

## JOB DESCRIPTION

### PART A: JOB DETAILS

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| <b>JOB TITLE:</b>    | EOC CAD Database & Systems Manager   |
| <b>AFC BAND:</b>     | Indicative Band 6  |
| <b>HOURS:</b>        | 37.5   |
| <b>DIRECTORATE:</b>  | Accident & Emergency Operations  |
| <b>DEPARTMENT:</b>   | Service Delivery   |
| <b>REPORTING TO:</b> | Senior EOC Manager, Bedford  |
| <b>BASE:</b>         | The post holder can undertake the role from any office, however will predominantly be based in the Bedford office with the CAD database administrators |

The post holder will be required to work outside normal working hours when system maintenance changes and CAD up-dates take place.

### PART B: JOB SUMMARY

The manager is responsible for the technical project management of any CAD or related system implementations and upgrades from the planning to the delivery phases.

They will also oversee and perform (where required) any changes to CAD and related systems to ensure the delivery of a resilient, reliable and effective day to day technology service to the user population of the East of England Ambulance Service

They will manage, deliver and ensure the availability and currency of Front Line EOC IT systems in conjunction with IM&T to the population of the East of England Ambulance Service, through the reporting of maintenance issues where it cannot be dealt with 'in house'.

The manager is also responsible for ensuring that database administration employees fulfil their roles to a high standard, supporting them and escalating to the Senior EOC Manager (Bedford) any concerns.

To manage the delivery of the EOC systems in collaboration with IM&T so that Front Line Trust colleagues are able to rely upon technology.

As a manager within East of England Ambulance Service NHS Trust you will be required to provide leadership to your team to ensure the effective provision of the service they provide and to champion change in the organisation. You will ensure that your staff are motivated and express a positive attitude towards the organisation. You will address any issues and concerns that may inhibit your staff from achieving both their personal and organisational goals.

### **PART C: KEY RELATIONSHIPS**

- EOC senior management team
- Operational management
- EOC staff
- Senior Management
- External organisations
- IM&T
- Department of Health
- Service Volunteers
- Other service providers
- All key stakeholders
- Members of the Public

### **PART D: JOB SPECIFIC RESPONSIBILITIES**

- To ensure that the communications link and software are operational and immediately inform appropriate line managers and IT services if problems are identified.
- To attend and actively participate in regular management meetings and work with the EOC Senior management, IM&T, and any other relevant roles to improve and / or consistently maintain performance and systems.
- To review, evaluate and recommend revisions of EOC specific software.
- To maintain professional standards and represent the East of England Ambulance NHS Trust both internally and externally.
- To receive and investigate complaints both verbal and written and act upon the outcome. Ensure the appropriate manager is informed of the progress of any investigation
- To assist the Trust managers with external complaints in line with the Trust Complaints Procedure.
- To be the main contact for the Trust for advice, guidance and support on all matters related to EOC systems.
- To be responsible for ensuring the availability, currency and routine maintenance for EOC systems in collaboration with IM&T where needed.

- Work with the IM&T, EOC management and external agencies to ensure service delivery is continuously improved for Trust users of EOC software.
- Contribute to the production of the EOC technical strategy, working with senior management.
- To play an active role in Trust-wide project teams where an EOC technical input is required.
- To organise and prioritise own workload, ensuring Trust priorities are maintained
- To report on progress of faults and projects to senior management and to identify and escalate issues and risks as necessary.
- To ensure all major issues and risks are escalated to senior management as appropriate using the agreed escalation routes and policies.
- To contribute and suggest changes to working practices and procedures.
- To ensure that all local monitoring requirements are met to high quality standards, in accordance with Trust protocol, making certain that all data submitted is valid, reliable and consistent and that all data produced or used within the department is managed in accordance with the Data Protection Act and relevant Trust policies and procedures.
- To undertake the installation, configuration, changes and de-commissioning of systems and software within EOC, prioritising and providing the response to faults, diagnosing and resolving complex issues and implementing fixes as appropriate to the situation, ensuring adherence to quality standards and Trust procedures at all times
- To review upgrades and fixes to the EOC systems, developing testing plans, reviews and audits of performance in accordance with Trust procedure.
- To perform routine systems maintenance and administration activities within the agreed product contracts, to ensure the systems are well maintained and operate at optimum capability.
- To assist with the planning of major maintenance programmes to EOC systems, ensuring that all schedules of work provide robust business continuity and are delivered as agreed as well as being present when such work is undertaken by Trust staff or external providers
- To develop and implement Trust wide policies to ensure that the EOC systems strategy is delivered and that there is consistent application of good practice and agreed standards across the Trust, continually reviewing available technology and proactively recommending developments to managers to ensure optimum capacity within the systems.
- To work collaboratively with senior managers to identify and determine the information / data management requirements of the Trust and ensure that these are met.

- To review and analyse data and to interpret information produced from the EOC systems and to review the information when appropriate, highlighting deviations from targets and trends and bringing key issues to the attention of relevant managers with recommendations for possible action, ensuring the local divisional management teams receive professional support and advice on EOC systems information
- To oversee the management of the EOC systems data bases held by the Trust, supporting data quality improvement programmes, negotiating with software suppliers – in association with the EOC SEM, to ensure upgrades and revisions are consistent with Trust need.
- To continually seek ways to enhance the format and presentation of critical information and to develop innovative ways of disseminating the information to relevant audiences.
- To be the first point of contact for queries in relation to EOC systems information from stakeholders, suppliers and other interested parties.
- To support the growth of an information culture within the Trust by assisting staff to understand and use the available information and evidence provided by the department to inform decision making and the planning of current and future provision of care throughout the Trust.
- To lead and to oversee audit work undertaken in the department, following recognised research methodologies and reporting appropriately within the department.
- To ensure that the Trust's strategic direction is mirrored by the work of the Department, proposing, developing and implementing programmes of change in procedures and policies in order to achieve and maintain best practice.
- To maintain open and robust lines of communication between senior managers of the Trust and the EOC Systems team, ensuring that managers are informed of CAD performance issues and to ensure that all relevant Trust information is cascaded appropriately.
- To support the Trust in the maintenance of good practice in data protection and confidentiality, liaising closely with IM&T in the discharge of these responsibilities.
- To contribute to the maintenance of good corporate and clinical governance arrangements, including risk management.
- To actively foster and develop working relationships with other healthcare professionals working in similar environments across the health economy to promote the Trust's vision of service delivery and to continuously improve and learn from best practice and to promote a positive organisational image.
- To ensure that all EOC systems information work undertaken within the Trust conforms to Trust policy and that legal and NHS information governance requirements are met, contributing to policy development by proposing, developing and implementing changes to policy following the departmental

review of new guidelines or proposed legislation ensuring the consistent application of good practice and agreed standards across the Trust.

- To oversee the investigation of complex and sensitive enquiries within the department with regard to EOC Systems information providing assistance and advice as required and which supports intelligent decision making by senior managers.
- To oversee or undertake specific project work undertaken by the department, reviewing the collation and reporting of sensitive information relevant to Trust performance and business planning and reviewing the reports made to the senior management team which provide information which informs strategic decision making.
- To report to the General Manager, EOC on the progress, implementation or programmes and performance in general within the department, across the Trust.
- To actively contribute to developing effective networks and partnerships with other organisations to enable the Trust to continuously improve and learn from best practice, and promote a positive organisational image.
- To ensure that there are effective mechanisms in place for engaging with staff and promoting positive collaborative working relationships.
- To be responsible for the line management of the CAD Database administration staff providing advice and mentorship, training, managing performance and attendance issues effectively and constructively, ensuring that standards of best practice are understood and applied, and by developing initiatives aimed at improving the level of support for staff by developing and encouraging a culture of responsibility for personal development which ensures that all the requirements necessary for personal and professional skills are met and maintained and that effective and consistent working systems are in place to achieve the efficient and effective running of the department in line with current policies, procedures and protocols. To also be involved with the recruitment of these employees.
- To be responsible, working in association with the HR Directorate and the Professional and Personal Development Manager, for the training and development of departmental staff ensuring that they have the opportunity to discuss objectives, development needs and performance through the Trusts PDP and appraisal procedure whilst also ensuring all CAD database administration staff receive appraisals and have personal development plans in place ensuring training needs are identified and continued professional development through mandatory training.
- To ensure that management processes are open, transparent, and conform to best practice and Trust policy.

## **PART E: GENERAL RESPONSIBILITIES**

**Flexibility:** The postholder may be required to work at any of the Trust's sites in line with service needs.

**Infection Prevention and Control:** All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

**Communication:** All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

**Health, Safety, Security and risk management:** All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

**Major Incident:** In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

**Safeguarding children and vulnerable adults:** All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

**Data Quality:** It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

**Standards of Business Conduct:** It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

## **PART F: STRUCTURE CHART**

| <b>PART G: PERSON SPECIFICATION</b> |  |               |  |
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| <b>KEY COMPONENTS</b>               |  | <b>E / D*</b> | <b>Assessed by application / interview / test / presentation</b> |
| <b>Qualifications</b>               | CAD/IT systems related database qualification  | <b>E</b>      |  |
|                                     | CAD user qualification / training (experienced in ProQA and AMPDS, and inter-related ICCS operating systems)                         | <b>E</b>      |  |
|                                     | Management qualification or equivalent relevant experience   | <b>E</b>      |  |
|                                     | Full DVLA Driving Licence with the ability to travel between sites   | <b>E</b>      |  |
|                                     | Recognised qualification in IT Critical Systems methods and techniques   | <b>D</b>      |  |
|                                     | Project management qualification PRINCE II or working towards  | <b>D</b>      |  |
|                                     | European Computer driving licence  | <b>D</b>      |  |
| <b>Skills and Knowledge</b>         | Knowledge and demonstrable application of data and information analysis in an appropriate discipline                                 | <b>E</b>      |  |
|                                     | Understanding of the internal capabilities regarding EOC systems and where external support is necessary                             | <b>E</b>      |  |
|                                     | Keyboard skills  | <b>E</b>      |  |
|                                     | Awareness of quality issues  | <b>E</b>      |  |
|                                     | Advanced knowledge of systems report writing, or equivalent and administration tasks relevant to data processing and transformation. | <b>D</b>      |  |
|                                     | Knowledge of NHS reporting structures, content and standards   | <b>D</b>      |  |
|                                     | Knowledge of current NHS data standards and definitions  | <b>D</b>      |  |
|                                     | Understanding medical terminology  | <b>D</b>      |  |
| <b>Experience</b>                   | Significant experience of working with large corporate relational database systems and running advanced databases                    | <b>E</b>      |  |
|                                     | Experience of report writing, synthesising information and data into a manageable format, data comparison, data analysis and         | <b>E</b>      |  |



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|                            | <p>statistical reporting</p> <p>Experience of using advanced features of IT software including Microsoft Office, Access, Excel, windows XP, etc, extracting and manipulating data using queries and exporting data to other programmes as well as specific NHS IT systems</p> <p>3 years' experience at middle-management level</p> <p>Experience of effectively managing teams<br/>Experience of suggesting changes to policies and procedures</p> <p>Experience of managing conflicting priorities</p> <p>Experience of testing new systems.</p> <p>Previous experience in NHS</p> <p>Working in a Control Room/call centre environment</p> <p>Customer service experience</p>  | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>          |  |
| <b>Personal Attributes</b> | <p>Proven ability to lead, motivate and inspire a team, commanding the confidence of managers, staff and other health care professionals</p> <p>Ability to develop a strong ethos of team working within the department</p> <p>Ability to manage complex datasets</p> <p>Excellent time management skills, able to deliver quality work to agreed deadlines</p> <p>Able to assess risks, anticipate difficulties and take the appropriate action when necessary</p> <p>Ability to maintain clear focus under pressure</p> <p>Ability to use initiative and work with the minimum of supervision</p> <p>Able to lead programmes of change, departmentally generating ideas and innovative ways of working</p> <p>Demonstrates the ability to contribute to long term strategic plans and to make short</p> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |  |

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|  | term reactive decisions   |          |  |
|  | Good project management skills, managing outcomes and delivering to deadlines without compromising performance across a multidisciplinary team  | <b>E</b> |  |
|  | Able to multi-task whilst maintaining high levels of attention to detail and project progression management   | <b>E</b> |  |
|  | Good communications skills and is able to build interpersonal working relationships across a broad spectrum   | <b>E</b> |  |
|  | Methodical and accurate approach to problem solving   | <b>E</b> |  |
|  | Articulate and consistent in approach to work   | <b>E</b> |  |
|  | Decision-making skills  | <b>E</b> |  |
|  | Proven prioritising skills  | <b>E</b> |  |
|  | Ability to learn new systems and procedures quickly and effectively   | <b>E</b> |  |
|  | Understanding of the role of A & E Service  | <b>E</b> |  |
|  | Understanding of Emergency dispatch procedures  | <b>E</b> |  |
|  | Ability to delegate   | <b>E</b> |  |
|  | Ability to use own initiative   | <b>E</b> |  |
|  | Articulate and consistent in approach to work   | <b>E</b> |  |
|  | Determination and ability to meet targets   | <b>E</b> |  |
|  | Demonstrates ability to facilitate and undertake practical training of new departmental staff in the procedures and specific IT of the department<br>Proven organisational skills<br>Able to convey ideas to others | <b>E</b> |  |
|  | Ability to think strategically and work methodically towards achieving technical solutions.   | <b>E</b> |  |
|  | Ability to maintain and build good professional relationships with colleagues   | <b>E</b> |  |

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|  | from a variety of care backgrounds  |          |  |
|  | Ability to analyse and investigate complex technical issues.  | <b>E</b> |  |
|  | Demonstrates practical ability to produce accurate forecasts, applying statistical methodologies to produce relevant business / operational information | <b>D</b> |  |

**PART H: JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created: February 2015

Created by: Senior EOC Management

Postholder's signature: