



JOB DESCRIPTION

JOB TITLE:	Information Technology (IT) Business Improvement Manager
BAND:	8b
LOCATION:	Henry Moore Building, Belfast City Hospital
REPORTS TO:	Co-Director IT & Telecommunications
RESPONSIBLE TO:	Co-Director IT & Telecommunications

JOB SUMMARY

The IT Business Improvement Manager will be responsible through the Co Director for IT and Telecommunications for delivery of service improvement, change adoption and business case oversight. The role also involves being responsible for IT governance, procurement and administrative functions.

The post holder is responsible for engaging directly with services to deliver and evidence service improvements.

KEY RESULT AREAS

Setting Direction

- To support the Co-Director in the development and implementation of a Trust-wide Information Technology and Telecommunications Strategy.
- Responsible for the collation, presentation and interpretation of metrics from the IT Operations and IT Delivery sections enabling continuous improvement to be delivered in these areas.
- To manage and develop staff on a per project or fixed term basis to deliver agreed projects. This will include implementing effective change adoption knowledge and skills.

Service Delivery

- Responsible for the delivery of an effective and efficient IT procurement process across the Trust.
- To ensure the IT Department Controls Assurance score continues to deliver and exceed the agreed level.
- Responsible for the delivery of an effective administrative function to support the operational delivery and switchboard function.
- Responsible for the production of metrics from the Operations and Development sections to ensure targets are being met and a culture of continuous improvement is embedded.

Development and Innovation

- To assist in identifying new and innovative ways for IT to support the delivery of the Trust's services and the achievement of corporate objectives.
- To identify and implement new processes that enhances the delivery of the IT and wider Trust objectives.

Collaborative Working

- Provide guidance and support to BHSCT services to identify and implement new projects and processes that advance the delivery of safe and effective care.
- Work with the IT Operations and IT Delivery managers to release defined staff and resource to deliver agreed projects
- Work with the IT Operations and IT Delivery managers to propose and assist in the design of projects that enable the release of resource to the other sections in the IT department.
- Assist the Co-Director in ensuring that all IT policies are consistent with national and regional guidance.
- Assist the Co-Director in establishing collaborative working relationships with the IT department and across the wider BHSCT services.
- Assist the Co-Director in establishing collaborative working relationships with DHSSPS, HSC Trusts, external suppliers and other stakeholders

Communication and Information Management

- To take ownership, manage and communicate effectively on the performance of the agreed KPIS for IT Business Improvement
- Support the Co-Director in developing and implementing an effective & robust performance monitoring system on matters relating to the Trust IT strategies, objectives and targets.

Quality

- To ensure robust standards and systems of governance exist for all IT functions.
- To support the Co-Director in ensuring that IT project delivery processes are the most effective in delivering outcome improvement for the Trust
- Proactively participate in Trust wide quality initiatives.
- Assist and work with the Co-Director and the IT Senior Leadership team to implement robust systems of risk management in the areas of IT Operations

Financial and Resource Management

- To take effective budgetary responsibility for the IT Business Improvement section within the Belfast Trust and maximise the investment in IT technologies and resourcing.
- To support the Co-Director in taking responsibility for the selection and procurement of all IT related equipment in line with the Regional and Trust policies.
- To maximise the use of IT and Telecommunications to achieve better value for money in the delivery of health and social care.

People Management and Development

- Be responsible for the development and training of technical and other staff in project management, change adoption and service engagement focusing on the delivery of key agreed objectives.
- Provide strategic leadership to staff working in IT Business Improvement section.
- Ensure that the management structures and arrangements in the IT Business Improvement section support a culture of effective team working, staff recognition, continuous improvement and innovation.
- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HSC managers.

- Participate in the Belfast Trust's Staff Development and Performance Review Scheme. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training and development.
- Ensure that the Performance Review identified above is performed for all levels of staff within the Trust in accordance with the Trust Board's policy.
- Act as advocate and promote good staff relationships and morale amongst the staff reporting to him/her and encourage the same level of good relationships and morale across all IT teams and the wider BHSCT services teams.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.

- Maintain high standards of personal accountability.
- Comply with the HSC Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff. This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

“On occasions a specific location may be detailed within the Job Description & Specification, however, as and when considered necessary or appropriate, you may be required to transfer to or undertake other duties in any location specified by the Trust in order to meet fluctuations or priorities in work demands.”

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

JOB SPECIFICATION**POST: IT Business Improvement Manager****BAND: 8b****LOCATION: Henry Moore Building, Belfast City Hospital****Knowledge, skills and experience required:**

- Have a university degree in an IT related discipline or recognised professional qualification in an IT related discipline **and** have worked for at least 2 years in a senior management role¹
- OR**
- Have worked for at least 5 years in a senior management role in a major complex organisation in an IT or Business Improvement Project related field.

AND

- Have a minimum of 3 years' experience in a lead role delivering objectives which have led to a significant² improvement in service.
- Have a minimum of 5 years' experience working with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes.
- Demonstrate evidence of personal responsibility for achieving measurable improvements, at an organisational level, across a range of performance management activities.
- Demonstrate evidence of contributing to the development of plans that enable efficient and effective organisational change.
- Demonstrate high level people management, governance, leadership and organisational skills for a minimum of 2 years.
- Experience of financial management and budgetary control in a major complex organisation³.
- Have excellent communication skills, both orally and in writing.
- Hold a full current driving license valid for use in the UK and have access to a car on appointment⁴.

¹ 'Senior Role' is defined as Band 8A or equivalent or above. Non NHS experience should state salary

² 'Significant' is defined as contributing directly to key Directorate objectives

³ 'major complex organisation' is defined as one with at least 200 staff or an annual budget of at least £50 million and involving having to meet a wide range of objectives requiring a high degree of co-ordination with a range of stakeholders

SHORTLISTING

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application form. It is, therefore, essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified. **Please note this should be detailed under each appropriate criterion heading on your application form.**

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are given in the NHS Healthcare Leadership Model and the Belfast Health and Social Care Trust's Leadership Management Strategy (obtainable on the Trust's website).

Further information on the NHS Healthcare Leadership Model can be obtained from the website www.leadershipacademy.nhs.uk

Particular attention will be given to the following nine dimensions:

- Inspiring Shared Purpose
- Leading with Care
- Evaluating Information
- Connecting our Service
- Sharing the Vision
- Engaging the Team
- Holding to Account
- Developing Capability
- Influencing for Results

The successful candidate must also lead in line with the core values of the Trust.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, payslip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non appointment.

January 2015

⁴ This criterion will be waived in the case of a suitable applicant who has a disability which prohibits from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full

JOB DESCRIPTION

POST:	Trust Programme Manager, Encompass
LOCATION:	Belfast Health and Social Care Trust
BAND:	8B
REPORTS TO:	Co-Director Performance and Planning
RESPONSIBLE TO:	Director Performance, Planning and Informatics

Job Summary / Main Purpose

HSCNI has established the encompass Programme to provide the underpinning digital transformation required to support the broader HSC reform agenda. HSCNI has developed and procured many different ICT solutions to provide digital services to our health and social care professionals. Many of these systems are reaching their 'end of life' and may no longer be supported by current suppliers and there is a need to urgently replace these systems.

The encompass Programme is a HSCNI wide transformation Programme which seeks to best position HSCNI to capitalise on digitally enabled whole system approach to the delivery of safer, informed care.

The Trust Programme Manager will play a pivotal role in articulating and leading on the vision for the encompass Programme across key stakeholder groupings within Belfast Trust to successfully deliver transformational change.

Main Duties / Responsibilities

For each of the following, the post holder will;

Setting Direction

- Implement the encompass Programme's strategic mandate as agreed by the regional Programme Board, Executive Assurance, Care Content and/or other work streams constituted under the encompass Programme .
- Provide advice to the Trust Programme Board, Regional Director of the encompass Programme and Care Content and/or other work streams constituted under the encompass Programme on strategic issues pertaining to the Programme and its objectives within the context of the Trust environment.
- Provide the Trust Programme Board and Senior Management Team, with quality assurance of the key programme products and assumptions on scope, benefits, costs and risk management.

- Manage the implementation of the Programme Plan in the Trust to support the achievement of the Programme's objectives.
- Lead the smooth transition of the Programme elements following implementation into Business as Usual and optimisation.

Programme Management

- Implement the Programme Plan as directed by the encompass Business Change Manager in alignment with encompass Senior Programme/Technical Managers to successfully deliver transformational change within the Trust and across HSCNI.
- Manage Trust delivery teams to include Programme support, Business Change Managers and ICT transition support, including recruitment of appropriately skilled staff.
- Manage the Trust's Programme including status reporting to the Trust Programme Board and encompass Senior Programme Managers on all matters relevant to the successful delivery of the Programme.
- Manage the Trust's benefits realisation process including baselining of benefits aligned to Benefits Realisation Plan. The post holder will co-ordinate with HSC benefit groups and the Trust's benefit owners and obtain the necessary data/information from the Trust.
- Manage and where appropriate, escalate issues relating to the Programme and lead on resolution and follow up actions, reporting as required to mitigate and/or resolve, including identification of root cause and creation of lessons learned.
- Coordinate and ensure robust plans are developed to support a successful Go-Live and post go-Live activities through local delivery teams including Training and Communication Plans.
- Manage the Trust Programme interdependencies against the objectives of the Programme and co-ordination of the delivery of new capability.
- Provide dedicated support to other Trusts as part of a rolling implementation model to co-ordinate and lead change throughout HSCNI.
- Conduct assessments of equality considerations where and when appropriate.

Developing and Innovation

- Engage and support all levels of staff and with particular reference to clinical staff, in the adoption of the solution and associated clinical pathways changes and new ways of working 'once for N Ireland'.
- Seek and initiate opportunities and interventions to support high volume uptake of the solution to help the smooth transition into business as usual and establish rapid learning and sharing with other Trusts/colleagues.
- Develop opportunities to further embed the solution through optimisation across the Trust in support of benefit realisation.
- Ensure the connectivity of the Trust's encompass programme plan with Trust and HSCNI modernisation plans.
- Ensure their knowledge is continuously updated through maintaining awareness of global trends and developments in EHCR and horizon scanning.

Quality

- Work within the encompass Programme governance framework, ensuring that all activities/policies related to the delivery of the programme meet stated requirements.
- Deliver effective governance in accordance with public sector values and the codes of conduct and accountability ensuring that all statutory functions are carried out.

Communication

- Act as the Trust's point of contact for the encompass Programme Managers located within HSCNI.
- Perform a lead role in communicating the vision and objectives of the encompass Programme within a Trust to all stakeholder groupings.
- Provide two way flow of communications to and from Trust/s and encompass Programme Team ensuring critical feedback mechanisms are in place.
- Provide continuous endorsement of the programme at executive and communications events, taking effective action to highlight and address concerns/issues.
- Ensure effective communication with the Programme Team, Programme Management Office and other Programme Boards and Teams in other HSCNI organisations.
- Ensure robust communication plans are in place at key stages of the Programme to support successful implementation.

Information Management

- Work closely and collaboratively with Subject Matter Experts to support harmonisation of processes and pathways are developed safely, regionally and once for NI.
- Provide input to and collaborate with the Information and analytics work stream, aligned with the HSCNI Strategic Information Group, to inform regional strategic plans for the Programme.
- Contribute to the development of the encompass solution to include information systems which are not currently available in HSCNI, for example Electronic Prescribing and Medicines Administration; Patient Portal; Population Health; Clinical Decision Support.

Financial and Resource Management

- Manage Trust activity through the required programme approval stages including Pre-contract, Design and Configuration, Implementation and Optimisation.
- Provide support to other Trusts during implementation activities as part of a rolling implementation staffing model, promoting lessons learned from previous Go-Lives and ensuring effective optimisation.
- Manage and deliver relevant projects and documentation in line with Encompass, BSO and HSC Standards and Practices and PRINCE2 project management standards.
- Secure and manage the financial budget and other resources required for successful service delivery. Monitor overall progress and use of all resources, initiating prompt and effective corrective action as and when necessary.

- Plan, monitor and report on projects and service delivery in line with Encompass Programme procedures.
- Ensure all other resources necessary to the success of the Programme are identified and appropriately addressed.

People Management and Development

The post Holder will:

- Take responsibility for their own performance and take action to address identified personal development areas.
- Manage the Trust's Programme Team.
- Lead and co-ordinate the work of these personnel and in conjunction with those of employed by HSCNI organisations working within the programme parameters.
- Lead by example to ensure that the encompass Programme demonstrates commitment through its culture and actions, for all aspects of diversity in the population it serves and the staff who provide the services.
- Promote the corporate values and culture of the Trust through the development and implementation of relevant policies and procedures, and appropriate personal behaviour.
- Review individually on a regular basis the performance of direct reports. Provide guidance on personal development requirements and advise on and initiate appropriate action.
- Maintain good staff relationships and morale amongst staff.
- Delegate appropriate responsibility and authority to staff in order to ensure optimum and effective service delivery and decision-making, whilst retaining overall accountability and responsibility for outcomes.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down and approved by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through their own actions and ensure that this policy is adhered to by staff for whom they have responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values

The Belfast Trust aims to recruit staff not only with the right skills but also with the

right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centred care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

JOB TITLE / BAND: Trust Programme Manager, Encompass / Band 8b

DEPT / DIRECTORATE: Administration Building (K) / Planning, Performance and Informatics

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<p>A university degree or relevant professional qualification and have worked for at least 3 years at in a senior management position which demonstrates working at a strategic level across an organisation.</p> <p>OR</p> <p>Have worked in a senior management role which demonstrates working at a strategic level across an organisation for a minimum of 5 years.</p>	Shortlisting by Application Form

	<p>AND</p> <p>Delivered against challenging performance management programmes for a minimum of 3 years meeting a full range of key targets and making significant improvements.</p> <p>AND</p> <p>Have a proven track record of running large, successful programmes or projects which have delivered significant business change.</p> <p>AND</p> <p>Successfully demonstrated high level people management, governance and organisational skills for a minimum of 2 years.</p>	
Other (e.g. Driving etc.)	Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment. This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Trust which will permit them to carry out the duties of the post	Shortlisting by Application Form
Knowledge Skills Abilities	<ul style="list-style-type: none"> Worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes for a minimum of 3 years. Have at least 2 years' experience managing people, and are able to demonstrate evidence of successfully leading organisation change. 	Shortlisting by Application Form

DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> Experience of managing significant digital Programmes/Projects PRINCE2 Practitioner, Managing Successful Programmes or other relevant Programme Management Methodology 	Shortlisting by Application Form

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

JOB DESCRIPTION

POST:	General Manager, Health & Social Care Records
LOCATION:	Admin Building, Knockbracken Healthcare Park
BAND:	8B
REPORTS TO:	Co-Director of Performance & Planning
RESPONSIBLE TO:	Director of Performance Planning & Informatics

Job Summary / Main Purpose

The General Manager for Health and Social Care records is responsible for all aspects of strategic and operational management in relation to Health and Social Care Records including management of Health Records Libraries, Patient Appointments (OP and IPDC), NIECR and Data Governance Teams within the Performance, Planning and Informatics Directorate.

Main Duties / Responsibilities

The post holder is responsible for the development of strategies, policies, standards and procedures for the Trust consistent with legal and statutory requirements and best practice in Health & Social Care Records. The post holder will provide expert advice and guidance on health and social care records management, meeting the DHSSPS's records management standards and any emerging guidance on best practice in records management. The post holder will be expected to be knowledgeable about legislation relevant to health records and record management including Trust responsibilities relating to Data Protection. The post holder will also have operational management responsibility for health records libraries, patient appointment services (OP and IPDC), NIECR and Data Governance Teams managed within the PPI Directorate.

Setting Direction

For each of the following, the postholder will;

- Be responsible for the strategic and operational management of Health and Social Care Records service throughout the Belfast Trust, including libraries, patient appointment services, NIECR Support Team and Data Governance Team.

Service Delivery

- Provide effective leadership in the management of the Health and Social Care Records Services, Patient Appointment services (OP and IPDC), NIECR and

data governance across the Belfast Trust and ensuring the provision of a high quality integrated services taking into account of patient, professional and legislative issues.

- Lead the development of the Health and Social Care Records strategy to include strategic objectives, key actions and performances indicators.
- Continue the development of a performance management framework through the development and monitoring of targets, taking account of the constantly changing demands on the Health and Social Care Records service.
- Be responsible for providing specialist advice on legislative, and other relevant guidance that may affect Trust strategies, policies and procedures for Health and Social Care Records.
- Be responsible for keeping up to date on current developments and guidance on best practice on issues relating to Health and Social Care Records and General Data Protection Regulations.
- Liaise with the IT department to ensure optimum use of developing technology and maintenance of existing technology.
- Contribute to implementation of digital solutions and be responsible for the modernisation of work practices.

Strategic Planning and Development

- Be responsible for all aspects of strategic planning in relation to Health and Social Care Records.
- Be responsible for the development of strategies, policies, standards and procedures for the Trust consistent with legal and statutory requirements and best practice.
- Participate and play an active role in regional forums established for areas of responsibility.

Corporate Management

- Contribute to the Trust's corporate planning, policy and decision making processes as required and ensure the Trust's objectives and decisions are effectively communicated.
- Develop and maintain working relationships with colleagues to support the achievement of Trust objectives.
- Establish collaborative relationships and networks with external stakeholders in the public, private and voluntary sectors to ensure the Trust effectively discharges its functions.
- Contribute to the Trust's overall corporate governance processes to ensure its compliance with public sector values and codes of conduct, operations and accountability.
- Lead by example in practicing the highest standards of conduct in accordance with the Code of Conduct for HPSS Managers.

Collaborative Working

- Liaise regularly with relevant organisations in relation to Records Management arrangements.
- Continually seek to develop new partnership arrangements with external providers, tailoring provision to the needs of the Trust and providing improved value for money.

Development and Innovation

- Continually seek ways to enhance the formal presentation of records

management information and develop innovative ways of disseminating the information to relevant audiences.

- Self-direct and project manage major pieces of work on behalf of the Co-Director.
- Represent the Trust, as appropriate, on external groups.

Communication

- Be responsible for developing and maintaining sound internal communications systems, which include team briefing and regular meetings with staff.
- Represent the Health and Social Care Records Department with colleagues both internal and external to the Trust.
- Ensure user involvement is actively promoted in the planning and delivery of services.

Quality/Governance

- Be responsible for ensuring that the needs of patients, clients and their carers are at the core of the way the Trust delivers services.
- Lead on the coordination of Records Management Controls Assurance Standards and other relevant assurance standards across the Belfast Trust.
- Be responsible for ensuring that effective risk management and quality assurance policies and systems (including clinical governance and controls assurance) are in place, within their service area, in compliance with the Trust's policies and procedures.
- Contribute to maintenance of and actions arising out of the Risk Register in line with Trust policy and procedure.
- Co-ordinate the investigation and response to complaints, incidents and claims in line with Trust policy and procedure.
- Lead quality initiatives in Health and Social Care Records and other relevant service areas.

Financial and Resource Management

- Be responsible for the management of the services budgets and ensure the achievement of all financial targets.

People Management and Development

- Work with relevant HR personnel to ensure the delivery of the Trust's HR and Learning Development Strategies, including working supporting IIP.
- Be responsible for ensuring that the Health and Social Care Records service complies with employment law and is consistent in their application of the Trust's policies.
- Be responsible for ensuring that all staff are appraised at least annually and Staff Development Review framework is in place in accordance with the Trust's Board's policy.
- Manage recruitment processes, to ensure staff are recruited in a timely and professional manner and vacancies are filled appropriately.
- Contribute to the development and implementation of workforce modernisation initiatives within health and social care records.
- Be responsible for ensuring that management structures and practices within the Health Records Departments support a culture of effective team working, continuous improvement and innovation.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.
- The post holder will promote and support effective team working, fostering a culture of openness and transparency. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with Belfast Trust's Whistleblowing Policy and their professional code of conduct, where applicable.
- The post holder will, in the event of a concern being raised with them, ensure it is managed correctly under the Belfast Trust's Whistleblowing Policy, and ensure that feedback/learning is communicated at individual, team and organisational level regarding the concerns raised, and how they were resolved.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognises the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs)

and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

JOB TITLE / BAND: General Manager, Health & Social Care Records / Band 8B

DEPT / DIRECTORATE: Performance Planning & Informatics

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> • Have a relevant degree or professional qualification and have worked for at least 2 years in a senior management role including Records Management and Information Governance experience. <p>OR</p> <ul style="list-style-type: none"> • Have worked for at least 4 years in a senior management role including Records Management and Information Governance. 	Shortlisting by Application Form
Other (e.g. Driving etc.)	<ul style="list-style-type: none"> • Current driving license and access to a car. <p><i>'Where disability prohibits driving, this criteria will be waived if the applicant is able to organise suitable alternative arrangements.'</i></p>	Shortlisting by Application Form

Knowledge Skills Abilities	<ul style="list-style-type: none"> • Delivered against challenging performance management programmes for a minimum of 2 years meeting a range of key targets and making significant improvements. • Knowledge and understanding of Health Records systems, procedures and relevant legislation and General Data Protection Regulations 2018. • Successfully demonstrated people management, governance, leadership and organisational skills for a minimum of 2 years. • Have worked with a diverse range of stakeholders, both internally and externally to the organisation, to achieve successful outcomes. • Have excellent communication skills, both orally and in writing. • Computer experience i.e. word processing /spreadsheets. 	Shortlisting by Application Form / Interview
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DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> • Experience of change management. 	Shortlisting by Application Form

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

Healthcare Leadership Competencies

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role.

The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at:

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>.

Particular attention will be given to the following:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results

HSC Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role

What does this mean?	What does this look like in practice?
 <p data-bbox="358 583 583 611">Working together</p> <p data-bbox="181 621 764 779">We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul data-bbox="808 415 1435 762" style="list-style-type: none">• I work with others and value everyone's contribution• I treat people with respect and dignity• I work as part of a team looking for opportunities to support and help people in both my own and other teams• I actively engage people on issues that affect them• I look for feedback and examples of good practice, aiming to improve where possible.
 <p data-bbox="404 999 539 1026">Excellence</p> <p data-bbox="181 1037 764 1161">We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.</p>	<ul data-bbox="808 884 1435 1119" style="list-style-type: none">• I put the people I care for and support at the centre of all I do to make a difference• I take responsibility for my decisions and actions• I commit to best practice and sharing learning, while continually learning and developing• I try to improve by asking 'could we do this better?'
 <p data-bbox="342 1388 607 1415">Openness & Honesty</p> <p data-bbox="181 1425 764 1486">We are open and honest with each other and act with integrity and candour.</p>	<ul data-bbox="808 1247 1354 1455" style="list-style-type: none">• I am open and honest in order to develop trusting relationships• I ask someone to help when needed• I speak up if I have concerns• I challenge inappropriate or unacceptable behaviour and practice.
 <p data-bbox="396 1717 548 1745">Compassion</p> <p data-bbox="181 1755 764 1906">We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul data-bbox="808 1604 1398 1839" style="list-style-type: none">• I am sensitive to the different needs and feelings of others and treat people with kindness• I learn from others by listening carefully to them• I look after my own health and wellbeing so that I can care and support others.

JOB DESCRIPTION

POST: Senior Manager Health Improvement

LOCATION: Belfast Health & Social Care Trust

GRADE: 8B

REPORTS TO: Co-Director Public Health

Responsible to: Director of Planning Performance & Informatics

JOB SUMMARY / MAIN PURPOSE:

The Senior Manager Health Improvement will be responsible to the Co-Director, Public Health for the development of health improvement plans for the Belfast Trust and the delivery of health improvement/health promotion programmes, to achieve objectives outlined in Making Life Better - a whole system strategic framework for public health and the Community Planning process. The post holder will be responsible for ensuring the Trust's delivery of a wide range of DHSSPS health improvement strategies.

He/she will work at a senior level to support service areas to develop health improvement action plans and the integration of these programmes across the Service Directorates. He/she will work with the Co-Director, Public Health to ensure coordinated response by the Trust resulting from interagency partnership commitments in the area of health improvement. He/she will ensure user engagement in the development and delivery of health improvement plans by the Trust.

He/she will be responsible for the operational management of a multidisciplinary team of staff who make up the Health Improvement Department and manage the health improvement budget. He/she will work to achieve objectives required within the corporate plan and performance management framework for the Trust.

Main Duties / Responsibilities

Setting Direction

- Act as a champion for empowering and mobilising the Trust, other Organisations and Communities to improve health and wellbeing and reduce inequalities.
- Develop, implement and monitor the Trust's Health Improvement Plan, ensuring the active involvement of communities, Trust Service Groups and other stakeholders.
- Ensure robust performance management arrangements are in place for Health Improvement across the Trust.
- Provide highly specialised advice and lead on the development, implementation and evaluation of Health Improvement Programmes across the Trust.
- In conjunction with the Co-Director, Public Health, manage and provide a senior leadership role of Health Improvement function within the Trust.

Service Delivery

- Undertake responsibility for ensuring a coordinated response within the Trust resulting from interagency partnership commitments within the area of Health Improvement and represent the Trust on interagency partnerships as required.
- Lead the management of the Health improvement team at local level in order to support the Trust in meeting the targets set in Making Life Better and Community Planning.
- Work to support service groups at local levels to implement health improvement strategy, establishing and sustaining links to relevant managers and agencies/organisations.
- Ensure ongoing engagement with the community and voluntary sectors and other statutory organisations to effectively implement Making Life Better and other strategic targets.

- Undertake responsibility for ensuring the Trust's delivery against a wide range of DHSSPS Health Improvement strategies e.g. Tobacco, Physical Activity, Nutrition, Sexual Health, Mental Health.
- Ensure the creation and implementation of health improvement policies, strategies and programmes within and on behalf of the Trust that reflect national, regional, area and local priorities.
- Undertake, coordinate and support health improvement research projects
- Maximise the opportunities to secure grant aid and external sources of funding for local health improvement initiatives.
- Build sustainable capacity and resources for health improvement within the Trust and Communities, through consultancy and facilitating the provision of training in response to identified needs.
- Work closely with the Senior Manager Community Development and his/her team to ensure the integrated delivery of their services.

Quality and Governance

- Ensure that the needs of local communities and groups are at the core of how Health Improvement Team delivers its services and are in accordance with DHSSPS Quality standards for Health and Social Care and other relevant requirements.
- Ensure high standards of governance in the team, to include compliance with controls assurance standards, the assessment and management of risk.
- Ensure performance management arrangements are implemented.
- Ensure the defining and monitoring of performance standards in contracts/service level agreements with independent service providers.
- Ensure the management of complaints within the team complies with HPSS and Trust complaints procedures and is underpinned by transparency and a culture of continuous improvement.
- Ensure the implementation of quality initiatives such as Investors in

People and Charter Standards in the health improvement team.

Service Planning and Development

- Promote innovation and change to underpin the modernisation of health improvement.
- Develop a strategic plan for the promotion of health and wellbeing in the Trust in line with regional strategies and priorities.
- Work closely with commissioners and stakeholders to secure their commitment and involvement in the development and implementation of health improvement planning initiatives and service reforms.
- Represent the Health Improvement Team and/or Directorate in Trust and/or regional planning teams, as appropriate.
- Lead on initiatives to promote health and wellbeing that support the workforce to improve their health and wellbeing e.g. BWell and Here4U.

Financial and Resource Management

- Undertake responsibility for the management of the Health Improvement budget, to include grant aid and service agreements with external organisations and the effective use of external sources of funding.
- Ensure the effective implementation of all Trust financial policies and procedures within the Health Improvement Team.
- Participate in contract and service level negotiations with commissioners.
- Ensure the effective management, use and maintenance of all physical assets in the Department.

People Management

- Provide clear leadership to staff within the Health Improvement Team and ensure all services have a highly skilled, flexible and motivated workforce.

- Work closely with Senior Human Resources staff to take forward the development and implementation of workforce planning and modernisation initiatives.
- Ensure that management structures and practices in the Health Improvement Team support a culture of effective team working, continuous improvement and innovation.
- Ensure the effective implementation of all Trust people management policies in the team and the achievement of all relevant targets such as relating to the management of sickness and absenteeism, turnover etc.
- Ensure the effective management of staff health and safety.

Information Management

- To provide analysis and interpretation of health data to inform programme development and measurement of outcomes.
- Ensure the effective implementation of all Trust information management policies and procedures in the Health Improvement Team.
- Ensure the Health Improvement Team's systems and procedures for the management and storage of information meet internal and external reporting requirements.
- Ensure ongoing communication and develop public awareness campaigns on the range of health improvement programmes utilising a range of communication channels.

Corporate Responsibilities

- Develop and maintain working relationships with other Directorate colleagues to ensure achievement of Trust objectives.
- Establish collaborative relationships and networks with external stakeholders in the public, private and voluntary sectors to ensure the Trust effectively discharges its functions.
- Contribute to the Trust's overall corporate governance processes to ensure the development of an integrated governance framework for the Trust that assures safe and effective care for patients and clients and complies with public sector values and codes of conduct, operations and

accountability.

- Adhere to the Trust's corporate planning, policy and decision-making processes and ensure the Trust's objectives and decisions are effectively communicated.
- Lead by example in practicing the highest standards of conduct in accordance with the Code of Conduct for HPSS Managers.

General Management Responsibilities

- Participate in the Trust's Staff Development and Performance Review arrangements. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Ensure that the review of performance identified above is performed for all levels of staff within the Department, in accordance with Trust policy.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, Data Protection Act 1998 and GDPR (2018). Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that "Cleanliness matters is everyone's responsibility, not just the cleaners" Whilst there are staff employed who are responsible for cleaning services, all Trust

staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centered care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the

delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***



Belfast Health and Social Care Trust

caring supporting improving together

PERSONNEL SPECIFICATION

JOB TITLE AND BAND: Senior Manager Health Improvement 8B

DEPARTMENT: Public Health – Health Improvement, Community Development and Personal & Public Involvement

DIRECTORATE: Planning, Performance and Informatics

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form / Expression of Interest Form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria <i>Ideally no more than 6-8 criteria in this section</i>	Method of Assessment
Qualifications/Registration	A University degree or relevant professional qualification	Shortlisting by Application Form
Experience	At least 3 years' experience in the last 5 years at senior management level within Health Improvement* Delivered against challenging performance management programmes for a minimum of 3 years in the last 5 years meeting a range of key	Shortlisting by Application Form and at Interview

	<p>Health Improvement targets and making significant improvements.</p> <p>Worked with a diverse range of stakeholders, internal and external to the organisation, to achieve successful outcomes in the field of Health Improvement for a minimum of 3 years in the last 5 years.</p> <p>A proven track record of people management, governance and organisational skills for a minimum of 3 years in the last 5 years.</p> <p>*Senior management level within Health Improvement is deemed to be at Band 7 and above</p>	
Knowledge Skills Ability	<p>A full current driving licence with access to a car or access to a form of transport to meet the mobility needs of the post.</p> <p>Have excellent communication skills, both verbal and written.</p> <p>Demonstrate a high level of understanding of health improvement and related issues.</p>	Shortlisting by Application Form and at Interview

DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Qualifications	Post Graduate qualification in Health Promotion / Public Health	Shortlisting by Application Form

VALUE BASED RECRUITMENT

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust and incorporating the Healthcare

Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value based questions you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role: (Delete those values not being assessed for this role)



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who are suffering
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>.

Particular attention will be given to the following dimensions:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, payslip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non-appointment.

JOB DESCRIPTION

POST:	Information Technology (IT) Operations Manager
LOCATION:	Henry Moore Building, Belfast City Hospital
BAND:	8b
REPORTS TO:	Co-Director IT & Telecommunications
RESPONSIBLE TO:	Co-Director IT & Telecommunications

Job Summary / Main Purpose

The IT Operations Manager will be responsible through the Co Director for IT and Telecommunications for the management and operational maintenance & support of all IT [REDACTED] within the Trust. The role also involves overall control of systems upgrades and change management.

Change Management is responsible for managing the change control process, the setting up and monitoring of a Change Advisory Board (CAB), to manage and control all changes introduced into IT Operations.

The postholder will work to achieve the objectives required within the performance management framework of the Trust and will be measured on agreed KPIs for the 'Operational' aspect of the IT service model.

Main Duties / Responsibilities

Setting Direction

- To support the Co-Director in the development and implementation of a Trust-wide Information Technology and Telecommunications Strategy.
- To deliver a safe and cost effective IT Operations service that meet and ideally exceed SLA & KPI targets
- To implement an 'Operations' Service Improvement plan that frees up specific resource in a timely manner as agreed with the Co-director and IT Senior Leadership team

Service Delivery

- Responsible for the management and operational maintenance & support of all IT operations and services delivery within the Trust in order to meet agreed IT service SLAs and KPIs.
- To be the responsible owner/person for all the Service Delivery functions associated with IT operations and ensure that their delivery is on time and within budget.
- Ensure that Digital Security standards are applied and implemented to ensure a safe and effective digital delivery.
- To develop and ensure delivery of a set of key objectives and KPI targets for the Service Delivery functions and provide these metrics in a real time monitoring and reporting manner for the IT Co-Director
- To ensure the effectiveness of the IT Change Management process and ensure that all changes to existing and introduction of new services are fully documented and supported as part of the overall IT Service Catalogue

Development and Innovation

- To assist in identifying new and innovative ways for IT to support the delivery of the Trust's services and the achievement of corporate objectives.
- Responsible for the identification of technical and process automation tools and processes that reduce the cost and/or complexity of IT Service Operations.

Collaborative Working

- Work with their managers and Senior IT team to release defined staff and resource to deliver agreed projects
- Work with their managers and Senior IT team to propose and assist in the design of projects that enable the release of resource to the other sections in the IT department.
- Assist the Co-Director in ensuring that all IT Operations policies are consistent with National and Regional guidance.
- Assist the Co-Director in ensuring that all IT Operations services support the changing needs and requirements of clinical and service networks.
- Assist the Co-Director in establishing collaborative working relationships with the IT department and across the wider BHSCT services.

- Assist the Co-Director in establishing collaborative working relationships with DHSSPS, HSSA, HSC Trusts and other stakeholders

Communication and Information Management

- To take ownership, manage and communicate effectively on the performance of the agreed KPIS for IT Operations
- Assist the Co-Director in developing effective & robust communication systems to support and promote the services provided by IT Operations
- Support the Co-Director in developing and implementing an effective & robust performance monitoring system on matters relating to the Trust IT strategies, objectives and targets.

Quality

- To ensure robust standards and systems of governance exist for all IT Operations functions. (to include the definition of specific system processes that can be automated where possible)
- To support the Co-Director in ensuring that IT Operations objectives adhere to national and regional standards.
- Proactively participate in Trust wide quality initiatives particularly those that may relate to the IT Operations
- Assist and work with the Co-Director and the IT Senior Leadership team to implement robust systems of risk management in the areas of IT Operations

Financial and Resource Management

- To take effective budgetary responsibility for IT Operations within the Belfast Trust and maximise the investment in IT technologies and resourcing
- To support the Co-Director in taking responsibility for the selection and procurement of all ICT related equipment in line with the Regional and Trust policies.
- To maximise the use of IT and Telecommunications to achieve better value for money in the delivery of health and social care.

People Management and Development

- Provide strategic leadership to staff working in IT Operations department
- Ensure that the management structures and arrangements in the IT Operations department support a culture of effective team working, staff recognition, continuous improvement and innovation.

- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HPSS managers.
- Participate in the Belfast Trust's Staff Development and Performance Review Scheme. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training and development.
- Ensure that the Performance Review identified above is performed for all levels of staff within the Trust in accordance with the Trust Board's policy.
- Act as advocate and promote good staff relationships and morale amongst the staff reporting to him/her and encourage the same level of good relationships and morale across all IT teams and the wider BHSCT services teams.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.

- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Values

The Belfast Trust aims to recruit staff not only with the right skills but also with the right values to ensure the delivery of excellent patient care and experience. Staff will be expected to be committed to provide safe, effective, compassionate and person centered care by:-

- Treating Everyone with Dignity and Respect
- Displaying Openness and Trust
- Being Accountable
- Being Leading Edge
- Maximising Learning and Development

By embedding the above values we will make a significant contribution to the delivery of the Trust's Vision.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

JOB TITLE AND BAND: IT Operations Manager (Band 8b)

DEPT / DIRECTORATE: IT Department / Planning, Performance & Informatics

Notes to applicants:

1. *You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.*
2. *Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.*
3. *Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.*

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	Knowledge, skills and experience required: <ul style="list-style-type: none"> • Have a university degree in an IT related discipline or recognised professional qualification in an IT related discipline and have worked for at least 2 years in a senior management role¹ <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Have worked for at least 5 years in a senior management role in an IT related field. 	Shortlisting by Application Form

¹ 'Senior Role' is defined as Band 8A or equivalent or above

	<p>AND</p> <ul style="list-style-type: none"> • Have a minimum of 1 years experience in a lead role delivering objectives which have led to a significant² improvement in service. • Have a minimum of 1 year experience working with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes. • Demonstrate evidence of personal responsibility for achieving measurable improvements, at an organisational level, across a range of performance management activities. • Demonstrate evidence of contributing to the development of plans that enable efficient and effective organisational change. • Demonstrate high level people management, governance, leadership and organisational skills for a minimum of 2 years. • Experience of financial management and budgetary control in a major complex organisation³. • Have excellent communication skills, both orally and in writing. 	
Other (e.g. Driving etc.)	<ul style="list-style-type: none"> • Hold a full current driving license valid for use in the UK and have access to a car on appointment⁴. 	Shortlisting by Application Form
Knowledge, Skills, Abilities		Shortlisting by Application Form And / Or Interview / Test

¹ 'Senior role' is defined as Band 8A or equivalent or above

² 'Significant' is defined as contributing directly to key Directorate objectives

³ 'major complex organisation' is defined as one with at least 200 staff or an annual budget of at least £50 million and involving having to meet a wide range of objectives requiring a high degree of co-ordination with a range of stakeholders

⁴ This criterion will be waived in the case of a suitable applicant who has a disability which prohibits from driving but who is able to organise suitable alternative arrangements in order to meet the requirements of the post in full

DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration		Shortlisting by Application Form
Other (e.g. Knowledge, Skills, Abilities)		Shortlisting by Application Form And / Or Interview / Test

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non-appointment.

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

Healthcare Leadership Competencies

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role.

The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at:

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>.

Particular attention will be given to the following:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results

JOB DESCRIPTION

POST:	IT Service Delivery Manager
LOCATION:	Henry Moore Building, Belfast City Hospital
BAND:	Band 8B
REPORTS TO:	Co-Director IT & Telecommunications
RESPONSIBLE TO:	Co-Director IT & Telecommunications

Job Summary / Main Purpose

The Service Delivery Manager is responsible for managing three key service areas in IT, Programme and Project Managers, cyber security team and Technical Design specialists.

He/She is expected to provide leadership across the areas such that they are fully integrated with the objectives of the Department and Trust.

He/She is expected to hold regular recorded meetings with his/her staff and ensure that all necessary information is shared with her/his staff. Likewise, he/she captures feedback from her/his staff and where necessary ensures those views are represented at senior team level.

He/She is expected to be able to manage the financial capital and revenue budgets, pay budgets and those resources allocated to the projects/programmes under his/her control

She/he is responsible for presenting to the IT senior team a management brief on the status of key agreed projects and programmes and ensuring that action is undertaken to remediate failing projects and programmes.

He/She will be required to attend regional fora and projects to represent the IT Department and Trust ensuring the requirements of the Trust are represented.

Main Duties / Responsibilities

For each of the following, the postholder will;

- Provide the necessary management information on the projects under delivery.
- Provide assurances that all projects being delivered have been selected and are being undertaken according to the agreed governance processes.
- Ensure that all project and programme managers are suitably trained and have the capability to deliver the level of project undertaken.
- Ensure that all project and programme managers capture, input and evaluate all the relevant information for reporting, baselining and evidencing the delivery of

the agreed project outcomes.

- Ensure that the delivery of projects against agreed milestones and outcomes is measured and remediation taken where needed to bring projects that are failing to deliver against these targets back on track.
- Ensure the knowledge and experience of the Technical Design and cyber security staff are of a sufficient level to provide technical assurance to the Trust.
- Ensure the Technical Design and cybersecurity staff understand the business rationale for their engagement and that the design solutions presented are economically affordable whilst delivering the needs of the organisation.
- Ensure the Technical Design and cybersecurity staff can provide the assurances that all reasonable options have been considered before proposing technical solutions.
- Work to achieve the objectives required within the performance management framework of the Trust.
- Be responsible for the development and effective operation of the Service Delivery functions in support of the Trust's business objectives.

KEY RESULT AREAS

Setting Direction

- Be responsible for supporting the Co Director in the development and implementation of a Trust-wide Information Technology Strategy.
- Assist in the provision of strategic leadership of the Telecommunications function within the Trust.
- Assist with the development of the IT strategy to ensure that it supports the delivery of the Trust's corporate objectives and achievement of its strategic goals.

Service Delivery

- Manage the Service Delivery functions of the Trust.
- Be the responsible owner/person responsible for all the Service Delivery functions and ensure that their delivery on timescale and budget.
- Develop and ensure delivery of a set of key objectives and targets for the Service Delivery functions.
- Ensure the production of all monitoring and performance reports related to the Service Delivery functions.

Development and Innovation

- Be responsible for the identification, development and implementation of new functions and procedures in the Service Delivery areas.
- Assist in identifying new and innovative ways for IT to support the delivery of the Trusts services and the achievement of corporate objectives.

Collaborative Working

- Work closely across corporate functions and Service Groups on all the functions covered by the Service Delivery areas
- Assist the Co Director in ensuring Belfast IT Strategies and policies are consistent with National and Regional guidance.
- Assist the Co Director in ensuring IT and Telecommunications support the development of clinical and service networks.
- Assist the Co Director in establishing collaborative working relationships with DHSSPS, HSSA, HSC Trusts and other stakeholders.

Communication and Information Management

- Assist with the development and management of the performance management arrangements for IT and Telecommunications functions within the Belfast Trust.
- Assist the Co Director in developing robust communication systems to support and promote the IT and Telecommunications functions.
- Support the Co Director in developing and implementing robust monitoring systems on matters relating to the Trust IT strategies, objectives and targets.

Quality

- Ensure robust standards and systems of governance exist for the Service Delivery functions.
- Support the Co Director in ensuring that IT and Telecommunications strategies and objectives take cognizance of national and regional standards.
- Participate fully in Trust wide quality initiatives particularly those relating to the Service Delivery functions within IT and Telecommunications
- Assist and work with the Co Director and Service Continuity and Network Manager to implement robust systems of risk management in the areas of Service Delivery in IT and Telecommunications.

Financial and Resource Management

- Take budgetary responsibility for the Service Delivery functions in IT and Telecommunications functions within the Belfast Trust.
- Support the Co Director taking responsibility for the selection and procurement of all ICT related equipment in line with the Regional and Trust policies.
- Maximise the use of IT and Telecommunications to achieve better value for money in the delivery of health and social care.
- People Management and Development
- Provide strategic leadership to staff working in the Service Delivery function in IT and Telecommunications.
- Ensure the management structures and arrangements in the Service Delivery functions support a culture of effective team working, staff recognition, continuous improvement and innovation.
- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HPSS managers.
- Participate in the Trust's Staff Development and Performance Review Scheme. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Ensure that the review of performance identified above is performed for all levels of staff within the Trust in accordance with the Trust Board's policy.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.

- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's Smoke Free Policy.
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
- Adhere to Equality and Good Relations duties throughout the course of their employment.
- Ensure the ongoing confidence of the public in-service provision.
- Maintain high standards of personal accountability.
- Comply with the HPSS Code of Conduct.

Information Governance

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant and to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy and to seek advice if in doubt.

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The Belfast Trust is committed to reducing Healthcare associated infections (HCAIs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at

all times to ensure the safety of patients and staff.

This includes:-

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO '5 moments');
- Using the correct '7 step' hand hygiene technique;
- Being 'bare below the elbows' when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately i.e. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement

Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

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Clause: ***This job description is not meant to be definitive and may be amended to meet the changing needs of the Belfast Health and Social Care Trust.***

PERSONNEL SPECIFICATION

JOB TITLE / BAND: IT Service Delivery Manager / Band 8B

DEPT / DIRECTORATE: IT Department, Performance / Planning & Informatics

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	<ul style="list-style-type: none"> • Have a university degree or recognised professional qualification and have worked for at least 2 years in a senior management role.¹ OR • Have worked for at least 3 years in a senior management role <p>AND</p>	Shortlisting by Application Form
Knowledge Skills Abilities	<ul style="list-style-type: none"> • Have a minimum of 1 years experience in a lead role delivering objectives which have led to a significant² improvement in service. • Have a minimum of 1 year experience working with a diverse range of stakeholders, both internal and external to 	Shortlisting by Application Form

¹ 'Senior role' is defined as Band 8A or equivalent or above

² 'Significant' is defined as contributing directly to key Directorate objectives

	<p>the organization, to achieve successful outcomes.</p> <ul style="list-style-type: none"> • Demonstrate evidence of personal responsibility for achieving measurable improvements, at an organisational level, across a range of performance management activities. • Demonstrate evidence of contributing to the development of plans that enable efficient and effective organisational change. • Demonstrate high level people management, governance, leadership and organisational skills for a minimum of 2 years in the last 5 years. • Experience of financial management and budgetary control in a major complex organisation³ • Have excellent communication skills, both orally and in writing. 	
Other (e.g. Driving etc.)	<ul style="list-style-type: none"> • Hold a full current driving licence valid for use in the UK and have access to a car on appointment⁴ 	Shortlisting by Application Form

DESIRABLE CRITERIA

Desirable criteria will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these. Failure to do so may result in you not being shortlisted.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	PRINCE2 Certification	Shortlisting by Application Form
Knowledge Skills Abilities	<p>Have a minimum of 3 years recent experience in staff management</p> <p>Experience of developing and reviewing business cases including cases focused on IT enabled change</p> <p>Demonstrate a strong ability to negotiate and influence at senior level</p>	Interview

³ 'major complex organisation' is defined as one with at least 200 staff or an annual budget of at least £50million and involving having to meet a wide range of objectives requiring a high degree of co-ordination with a range of stakeholders

⁴ This criterion will be waived in the case of a suitable applicant who has a disability which prohibits from driving but who is able to organise suitable arrangements in order to meet the requirements of the post in full

	Demonstrate evidence of highly effective planning and organisational skills.	
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NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

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Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

Healthcare Leadership Competencies

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role.

The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at:

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>.

Particular attention will be given to the following:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results

HSC Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role

What does this mean?



Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



Excellence

We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.

JOB DESCRIPTION

POST: Senior Manager – Contracts and Planning

LOCATION: Admin Building, Knockbracken Healthcare Park

GRADE: Band 8b

REPORTS TO: Co-Director of Performance & Planning

RESPONSIBLE TO: Director of Performance & Planning

JOB SUMMARY / MAIN PURPOSE:

As a senior manager within the Performance and Planning Team the postholder will contribute to the development and success of that team.

Main Duties / Responsibilities

The post-holder will be responsible for the leading the procurement and contracting processes within the Trust for services delivered by private, voluntary and community sector organisations, and other statutory organisations as required. The post-holder will be responsible for ensuring that the process of procurement and contracting for services with other organisations are robust across all areas of the Trust and are aligned to regional guidance, best practice and legislative requirements. The post-holder will work with service managers to ensure that the Trust procurement and contracting processes support the delivery of high quality service provision. The post-holder will lead and manage a small team to provide an expert and timely advice and support to service managers in relation to procurement and contracting arrangements. As a senior manager within the Planning and Performance Team, the post-holder will contribute to the development, management and success of that team. The post holder will support wider service planning initiatives related to Trust service developments as required.

Setting Direction

- To lead the procurement and contracting processes with independent sector providers and other statutory organisations as appropriate. This will include ensuring appropriate policies, procedures and documentation are in place and are regularly reviewed in relation to contracting activities.
- To contribute to the development of new procurement and contracting strategies and models that meet service requirements in partnership with service managers and to support service managers in their implementation.
- To lead on procurement processes under EU threshold and assist Service Managers complete the process

Service Delivery

- Trust and prepare reports in relation to contract performance, advising and highlighting areas of variance to service managers in a timely manner.
- To ensure that appropriate monitoring arrangements are in place related to service contracting arrangements to provide assurance regarding the volumes and quality of services delivery. This will include working with service managers to ensure actions are taken as required in relation to services delivered under contracts.
- Provide expert advice and guidance to service managers on contracting arrangements.
- Support service managers in ensuring value for money in relation to contracts for services.
- To develop and deliver training for service managers in relation to procurement and contracting activities.
- To support and lead on service planning developments within the Trust.

Collaborative Working

- To liaise regularly with PALS and DLS and other relevant organisations in relation to procurement and contracting arrangements
- To continually seek to develop new partnership arrangements with external providers, tailoring provision to the needs of the Trust and providing improved value for money.
- Work closely with other statutory and independent agencies in order to maximise the opportunities through service contracting, promoting the independence of patients and clients in community settings.
- To liaise with the HSCB/PHA and other relevant agencies regarding service planning and contracts developments and funding/resource issues related to Trust services.

Development and Innovation

- To continually seek ways to enhance the formal presentation of contract performance information and develop innovative ways of disseminating the information to relevant audiences.
- Self-direct and project manage major pieces of work on behalf of the Co-Director.
- Represent the Trust, as appropriate, on external groups.

Communication

- Establish robust communication systems within the Trust on procurement and contracting issues and ensure appropriate information is available to support these processes.
- Working with other relevant groups, ensure the development of practices and effective communications and involvement mechanisms for patients, carers, the public and staff in relation to areas of responsibility.

Quality/Governance

- Working with other relevant parties to undertake audits, benchmarking and other tools to ensure that independent sector providers are delivering efficient and effective services and improving services for service users.
- Ensure that service and operational changes implemented reflect commissioner intentions and are conducive to effective patient/client care.
- Ensure high standards of Governance within the procurement, contracting and planning functions.
- Oversee audits of the Contracts Department and ensure that recommendations are implemented in a timely manner.
- Ensure that the risk register for the Contract Departments is current and Measures put in place to mitigate risk.

Financial and Resource Management

- Ensure the monthly payment schedules are managed appropriately.
- Support planning and finance colleagues in Service Level Agreement and Service Budget Agreement (SBA) negotiations.
- Take budget responsibility for relevant staff and function.
- To secure estimates of exceptional income and expenditure for the incoming financial year to inform contract negotiations.

People Management and Development

- Ensure staffing structures support a culture of effective team working, staff recognition, continuous improvement and innovation.
- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HPSS managers.
- Participate in the Trust's Staff Development and Performance Review Scheme. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Ensure that the review of performance identified is about performance for all levels of staff within the Trust in accordance with the Trust Board's policy.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's No Smoking Policy.
- Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.

- Adhere to equal opportunities policy throughout the courses of their employment.
- Ensure the ongoing confidence of the public in service provision.
- Comply with the HPSS code of conduct.

Records Management

Senior Managers are responsible to the Co-Director for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the Co-Director, Service Planning works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Co-Director.

Records Management

All employees of Belfast Health & Social Care Trust are legally responsible for all records held, created or used as part of their business within the Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, Data Protection Act 1998 and GDPR (2018). Employees are required to be conversant with the Belfast Health and Social Care Trust policy and procedure on records management and to seek advice if in doubt.

Terms and Conditions

Full-time/Job Share

The NHS terms and conditions (Agenda for Change) will apply to this post

Salary will be Band **8B**

In addition to 10 public holidays, the annual leave allowance will be as follows:

- On appointment - 27 days
- After 5 years service - 29 days
- After 10 years service - 33 days

He/she may be required to travel throughout Northern Ireland, the United Kingdom, the Republic of Ireland, and elsewhere. The successful candidate should therefore have access to a form of transport that will permit them to meet the requirements of the post in full and be prepared to travel as required.



Belfast Health and Social Care Trust

caring supporting improving together

PERSONNEL SPECIFICATION

JOB TITLE: Senior Manager – Planning & Contracts

BAND 8b

DEPARTMENT / DIRECTORATE: Performance Planning & Informatics

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria <i>Ideally no more than 6-8 criteria in this section</i>	Method of Assessment
Experience	<ul style="list-style-type: none"> • Delivered against challenging performance management programmes for a minimum of 2 years meeting a range of key targets and making significant improvements. • Knowledge and understanding of the Public Contract Regulations 2015 • Successfully demonstrated people management, governance, leadership and organisational skills for a minimum of 2 	Shortlisting by Application Form

	<p>years.</p> <ul style="list-style-type: none"> • Have worked with a diverse range of stakeholders, both internally and externally to the organization, to achieve successful outcomes. • Have excellent communication skills, both orally and in writing. • Computer experience ie word processing / spreadsheets 	
Qualifications/ Registration	<ul style="list-style-type: none"> • Have a relevant degree or professional qualification and have worked for at least 2 years in the last 5 years in a senior management role including contracting/commissioning experience. <p>OR</p> <ul style="list-style-type: none"> • Have worked for at least 4 years in the last 5 years in a senior management role including contracting/commissioning 	Shortlisting by Application Form
Other	<ul style="list-style-type: none"> ◆ Current driving licence and access to a car. ◆ This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative arrangements 	Shortlisting by Application Form
SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:		
Skills / Abilities	<ul style="list-style-type: none"> • Delivered against challenging performance management programmes for a minimum of 2 years meeting a range of key targets and making significant improvements. • Successfully demonstrated people management, governance, leadership and organisational skills for a minimum of 2 years. • Have worked with a diverse range of stakeholders, both internally and externally to the organization, to achieve successful outcomes. • Have excellent communication skills, both orally and in writing. 	Interview / Shortlisting

	<ul style="list-style-type: none"> • Computer experience ie word processing / spreadsheets 	
Knowledge	<ul style="list-style-type: none"> • Delivered against challenging performance management programmes for a minimum of 2 years meeting a range of key targets and making significant improvements. • Knowledge and understanding of the Public Contract Regulations 2015 • Have worked with a diverse range of stakeholders, both internally and externally to the organization, to achieve successful outcomes. 	Interview / Shortlisting

DESIRABLE CRITERIA

SECTION 3: these will **ONLY** be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
Experience		Shortlisting by Application Form
Qualifications		Shortlisting by Application Form

VALUE BASED RECRUITMENT

* Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust and incorporating the Healthcare Leadership Model.

It focuses on the 'how' and 'why' people do what they do.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role.

In answering the value based questions you have the opportunity to share

examples of when you have demonstrated values relevant to the Belfast Trust.

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role: (Delete those values not being assessed for this role)



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who are suffering
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others

INCLUDE FOR SENIOR POSTS (Band 8a or above) IF RELEVANT

Candidates who are shortlisted for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>.

Particular attention will be given to the following dimensions:

- Inspiring shared purpose
- Leading with care
- Evaluating information
- Connecting our service
- Sharing the vision
- Engaging the team
- Holding to account
- Developing capability
- Influencing for results.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates, and one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter and photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, payslip, National Insurance Card or a birth certificate confirming birth in the United Kingdom or the Republic of Ireland. Failure to produce evidence will result in a non-appointment.

JOB DESCRIPTION

Title of Post:	Senior Manager, Information Services
Post Band:	Band 8B
Reports to:	Co-Director Performance and Planning
Responsible to:	Director Performance, Planning and Informatics

Job Summary

The Senior Manager, Information Services will lead the Information Services Department within the Trust, reporting to the Co-Director Performance and Planning. The post holder will have a lead role in the provision of the information analytics service in support of the Trusts key strategic, operational and quality and safety objectives and performance management processes.

He/she will also oversee the production of key business reports for stakeholders both inside and outside the Trust. At the same time, in collaboration with the Trusts ICT department and other Departments, he/she will seek to improve the efficiency of reporting processes through the deployment of technologies and the development of reporting/analysis capacity within key departments.

He/she will oversee the Trusts data quality support teams for Trust key systems including PAS and other relevant systems as required. The post holder will also have responsibility for the Trust clinical coding teams.

KEY RESULT AREAS

Strategic Development

- Develop in conjunction with the Co-Director annual and strategic plans for the development of analytics and information services.
- Develop the analytics capacity within the IS department to provide deeper and more complex analytical services in support of key strategic objectives and decision making, including complex statistical modelling and predictive analysis

Service Delivery

- Lead the provision of analytics reporting within the IS department in support of key strategic and operational objectives and performance management processes.
- Work with IT and others to develop and expand capacity within directorates for self-reporting and analysis in relation to operational processes
- Provide advice, guidance and training support to directorates and other stakeholders in relation to the use of information and analysis
- Ensure the proper functioning of key business systems including PAS and others.
- Ensure good data quality in relation to PAS and other key systems and make sure that systems are in place to ensure that regional, national and other guidance in respect of recording are fully and accurately implemented
- To develop, implement and monitor appropriate quality assurance mechanisms to assure the quality of output from the IS department
- Ensure clinical coding is carried out in line with expected standards in terms of timeliness, depth and quality.
- Liaise directly with directorates both routinely and as an active participant in key development projects to provide a data analysis service to meet service needs

Development and Innovation

- Work closely with Commissioners, DOH and Trust colleagues in the development of new systems of reporting and analysis in pursuit of regional and Trust objectives and represent the Trust in key regional informatics fora.
- Utilize new technology and software to provide innovative ways of rapidly reporting and analysis and to facilitate self-service within service groups in respect of operation information reporting.

Communication

- Contribute to the establishment of robust communication systems, within the Trust to support all aspects of information services and performance management.
- Contribute to the establishment of robust systems of communication monitoring with the HSCB and DOH that meet performance and accountability requirements and other external stakeholders.

Financial and Resource Management

- Take budget responsibility for relevant information services staff and function.

People Management and Development

- Ensure the staffing structures support a culture of effective team working, staff recognition, continuous improvement and innovation.
- Lead by example in practicing the highest standards of conduct in accordance with the code of conduct for HPSS managers.
- Participate in the Trust's Staff Development and Performance Review Scheme. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Ensure that the review of performance identified above is performed for all levels of staff within the Trust in accordance with the Trust Board's policy.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.

- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that this policy is adhered to by staff for whom he/she has responsibility.

General Responsibilities

Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's No Smoking Policy.
- Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations.
- Adhere to equal opportunities policy throughout the course of their employment.
- Ensure the ongoing confidence of the public in service provision.
- Comply with the HPSS code of conduct.

Personnel Specification:

Knowledge, skills and experience required:

Applicants must provide evidence by the closing date for application that they are working in a substantive post within the BHSCIT IS Department and

- ◆ Have a university degree or relevant professional qualification at graduate or diploma level, **and** worked for at least 3 years in a senior Information Management role **or** have worked in a senior Information Management role for at least 5 years

AND

- ◆ Have experience in a data protection and information analytics.

- ◆ Delivered against challenging performance management programmes for a minimum of 2 years meeting a range of key targets and making significant improvements.
- ◆ Successfully demonstrated people management, governance, leadership and organisational skills for a minimum of 2 years.
- ◆ Have worked with a diverse range of stakeholders, both internally and externally to the organization, to achieve successful outcomes.
- ◆ Knowledge of health service patient / client information systems
- ◆ Have excellent communication skills, both orally and in writing.
- ◆ Computer experience ie word processing / spreadsheets
- ◆ Current driving licence and access to a car. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative arrangements

SHORTLISTING

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application form. It is therefore essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required competencies to be effective in this leadership role. The competencies concerned are given in the NHS Leadership Qualities Framework, details of which can be accessed at nhsleadershipqualities.nhs.

* “senior role” is defined as experience gained working at a minimum level Band 7 or equivalent.

Records Management

Senior Managers are responsible to the Co-Director, Performance Management for all records held, created or used as part of their business including corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the Co-Director, Service Planning works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Director.

February 2017

Belfast HSC Trust Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role.



RESPECT & DIGNITY

- Being respectful to others
- Showing compassion to those who are suffering
- Acting fairly and even-handed
- Acknowledging the good work of others
- Supporting others to achieve positive results



OPENNESS & TRUST

- Communicating openly and consistently
- Listening to the opinions of others and acting sensitively
- Being trustworthy & genuine
- Ensuring that appropriate information is shared honestly



ACCOUNTABILITY

- Taking responsibility for your own decisions and actions
- Openly admitting your mistakes and learning from them
- Using all available resources appropriately
- Challenging failures and poor practice courageously



LEADING EDGE

- Actively seeking out innovative practice
- Participate in new approaches & service development opportunities
- Share best practice with others
- Promote the Trust as a centre of excellence



MAXIMISING LEARNING & DEVELOPMENT

- Act as a role model for the development of others
- Continuing to challenge my own practice
- Fulfil my own statutory mandatory training requirements
- Actively support the development of others.

Terms and Conditions

Full- Time/Job Share

The NHS terms and conditions (Agenda for Change) will apply to this post

Salary will be Band 8a

In addition to 10 public holidays, the annual leave allowance will be as follows:-

- On appointment – 27 days
- After 5 years service – 29 days
- After 10 years service – 33 days

He/she may be required to travel throughout Northern Ireland, the United Kingdom, the Republic of Ireland, and elsewhere. The successful candidate should therefore have access to a form of transport that will permit them to meet the requirements of the post in full and be prepared to travel as required.

PERFORMANCE MONITORING MANAGER

Personnel Specification

Knowledge, skills and experience required:

Applicants must provide evidence by the closing date for application that they are working in a substantive post in the Belfast Trust and:

- Have a university degree or relevant professional qualification at graduate or diploma level, **and** have worked for at least 2 years in the last 5 years in a senior management role.

OR

- Have worked for at least 4 years in the last 5 years in a senior management role

AND

- Computer experience ie word processing/spreadsheets
- Knowledge of health service patient/client information systems/decision support/business objects
- Demonstrate evidence of achieving improvements, at an organisational level, within performance management /monitoring activities
- Have worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes.
- Have excellent communication skills, both orally and in writing.
- Hold a full current driving licence with access to a car or access to a form of transport to meet mobility needs of the post.

SHORTLISTING

A shortlist for candidates for interview will be prepared on the basis of the information contained in the application form. It is, therefore, essential that all applicants demonstrate through their application, how and to what extent their

experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified.

Candidates who are short-listed for interview will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role. The competencies concerned are given in the HPSS Leadership Qualities Framework and Knowledge and Skills Framework as identified in the job description.

August 2008

Senior Manager – Personal and Public Involvement (PPI) / Community Development

Band: 8B

Reports to: Associate Medical Director Public Health

Job Summary

The Senior Manager - Personal and Public Involvement (PPI) / Community Development will be responsible for the development and strategic co-ordination of Personal and Public Involvement and Community Development plans for Belfast HSCT. This will include the implementation and monitoring of the Strategic Framework for Community Development and User Engagement - “Involving You”.

He/ she will have lead responsibility for ensuring active Trust compliance with current and emerging DHSSPS policy commitments in furtherance of the community development and PPI policy with particular emphasis on ensuring service user, carer, public, community and voluntary sector involvement both in the planning, delivery and evaluation of services.

The post holder will be responsible for co-ordinating the Trust’s involvement in Urban Regeneration and will support the Associate Medical Director in ensuring the Trust’s contribution to Community Planning.

The post holder will work with the Associate Medical Director to promote the mainstreaming of community development and PPI principles and methods of working throughout the Trust.

He/she will be responsible for the operational management of a multidisciplinary team of staff who make up the Community Development Department and will manage the Department’s budget.

The post holder will lead on the measurement of the Regional Patient and Client Experience standards for the Trust and will represent the Trust on the Regional Patient and Client Experience Standards Working Group.

KEY RESULT AREAS

Setting Direction

- Act as a champion for the empowerment and engagement of local communities, and communities of interest in the planning, delivery, monitoring and reviewing of health and social care services, and for their broader involvement in the development and implementation of strategies to improve wellbeing and reduce inequalities.
- Act as a champion for promoting opportunities for the voluntary and community sector involvement in partnership working to improve health and social wellbeing
- Lead on the development, implementation, monitoring and review of the Trust's Strategic Framework for Community Development and User Engagement- "Involving You"; ensuring the active involvement of communities, users, carers, Trust staff and other stakeholders, in accordance with DHSSPS guidance on Personal and Public Involvement (PPI).
- Actively promote the concept, benefits and impact of effective community development and personal and public involvement to staff, carers, service users and the public and develop a training and development agenda in support of the this
- Promote the mainstreaming of community development principles and methods of working throughout the Trust.
- Promote the mainstreaming of Personal and Public Involvement principles and methods of working throughout the Trust.
- Lead responsibility for co-ordinating the Trust's involvement in Urban Regeneration
- Support the Associate Medical Director in ensuring the Trust's contribution to Community Planning

- Manage and provide strategic leadership of the Community Development function within the Trust.
- Manage and provide strategic leadership of the Personal and Public Involvement function within the Trust.
- Lead on engagement with the Patient Client Council and identify and lead on areas of joint work where relevant
- Implement the regional patient and client experience standards work plan within the Trust including the roll out of a range of measurement methodologies.
- Represent the Trust on the Regional Patient and Client Experience Working Group

Service Delivery

- Oversee the project management of the Community Development and User Engagement Strategic Framework
- Ensure clear arrangements are in place to support service groups within BHSCT to implement the Community Development and User Engagement Strategic Framework, with coherent links to relevant managers and agencies/organisations, in line with DHSSPS Guidance on Personal and Public Involvement and the Trust's Consultation Scheme
- Co-ordinate engagement with the community and voluntary sectors, and other statutory organisations to effectively implement relevant Investing for Health objectives and other regional strategic targets and policy areas.
- Engage with local community and voluntary sector partners to communicate key messages from the organisation, for example, movement of services, changes in service delivery
- Mediate between Trust and Community / Voluntary sector partners when necessary
- Lead on the creation and implementation of community development and PPI policies, strategies and other relevant programmes within and on behalf of the Trust that reflect national, regional, area and local priorities in relationship to the voluntary and community sectors.

- Responsibility for ensuring a co-coordinated response within the Trust to support and develop interagency partnership commitments within the areas of Community Development, Community Planning and Urban Regeneration
- Lead the management of a Trust wide community development team, in order to support the Trust in meeting targets set through *Investing for Health, Priorities for Action* and other key strategic drivers.
- Support the development of strong partnership working with black and minority ethnic communities, in relation to ensuring access to health and social care services which meet their needs and also to identifying and addressing issues which adversely affect their health and social wellbeing.
- Maximise the opportunities to secure external sources of funding for initiatives that promote the involvement of the community and voluntary sector in planning and delivering services.
- Support the development of sustainable capacity and resources for empowering local communities and communities of interest to identify issues which affect their health and social wellbeing and to be fully engaged in the development of strategies to address these issues, in partnership with other organisations as appropriate.
- Build sustainable community development capacity and resources within the Trust, through consultancy and facilitating the provision of training in response to identified needs.
- Develop strong links with minority and marginalised groups to ensure the development of effective PPI and Community Development processes
- Develop and maintain a database of community, user, carer, voluntary and other stakeholder organisations
- Develop community profiling and analysis of community activity in relation to social and health care issues and social deprivation.
- Work closely with the Senior Manager for Health Improvement and his/her team to ensure integrated delivery of services.
- Lead on the implementation of relevant European funded projects, and encouraging active participation of other stakeholders within Belfast, e.g. councils, PSNI, NI housing executive.

Quality and Governance

- Ensure that the involvement of local communities and communities of interest is at the core of how the Community Development Department delivers its services and accords with DHSSPS *Quality Standards for Health and Social Care* and other relevant requirements.
- Ensure high standards of governance in the Department, to include compliance with controls assurance standards, the assessment and management of risk and the implementation of the DHSSPS's *Safety First* framework.
- Work in collaboration with the complaints manager to ensure that relevant connections to PPI are established
- Ensure performance management arrangements are implemented / developed.
- Ensure the management of complaints within the Department complies with HPSS and Trust complaints procedures and is underpinned by transparency and a culture of continuous improvement.
- Lead on the implementation of national quality initiatives such as Investors in People within the Department.

Service Planning and Development

- Promote and implement innovation and change in line with the modernisation agenda, within the Department and across the Trust.
- Contribute directly to the Directorate's business and delivery planning processes, and across Services areas, with particular reference to Community Development, PPI and the involvement of the community and voluntary organisations in service delivery
- Work closely with commissioners and stakeholders to secure their commitment and involvement in the development and implementation of Community Development and PPI processes linked to service planning, reform and modernisation

- Represent the Trust on the Regional Patient and Client Experience Standards working group to develop the regional work plan to support the implementation of the standards.
- Co-ordinate and lead on the measurement of compliance against the standards across the service groups
- Report to and advise the Director of Nursing on the co-ordination and implementation of the regional patient and client experience standards work plan to ensure compliance against the relevant PFA target.
- Represent the Department and/or Directorate in Trust and/or regional planning teams, as appropriate, in developing regional strategies and policy.

Financial and Resource Management

- Responsibility for the management of the Department's budget, including grant aid and service agreements with external organisations and the effective use of external sources of funding.
- Ensure the effective implementation of all Trust financial policies and procedures within the Department.
- Participate in contract and service level negotiations with funders of community projects.
- Ensure the effective management, use and maintenance of all physical assets in the Department.

People Management

- Provide clear leadership to staff within the Community Department and Patient Experience Team and ensure a highly skilled, flexible and motivated workforce.
- Ensure the effective day to day management and supervision of staff and oversee monthly work planning and yearly appraisals

- Work closely with senior human resources staff to take forward the development and implementation of workforce planning and modernisation initiatives.
- Ensure that management structures and practices in the Department support a culture of effective team working, continuous improvement and innovation.
- Ensure the effective implementation of all Trust people management policies in the Department and the achievement of all relevant targets such as relating to the management of sickness and absenteeism, vacancy controls etc.
- Ensure the effective management of staff health and safety and support in the Department.

Information Management

- Ensure the effective implementation of all Trust information management policies and procedures within the Department.
- Ensure the Department's systems and procedures for the management and storage of information meet internal and external reporting requirements.

Corporate Responsibilities

- Develop and maintain working relationships with other Directorate colleagues to ensure achievement of Trust objectives.
- Establish collaborations and networks with external stakeholders in the public, private and voluntary sectors to ensure the Trust effectively discharges its functions in relation to PPI and Community Development.
- Contribute to the development of the Trust's corporate governance processes to ensure the development of an integrated governance framework for the Trust that assures safe and effective care for patients and clients and complies with public sector values and codes of conduct, operations and accountability.

- Adhere to the Trust's corporate planning, policy and decision-making processes and ensure the Trust's objectives and decisions are effectively communicated.
- Lead by example in practising the highest standards of conduct in accordance with the Code of Conduct for HPSS Managers.

General Management Responsibilities

- Participate in the Trust's staff development and performance review arrangements. Review individually on a regular basis the performance of immediately subordinate staff. Provide guidance on personal development requirements and advise on and initiate, where appropriate, further training.
- Ensure that the review of performance identified above is performed for all levels of staff within the Department in accordance with Trust policy.
- Maintain good staff relationships and morale amongst the staff reporting to him/her.
- Delegate appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Participate as required in the selection and recruitment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- Promote the Trust's policy on equality of opportunity through his/her own actions and ensure that staff for whom he/she has responsibility adhere to this policy.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the Senior Manager PPI and Community Development works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Director.

GENERAL RESPONSIBILITIES

- Employees of the Trust will be required to promote and support the mission and vision of the service for which they are responsible and:
- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them.
- Comply with the Trust's No Smoking Policy
- Carry out their duties and responsibilities in compliance with health and safety policy and statutory regulations
- Adhere to equal opportunities policy throughout the course of their employment.
- Ensure the ongoing confidence of the public in service provision.
- Comply with the HPSS code of conduct.

RECORD MANAGEMENT

- Trust Directors are responsible to the Chief Executive for all records held, created or used as part of their business including corporate and administrative records whether paper based or electronic including emails. The Senior Manager Community Development is responsible to the Associate Medical Director for all records within the Department. All such records are public records and accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

PERSONNEL SPECIFICATION

Senior Manager – Personal and Public Involvement / Community Development

Applicants must provide evidence by the closing date for application that they are working in a substantive post in the Belfast HSC Trust or the Regional Medical Physics Agency

Applications must provide evidence of knowledge, skills and experience required:

- A university degree or relevant professional qualification and worked for at least 3 years in a senior management role in a major complex organisation.

OR

- Worked for at least 5 years in a senior management role in a major complex organisation.

AND

- A postgraduate qualification (MSc) or equivalent experience in a relevant area.
- Delivered against challenging performance management programmes for a minimum of 2 years in the last 6 years meeting a range of key PPI and Community Development targets and making significant improvements.
- Worked with a diverse range of stakeholders, internal and external to the organisation, to achieve successful outcomes in the field of PPI and Community Development for a minimum of 2 years in the last 6 years.
- Demonstrate a high level of understanding of PPI and Community Development, and related issues.
- A proven track record of people management, governance and organisational skills for a minimum of 2 years in the last 6 years.
- A full current driving licence with access to a car or access to a form of transport to meet the mobility needs of the post.
- Have excellent communication skills, both verbal and written.

JOB DESCRIPTION

Title of Post: Trust Corporate Planning and Equality Lead:

Banding: 8B

Reports to: Co-Director Strategic Planning and Equality

Responsible to: Director of Performance Planning and Informatics

Job Summary

The Equality Lead will be responsible to the Co-Director Strategic Planning for all matters relating to Health and Social Inequalities, Equality, Human Rights, Disability and Good Relations. The post-holder will be involved in leading a programme of action to fulfil statutory requirements and achieve best practice in terms of consultation to address health and social inequalities, consistent with the functions with the Belfast Health and Social Care Trust. He/she will ensure compliance with the requirements of the Northern Ireland Act 1998, Section 75 and 76, the Human Rights Act 1998 and Section 49a of the Disability Discrimination Act. This will include implementation, compliance and review of the Trust's Equality Scheme. The post holder will lead programmes of work to implement action plans for Disability, Good Relations, Equality and Human Rights. The post-holder will provide specialist and legislative advice on all aspects of equality, human rights, disability and good relations to the Trust Board and to the Executive Team and Trust Senior Managers.

The postholder will support the Co-Director and other Co-Directors in the development, implementation and operation of the Belfast Trust's corporate planning and performance systems. The post holder will have a lead role in identifying, leading and implementing service improvement initiatives, which will make a significant contribution to transformational change within services to support the delivery of more efficient and effective working.

He/she will be responsible for the management of the Equality Team. As a senior manager within the Performance and Planning Team, the postholder will contribute to the development and success of that team.

Key result areas/ Main responsibilities

Setting Direction

- To develop and lead on implementation of the Trust's Equality Scheme, Good Relations Strategy, Equality Action Plan, Disability Action Plan ensuring their integration with corporate strategy and service delivery priorities.

- To be responsible for providing advice, support and guidance to ensure the Trust meets its legal obligations in relation to equality and consultation whilst developing best practice approaches to comply with regulatory and corporate systems.
- To develop the context for planning and improvement initiatives with Trust teams to support the delivery of more effective, safe and compassionate care, in line with agreed PPI priorities.
- Provide guidance and support as required to enable the Trust achieve full compliance with all statutory requirements under Section 75 of the Northern Ireland Act 1998, the Human Rights Act 1998 and Section 49a of the Disability Discrimination Act and other legislation and guidance and consultation with the appropriate individuals, groups and organisations and carry out reviews and revisions as required.
- To provide specialist and strategic advice and support to the Senior Management Team and Executive Team and, as appropriate, the Trust Board in relation to equality and human right legislative requirements.
- To support development of Trust consultations and processes to ensure due process and good governance and that process is strategically positioned to effect change.
- To lead on provision, co-ordination and promotion of the Trust Domestic Abuse Support Service

Service Delivery

- To prepare and implement an annual service plan to reflect relevant equality legislation and regional priorities and the Trust's Corporate Plan and objectives.
- To deliver agreed improvement initiatives in line with agreed PPI priorities.
- To provide assurance reports to Trust Board, the Executive Team and other groups within the Assurance Framework across the Trust
- To represent Trust at other HSC forums and, external events, DHSSPS, Belfast City Council, Women's Aid, ECNI, NIHRC etc
- To develop, implement and monitor a suite of policies ensuring that the Trust is compliant with the relevant legislative and best practice frameworks in relation to all areas within responsibility.
- To provide expert advice and support on screening and equality impact assessments (EQIAs) and lead on screening and EQIAs on strategic reform and service change programmes.
- To ensure Directorates/ Divisions are provided with an appropriate Equality Service.
- Develop reports as required in relation to planning, performance and service improvement activities for both internal and external stakeholders as required.
- To lead a programme of action to meet Equality, Good Relations, Disability and Human Rights objectives and targets.
- To lead on systematic review of current policies/proposals and the ongoing review of proposed policies
- To take lead responsibility for information in support of impact assessment and develop additional information flows to monitor progress.
- To have responsibility for equality information management to facilitate reporting on statutory compliance

- To contribute to the Trusts corporate integrated governance processes to ensure compliance with public sector values, codes of conduct, operations and accountability.
- Ensure adequate and appropriate training is available across the organisation in relation to equality, human rights and disability awareness and to design, deliver and as appropriate, commission training programmes for staff on equality human rights and disability.
- To produce legislatively required reports to Equality Commission on annual basis.
- To provide assurances on legislative compliance to Trust Board and Exec team
- To develop and implement a process for central coordination and management of Equality Commission and Human Rights Commission reviews and inquiries.
- To produce consultation reports and analyse consultation feedback, write outcome reports, identify solutions and present findings to Trust Board/Exec team
- To lead on co-ordination and monitoring of interpreting/translation service for patients
- Oversee design and delivery of equality and consultation training programme to support Trust's organisational effectiveness
- To establish and maintain a directory of all Trust screenings and ensure it is available to all interested stakeholders.
- To liaise with Corporate Communications Department with regard to media enquiries and or corporate events relating to the Equality Team functions.
- To represent the Trust in public events associated with Equality Team functions.
- To lead on matters pertaining to equality relating to Freedom of Information and Assembly Questions

Development and Innovation

- Provide expertise and senior leadership in considering relevant national, regional and local policy initiatives associated with equality, disability duties, human rights and effective consultation and providing updates to the Senior Management Team, Executive Team and as appropriate the Trust Board on the implications of such matters.
- Maintaining an overview of current best practice and work being undertaken to ensure innovative and effective high quality initiatives in relation to equality, disability duties, human rights and consultation.
- To lead on best practice initiatives in regard to equality, disability, human rights etc
- To support development and implementation of system change
- Work closely with the Director and Co-Directors of Planning and Performance Management, and Divisions on aspects of transformational change, service planning and performance management within the Trust.
- Lead on development, with the Co-Director of Planning and Performance, of the planning, performance and improvement systems to increasingly focus on and deliver improved outcomes in health and social care.

Collaborative Working

- To foster and maintain good working relationships with other HSC organisations and other statutory organisations to maximize the potential benefit from collaborative working.

- To develop and maintain ongoing effective communication and negotiation with different staff groups, various levels of management including Directors, clinicians, local providers, commissioners, user groups, community and voluntary sector organisations.
- To develop and manage effective relationships with the Equality Commission, Human Rights Commission and other key stakeholders, special interest groups and community groups on an ongoing basis.
- Actively seek opinion of and involve key groups to develop equality and human rights based culture across the Trust. This involves negotiation, diplomacy and undertaking presentations to Trust Board, Executive Team, Trust staff, stakeholders and the public.
- To influence the development of region wide approaches to equality and human rights compliance and effective consultation through effective liaison with senior staff at the Department of Health Social Services and Public Safety, the Health and Social Care Board, the Public Health Agency and other health and care organisations.
- To lead on joint work with the Belfast City Council to promote good relations
- To maintain and foster productive working relationships with Service Leads re consultation, S75 screening and EQIAs.

Communication and Information Management

- To produce and present reports on equality, human rights and effective consultation
- Responsible for management of information system and records on statutory compliance in terms of EQIAs and screenings
- To work with Information colleagues to obtain relevant data for EQIAs and screenings.
- To work with the Co-Director on coordination of information and documentation for detailed Trust accountability reviews and corporate management plan
- To ensure and commission relevant information to undertake full equality impact assessments.
- To ensure the design and delivery of training programmes and materials
- To arrange for the monitoring of the effectiveness of the equality training.

Quality

- To provide specialist advice and interpretation of all aspects of proposed legislation, guidance and standards in relation to equality, human rights, effective consultation and lead on the development of policy and procedure in this area.
- To assist all directors in meeting legislative requirements relevant to their areas of responsibility.

Patient & Client Care/Stakeholder Engagement

- To convey information and engage on matters, which may be highly contentious or controversial with members of the community, Section 75 organisations, voluntary and community groups
- To meet with service users or patients who believe that they have been treated unfairly on the basis of a disability, sexual orientation, religious belief etc
- To provide advice on complaints received by Trust in regard to perceived sectarianism, discrimination, unfair treatment etc
- To represent the Trust with community and voluntary sector, Section 75 organisations, Trade Unions, Political Parties, Media etc

- To lead on and engage in corporate consultations on behalf of the Trust on potentially contentious matters e.g. closures, budgetary matters etc

Financial and Resource Management

- Responsibility for the management of the equality and telephone interpreting and budgets ensuring that all financial targets are met.
- To work within budgetary constraints set
- To ensure appropriate controls and monitoring are in place within scope of his/her management
- Consider service developments and provide advice on the costs and benefits.
- Ensure high standards of Governance in all aspects of service delivery and management.

People Management and Development

- To manage Trust's Equality Team and ensure professional and personal development for all staff and to provide direction
- To promote corporate values and culture through development and implementation of relevant policies and procedures, and appropriate personal behaviour.
- To provide leadership and empower a team of staff, providing specialist expert advice to Trust senior managers and general advice as required.
- To deputise for the Co-Director of Strategic Planning in his/her absence
- To delegate appropriate responsibility and authority to the level of staff within his/her control, consistent with effective decision-making, whilst retaining responsibility and accountability for results.
- To participate in the Trust's Staff Development Review process. .
- To take responsibility for his/her own performance and take action to address identified personal development areas.
- Maintain good staff relationships and morale amongst the staff reporting to him/her, through effective feedback, recognition, appraisal and development.
- Where appropriate, review the organisational plan and establishment levels and ensure that each is consistent with achieving objectives and recommend change where appropriate.
- Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Trust.
- Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Trust.
- To conduct investigations and produce reports on findings
- To ensure managers are trained in the use of screening and equality impact assessment techniques, enabling managers to use these techniques as part of their normal activities.

General Responsibilities

Employees of the Belfast Health and Social Care Trust are required to promote and support the mission and values of the service for which they are responsible and;

- At all times provide a caring service to treat those with whom they come into contact in a courteous and respectful manner.
- Demonstrate their commitment by their regular attendance and efficient completion of all tasks allocated to them.
- Comply with the Trusts Smoke Free Policy
- Carry out their duties and responsibilities in compliance with Health and Safety Policy and Statutory Regulations.
- Adhere to Equal Opportunities and Good Relations Policies throughout the course of their employment.
- Ensure the ongoing confidence of the Public and Service Provision.
- Comply with the HPSS Code of Conduct
- This job description is subject to review in light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines.
- Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Co-Director.

Records Managements

The Equality Lead is responsible to the Co Director of Strategic Planning for all records held, created or used as part of their business including corporate and administrative records whether paper based or electronic, including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 1998.

PERSONNEL SPECIFICATION

Title of Post : Trust Corporate Planning and Equality Lead

Post Band:8B

Reports to: Co-Director Strategic Planning and Equality

Responsible to: Director of Planning, Performance and Informatics

- **Knowledge, Skills and Experience Required**

- Applicants must provide evidence by the closing date for application that they are working in a substantive post in the Belfast Trust, and;
- Have a University degree or professional qualification at graduate or diploma level and have 2 years' experience at a senior level in Equality / Health & Social Inequalities.
or
- Have worked for at least 4 years in a senior management role in Equality/ Health & Social Inequalities.
and
- Demonstrate evidence of personal responsibility for achieving measurable improvements at departmental/ Trust level, across a range of Equality and Planning/Improvement activities.
- Have experience in managing people.
- Demonstrate evidence of taking a leadership role and achieving successful outcomes.
- Have worked with a diverse range of stakeholders, both internal and external to the organisation, to achieve successful outcomes.
- Have excellent communication skills, both orally and in writing.
- Have a detailed knowledge of Equality Legislation, Health & Social Inequalities issues and its impact on Health & Social Care.
- Have detailed knowledge of Service Improvement Methodologies.

Demonstrate knowledge of consultation, screening and EQIA processes and methods.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post holders will be required to register with the Independent Safeguarding Authority.

HSC Values

Whilst employees will be expected to portray all the values, particular attention is drawn to the following values for this role

What does this mean?	What does this look like in practice?
 <p>Working together</p> <p>We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none">• I work with others and value everyone's contribution• I treat people with respect and dignity• I work as part of a team looking for opportunities to support and help people in both my own and other teams• I actively engage people on issues that affect them• I look for feedback and examples of good practice, aiming to improve where possible.
 <p>Excellence</p> <p>We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.</p>	<ul style="list-style-type: none">• I put the people I care for and support at the centre of all I do to make a difference• I take responsibility for my decisions and actions• I commit to best practice and sharing learning, while continually learning and developing• I try to improve by asking 'could we do this better?'
 <p>Openness & Honesty</p> <p>We are open and honest with each other and act with integrity and candour.</p>	<ul style="list-style-type: none">• I am open and honest in order to develop trusting relationships• I ask someone to help when needed• I speak up if I have concerns• I challenge inappropriate or unacceptable behaviour and practice.
 <p>Compassion</p> <p>We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none">• I am sensitive to the different needs and feelings of others and treat people with kindness• I learn from others by listening carefully to them• I look after my own health and wellbeing so that I can care and support others.