

JOB DESCRIPTION

JOB DETAILS

Job Title: Senior Information Manager

Pay Band: Band 6

Directorate: Digital Services

Department: Information Services

ORGANISATIONAL ARRANGEMENTS

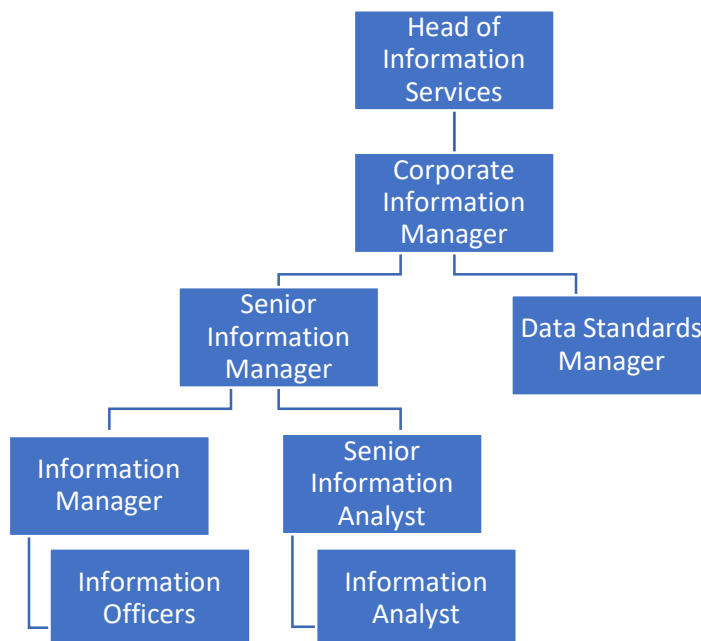
Managerial Accountable to: Corporate Information Manager

Reports to: Corporate Information Manager

Professionally Responsible to: Corporate Information Manager

Responsible For: Information Manager, Information Officers, Senior Information Analyst & Information Analyst

Organisation chart:



JOB SUMMARY / PURPOSE

The purpose of this job is to support the development, implementation, and continuous improvement of a robust corporate information management framework for the Health Board, which is consistent with the Health Board's Strategic Direction and Operational Plan, and actively promote a culture of excellence.

This will include supporting the development and implementation of effective reporting systems at all levels of the organisation in ways that support clear accountability and encourage achievement of all key targets whether externally or internally set.

The post holder will ensure that all internal and external reporting outputs that are produced represent an accurate reflection of data or information and meet the required timescales and definitions imposed.

The post holder will be expected to effectively and openly engage and exchange information on their work with other colleagues in the Information Services Team to promote joined up work and sharing of best practice across the Health Board. The post holder will also assist and deputise, where appropriate, for the Corporate Information Manager.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

The post holder will support the development, implementation and promotion of a robust corporate information reporting framework which is aligned to and underpins the Health Board's Strategic Direction and forms part of the Health Board's overall Information reporting function.

The post holder will be responsible for ensuring the delivery of specific regular and ad-hoc reports to clinical, managerial staff and external bodies. This will include information required to support business planning, operational and performance management, as well as support to specific service improvement developments within the Health Board.

The post holder will support the development and delivery of a suite of timely information reports for all levels of the organisation, as directed by the Corporate Information Manager. This includes working directly with managers and clinicians to ensure processes are in place which gives the Health Board's data consumers appropriate and relevant information to support the delivery of its key external and internal objectives.

The post holder is also responsible for maintaining up-to-date knowledge of the targets and standards set by the Welsh Government and/or the Board, that must be met and the way in which they are measured, ensuring they are communicated and that there is a good level of awareness throughout the organisation of these targets.

The post holder will be required to facilitate and participate in meetings internal and external to the organisation.

The post holder will be guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

The post holder will work to objectives set by the Corporate Information Manager but have regard to the operational requirements of information reporting. The post holder is expected to negotiate deadlines that allow them to satisfy both the objectives of the Corporate Reporting Team and the wider Directorate but where this is not possible to alert those post holders in an appropriate and informed way to allow for negotiations around conflicting priorities to take place.

The post holder will be expected to plan their own day-to-day work, allocating time in an efficient and effective way to ensure that deadlines are met. This includes effectively prioritising work through forward planning and discussions with the Corporate Information Manager to resolve capacity and scheduling issues.

Service Improvement

The post holder will be expected to provide advice on the interpretation of national reporting requirements to identify data capture and reporting implications for the Health Board, ensuring they are communicated effectively to the Senior Information Services team.

The post holder will work with clinicians and managers in developing the appropriate information reports to support service improvements through the availability of reflective information reports.

The post holder will support the development of information reports at the necessary level by providing support to staff to enable them to access and use information reports in their roles thus increasing local accountability and management at operational level.

The post holder will work with divisional colleagues to support the modernisation of corporate information reporting delivery, presentation, and communication of information.

Communications

The post holder will be required to communicate to a high standard using written reports and verbal presentations (including the use of electronic and non-electronic visual aids) providing clear explanations and transmitting factual information. They will need to communicate effectively with a wide range of people, including Directors, Clinicians, and managers at all levels.

The post holder's communication must be able to effectively persuade others to take action that they would not otherwise have taken. This includes using negotiation skills effectively, which in turn requires understanding and empathy with other's positions, views, and needs, and taking the Health Board's values into account in communication. The post holder must be able to deal with situations of conflict in a calm and professional manner, while continuing to state the needs of the organisation as a whole and the evidence behind their views.

The post holder will also deliver training to operational staff and so must be able to deliver training in a confident and engaging manner, using a mix of tools that takes different learning styles successfully into account.

Finance and Resources

The post holder must observe personal duty of care in relation to equipment and resources used in the course of their work. The post holder will be responsible for safeguarding equipment issued to them to enable them to perform their role, such as laptops and encrypted USB's.

Personal and People Development and People Management

The post holder will be responsible for influencing individuals and groups of clinical and non-clinical managers by facilitating discussions and presenting on complex, sensitive and often contentious information with a view to overcoming through negotiation, persuasion and reassurance significant barriers to acceptance and understanding.

The post holder will provide support and development to increase the ability of individuals and teams to access, interpret and use information reports. This also includes the provision of training both formally and informally to staff across the organisation to increase their knowledge and awareness of the information reporting flow.

The post holder will have responsibility for the supervision, training and development of staff and functions under their area of responsibility.

Information Processing

The post holder will be responsible for analysing highly complex, often conflicting data from a number of data sources, and be responsible for choosing the most appropriate method of analysing the data to present the information in the clearest possible way.

The post holder will analyse and make judgements on the most accurate and appropriate source of clinical and non-clinical data to be used in the Health Boards information reporting. This will involve the analysis of complex systems and procedures which will inform how the solution will be structured.

The post holder must have highly developed specialist knowledge and expertise within NHS Information and be fully conversant with the datasets captured in the NHS.

The post holder will need strong persuasive skills to influence other members of staff, outside the Information Department, to ensure they provide accurate and timely data.

The post holder will require advanced technical skills with an advanced knowledge of appropriate tools/systems such as Excel, SQL and other Microsoft Office 365 applications.

The post holder will deal with information queries, assessing whether outputs are robust and appropriate, investigate data anomalies identified during analyses and instigate corrective action as required.

Health, Safety and Security

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Health Board. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

Quality

Supports others effectively during times of change and work with others to overcome problems and tensions as they arise and ensure that own workload is managed effectively.

Equality and Diversity

To ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies, and procedures.

Actively promotes equality of opportunity and diversity in own area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity.

Effort and Environmental

Sitting at a computer screen for long periods of time.

Analysis of complex, large data to ensure accurate reporting to LHB meetings on a daily basis.

Checking personnel documents, outputs from the Senior Team.

Complex calculations performed in response to ad hoc query requests.

General

The post holder may be required to undertake other duties commensurate with the role and/or band as required by business need, not specified in the job description.

The post holder may be required to work in locations other than those specified in the job description as required by business need.

The post holder will be expected to:

- Act professionally in emotionally charged environments, for example, when imparting information, either welcome or unwelcome, at all levels of the Health Board and partner organisations;
- Maintain confidentiality of information at all times;
- Act at all times in the best interest of patients/clients.

PERSON SPECIFICATION

| ATTRIBUTES | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT |
|-------------------------------------|--|--|--------------------------------|
| Qualifications and Knowledge | <p>Degree or equivalent level qualification in numerate / analytical discipline or significant experience in an information management role.</p> <p>Post-grad diploma or equivalent specialist knowledge.</p> | <p>Recognised experience in an NHS setting.</p> <p>Knowledge of NHS information systems.</p> <p>Ongoing CPD.</p> | Application form |
| Experience | <p>Use of advanced features of Microsoft Excel to manipulate and present data.</p> <p>Ability to interpret and apply nationally published guidance in relation to information/data reporting.</p> <p>Excellent analytical skills and the ability to work with complex datasets.</p> <p>Ability to use information to present a cogent argument.</p> <p>Deliver presentations to audiences with a range of skills, interest and understanding.</p> <p>Experience of influencing people who were not directly line managed to take action.</p> | <p>Previous NHS experience.</p> <p>Knowledge of NHS data dictionary.</p> <p>Knowledge of NHS data flows and targets.</p> <p>Previous experience in dealing with data quality/data standards.</p> <p>Previous experience of direct management of others.</p> <p>Previous experience of SQL report building.</p> | Application form and interview |
| Language Skills | | <p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p> | Application form and interview |
| Aptitude and Abilities | Advanced IT and analytical skills with high level of experience of using Microsoft office; creating, formatting, | Ability to work in teams and lead, where appropriate. | Application form and interview |

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|----------------------|--|---|--|
| | <p>and manipulating databases and spreadsheets.</p> <p>Ability to analyse and present complex information.</p> <p>Excellent communication skills including the ability to present information both verbally and written.</p> <p>Able to work independently with minimal direction and supervision, within a set framework / boundaries.</p> <p>Able to face varying demands – frequently requiring intense concentration and effort to deliver multiple objectives / conflicting priorities.</p> <p>Strong team player, and able to work effectively and inclusively with remote teams.</p> <p>Provide training and mentoring.</p> <p>Attention to detail.</p> | <p>Ability to work with minimal supervision.</p> <p>Self-motivated, enthusiastic, and determined to achieve and deliver results.</p> <p>Experience of using Macros and VBA.</p> | |
| <p>Values</p> | <p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness. • Integrity, Openness and Honesty. • Caring, Kindness and Compassion. <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be. • Striving to develop and deliver excellent services. | | <p>Application form and interview.</p> |

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|--------------|--|--|--|
| | <ul style="list-style-type: none"> Putting people at the heart of everything we do. | | |
| Other | <p>Ability to travel between sites in a timely manner.</p> <p>Flexible approach to needs of the service.</p> | | |

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.