager.
- 3.3. To evaluate work practices in order to assess the need and impact of specific projects.
- 3.4. To identify and implement IT solutions to solve technical and clinical needs and improve laboratory efficiency.
- 3.5. To maintain the integrity, security and confidentiality of the data stored within the systems in pathology.
- 3.6. To develop and maintain interfaces or data downloads to provide data to patient management systems as required by the Trust in accordance with policy from ICT.
- 3.7. To ensure that acceptance testing has been carried out and signed off by the relevant Divisional Manager(s) prior to the introduction of new versions of software.
- 3.8. Develop and maintain standard operating procedures for information technology.
- 3.9. Identify complex solutions requiring a range of options.

Ensure the timely production of reports to support any external contracts/ SLA's.

Assist in the provision of a 24hour support as required

#### **4. Responsibility – Policy and Service**

- 4.1. To ensure compliance with good work practices required for the standards of Clinical Pathology Accreditation (UK).

- 4.2. To prepare, maintain and review Standard Operational Procedures following any changes as a result of specific IT projects.
- 4.3. Ensure all procedures associated with Invoicing follow the Trust Standing Financial Instructions and are supported by appropriate Standard Operating procedures.
- 4.4. To observe and adhere to local and national health and safety policies.
- 4.5. To comply with all local and national standards of work practice. To keep current with information on new developments, techniques and methods regarding laboratory services, computer hardware and software.

#### **5. Responsibility – Financial and Physical**

- 5.1. To develop and maintain methods for collecting and collating financial and workload monitoring information in line with the Trust, Pathology and NHS policies.
- 5.2. Together with the Divisional Manager Pathology Business Services have delegated responsibility for the collection of income for all chargeable work.
- 5.3. Ensure that Invoices are raised for all external work.
- 5.4. Ensure that the data requirements for any internal recharging are supported.
- 5.5. To ensure that the information to support business decisions is readily available.
- 5.6. To ensure that the Pathology price lists are regularly reviewed, benchmarked and recover appropriate costs.
- 5.7. Liaise with Finance department regarding invoices to and from external organisations.

#### **6. Responsibility – Staff/HR/Leadership, training**

- 6.1. To provide Management support for the IT Development team.

- 6.2. To liaise with the IT Managers and Divisional Managers to ensure that sufficient support and involvement in projects is available.
- 6.3. To act as project Manager for specific projects, ensuring that all members of any project team are fully involved and informed.
- 6.4. Ensure that all projects are completed on time and within budget.
- 6.5. Where any delays or additional expenditure occurs this must be escalated appropriately.
- 6.6. Deliver training to staff within the department as required as a result of any projects, for example in the use of new equipment.
- 6.7. Ensure that the directorate based IT leads receive sufficient training and support as required.
- 6.8. Identify training needs for all staff in IT systems and highlight cost/ benefit of training.
- 6.9. To provide supervisory support to the IT team.

## **7. Education**

- 7.1. Demonstrates knowledge of all Trust Policies and procedures.
- 7.2. Maintains own knowledge base.
- 7.3. Able to make decisions in setting your own personal targets and objectives as part of the Trust's performance review system.
- 7.4. Able to develop and improve your specialist scientific expertise which may be via CPD within an appraisal programme. Maintain a portfolio of relevant developments achieved.
- 7.5. To keep current with information on new developments, techniques and methods regarding laboratory services, computer hardware and software.
- 7.6. To develop expert knowledge on database management and development.
- 7.7. Expert knowledge of Laboratory and Hospital Information systems.

**8. Responsibility – Information resources**

- 8.1. To manage the cross Pathology supply of Data to support contracts, service level costing, and key performance indicator.
- 8.2. To manage in conjunction with the Pathology IT systems development Manager the procurement and development of IT systems to support Pathology.
- 8.3. To support the effective use of Information Technology in Pathology and advise on future procurement and development.
- 8.4. Develop databases in conjunction with Pathology IT Projects Manager, to support the management of contracts with external organisations including PCTs.
- 8.5. In conjunction with the Pathology IT systems development manager ensure that the procurement of new Information technology, e.g. Blood tracking or LIMS is compatible with the needs of all laboratories and meets the requirements of the specification.
- 8.6. Support the development of a unified Pathology IT service.
- 8.7. Demonstrate an understanding and knowledge of the information technology systems in use within the Pathology Directorate and central management offices.
- 8.8. Develop appropriate Data storage for the current and future needs of the Pathology service.
- 8.9. To have an active email account.

**9. Responsibility – Research and Development**

- 9.1. Plan, lead and delegate Trust-wide and local audit as required, ensuring findings are disseminated appropriately and recommendations implemented.
- 9.2. Utilise service improvement techniques to improve the delivery of service.
- 9.3. Work with the Service improvement & workforce Development manager to ensure the effective delivery of the service.
- 9.4. Ensure that IT systems support external R&D including the electronic provision of results.

- 9.5. Test IT systems, interfaces and new ways of working prior to the introduction into routine work.

#### **10. Freedom to act**

- 10.1. Freedom to act independently within appropriate clinical/professional guidelines seeking guidance as necessary.
- 10.2. Prioritise work as situations develop and change.

#### **11. Other Duties**

- 11.1. Provide Management support to the IT team.
- 11.2. To undertake any other duties commensurate with the grade as requested.
- 11.3. Provide system management support for other information systems as agreed and required by the Trust e.g. renal unit system (proton).
- 11.4. Provide system management support and development for the Control of Infection database and ensure appropriate transfer of information from the Laboratory information systems as agreed by the Microbiology Lead Clinician.
- 11.5. Provide assistance in pathology related statistics, particularly the KC65 statistics for colposcopy services.

#### **Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.



## **ADDITIONAL INFORMATION**

### **Confidentiality**

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990).

### **Health and safety**

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of themselves and others and to ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

### **Risk Management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

### **Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust.

In addition the NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation, other NHS or voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently, whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict of interests between any work that you undertake in relation to private patients and your NHS duties.

### **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

### **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure that they apply alcohol gel to their hands and also wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the

infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

### ***Clinical Governance and Risk management***

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Talking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

### ***Information Quality Assurance***

As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions.

### ***Freedom of Information***

The postholder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

### **Management of a Violent Crime**

The Trust has adopted a security policy in order

- to help protect patients, visitors and staff
- to safeguard their property

All employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible.

### **Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Scheme is available from the Human Resources department.

Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

**No Smoking**

The Trust operates a non-smoking policy.

**Medical Examinations**

All appointments within the National Health Service are subject to pre-employment health screening.

**Professional Association/Trade Union Membership**

It is the policy of the Trust to support the system of collective bargaining and as an employee in the Health Service, you are therefore encouraged to join a professional organisation or trade union. You have the right to belong to a trade union and to take part in its activities at any appropriate time and to seek and hold office in it. Appropriate time means a time outside working hours.

**IMPERIAL COLLEGE HEALTHCARE NHS TRUST**

**PERSON SPECIFICATION**

**POST:** IT Projects: Informatics and databases lead

**DEPARTMENT:** Pathology IT Development and informatics

**LINE MANAGER:** Pathology IT Systems Development and Informatics Manager

ATTRIBUTE/ SKILLS	ESSENTIAL	DESIRABLE*	MEASUREMENT
<b>EDUCATION &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Masters degree (or relevant occupational experience) in a related area.</li> <li>• IT Qualification or Extensive experience of database management.</li> <li>• Project Management experience</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• A Pathology laboratory or hospital IT background.</li> <li>• Previous experience of a pathology or clinical computer management information system.</li> <li>• Ability to think strategically, coping with a wide range of complex issues.</li> <li>• Developed analytical skills. Able to interpret data and analyse trends.</li> <li>• An in-depth knowledge and understanding of SQL and RDBMS.</li> <li>• Experience in applications development in a client server architecture.</li> <li>• Programming skills in Perl, SSIS, PHP, XML, and HTML.</li> <li>• Demonstrable skills in the use of data analysis and MIS reporting tools</li> <li>• Problem solving skills, including lateral thinking and an ability to find</li> </ul>		Application form <ul style="list-style-type: none"> <li>• Interview</li> </ul>

	<p>creative solutions.</p> <ul style="list-style-type: none"> <li>• Experience of invoicing procedures</li> </ul>		
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Developed analytical skills – able to interpret data, analyse trends</li> <li>• Excellent skills in statistical analysis</li> <li>• Proven ability to analyse complex information and to take decisive and practical action</li> <li>• Proven ability to present complex information in user friendly formats</li> <li>• Problem solving skills, including lateral thinking and ability to find creative solutions</li> <li>• Negotiating and influencing skills</li> <li>• Able to use leadership skills to encourage involvement across the Directorate</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Diplomatic, confident and credible</li> <li>• Commitment to public sector values and to NHS principles of valuing Equality and Diversity</li> <li>• Demonstrable commitment to continuous professional development</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> </ul>