



JOB DESCRIPTION

1. Job Details	
Job Title:	Head of Digital Delivery and Deputy Director
Pay Band:	Band 8D
Reports to (Title):	Chief Digital & Information Officer
Accountable to (Title):	Chief Digital & Information Officer
Responsible for (Title/s):	I.T Data & Solution Engineering Manager Head of Infrastructure and Networks 3 x Contract Programme Managers
Location/ Site/ Base:	Crawley
2. Job Purpose	
<p>This role is one of the most senior Digital posts and a member of the Digital Senior Leadership Team and has overall responsibility for leading the Digital Delivery function across the whole of SECamb. This covers new critical clinical applications, critical business applications, critical infrastructure, network, security, cyber end user services and business software. The role will ensure that all SECamb's Tier one, Tier two, Tier three and Digital and Data Programmes support are effective and efficiently managed and maintained. The role is also responsible for implementing associated planning and risk activities that are streamlined, efficient and contribute to optimal business performance.</p> <p>The post holder is expected to provide outstanding professional leadership and personal impact across the organisation to enable the Trust to achieve the best possible standards of healthcare, in delivering the Trust's strategy and objectives. The challenges of the South East Coast area require highly effective leaders with the capability and determination to resolve difficult issues and who have the flexibility, understanding and political acumen to</p>	

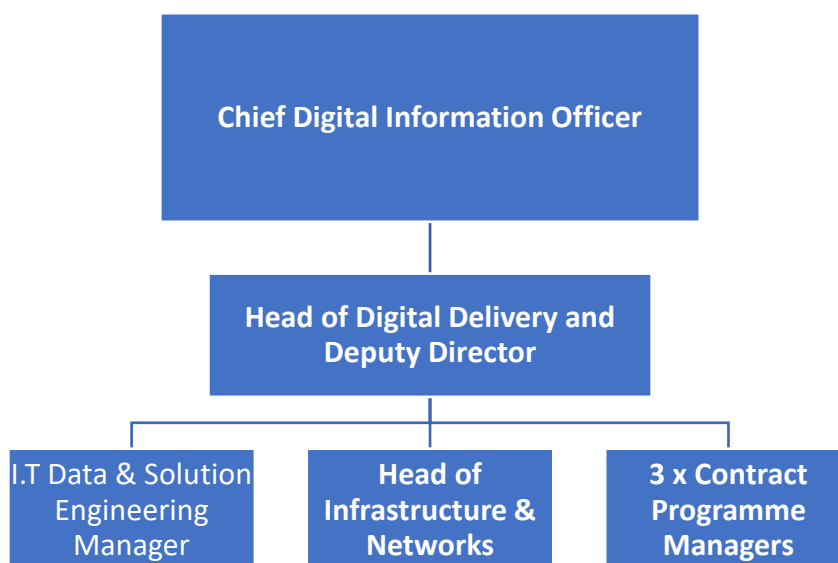
deliver the desired results. The ability to inspire and motivate colleagues to perform well is essential.

The post holder is the nominated deputy director for the CDIO and will stand in as appropriate in all matters within the directorate, including attending SMG as the representative of the Digital directorate and EMB and Trust board as a empowered deputy when the CDIO is not available to attend

3. Role of Department

The Digital Directorate is responsible for the development, implementation, and support of the Digital systems, services and infrastructure across the Trust. These services consist of trustwide clinical, individual specialist, and a range of corporate systems. Specialist functions within this Directorate include, Service Delivery, Infrastructure, Security, Software Development, Project Management, Critical Systems, Business Intelligence and Data Analytics,

4. Organisation Chart



5. Duties & Responsibilities

The Head of Digital Delivery will be responsible for:

- Driving the Trusts Digital strategy
- Delivery of the Trust Digital strategy and the associated programmes.
- Management of the Digital Delivery Team and partners on Statement of Work programmes
- Establish and deliver a robust and resilient technology future plan in conduction with the Head of Live Services
- Establish and deliver standards for key system transformation

- Set and maintain standards for delivery in line with the Trust PMO and wider PMP principles
- Chain the Digital Delivery Governance Boards
- Establish and develop the necessary skills mix within the Digital Delivery Team
- Establish work plans and rotas to support the trust and deliver to agreed service levels
- Work with CDIO to establish improvement programs covering change, people and infrastructure to ensure that support levels to the wider business are continuously enhanced.
- Make sure all future Digital systems are designed to work in accordance with national guidelines
- Manage the roll-out of new Digital services
- Monitor and control the Digital Delivery expenditure to budget
- Undertake any other tasks as delegated by the Chief Digital and Information Officer which are commensurate with the seniority of the post
- Attend national and local Digital meetings as appropriate
- Monitor all overtime, payments and external contracts ensuring that the Digital Delivery Services Team remains within budget
- Participate in disciplinary and grievance processes, as appropriate
- Undertake any other work commensurate with the grade of the post

Core Areas of Leadership and Governance Responsibility:

To be committed to working as part of an effective team and accept shared responsibility for the quality of Trust Digital services, policy and decision-making, business planning and the overall success of the Trust, its services and its staff.

Demonstrate business acumen in the evolving role of SECamb Digital delivery team and the changing environment that the Trust Digital strategy has detailed.

The post holder will chair the Digital Strategy Group to drive the effective and efficient governance of the programme and be the single accountable lead for the delivery of the digital strategy.

To build and deliver cultural change to develop an organisation which is fit for purpose, creating a climate of open and honest communication within the context of partnership working with internal customers of Digital Services.

To develop the effectiveness and capability of the Digital Delivery Team through strong personal leadership and management skills.

To develop and maintain strong collaborative working relationships both internally stakeholders, externally ICS, ICB and place-based partners, NHSE, suppliers to SECamb and stakeholders.

To take active responsibility for own personal development in agreement with the CDIO and in line with the NHS Leadership Qualities Framework.

As a member of the Digital senior leadership team the post holder is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is in compliance with the appropriate equality legislation.

Provide Strategic Direction

- Contribute, as a member of the Digital Leadership SLT to the development and implementation of the Trusts Digital strategic and business plans, providing specialist Digital technology expertise and perspective across all planning processes.

Future Programme Transformation and support

- Responsible for the effective and safe running of the Trusts Digital transformation, paying particular attention to the critical nature of the ambulance control environment.
- Review technology arrangements, become and advocate of future technology and the horizon scan to ensure the organisation gets best value from its investment in technology.

Improve Business Efficiency

- Work as a partner with SMG colleagues, to develop a set of strategic Digital programmes that provides for information and communication technology systems and services to enable and support the Trusts strategic intent and direction; help determine the most effective live service models.
- Develop, agree and manage the consequential plan and budget for changing services and effectively communicate its content to Digital staff to gain their full understanding and buy-in.
- Actively promote Digital as a business enabler across the organisation, working collaboratively with key stakeholders to develop efficient, timely and cost-effective solutions – while working with the team to meet Service Level Agreements with all business units, ensuring delivery to specified newly developed and delivered business application hardware and communications system levels.
- Ensure effective oversight of industry developments to enable the Trust to harness new technology to support required business processes and outcomes.

- Work with Operations and Joint Venture partners on the ongoing development and maintenance of emergency response platforms to enhance performance against agreed targets.
- Manage systems development processes to ensure that resulting systems are aligned to business objectives, meet “best practice” standards of design, and are operationally efficient and cost effective. Ensure a robust systems development methodology is applied to associated initiatives and projects, including robust test in pre-production and operational environments.
- Work with the Head of Live Services in partnership to enable the path to live via the ITIL Service Transition gateway enable efficient and effective migration from delivery to live services for all new delivered technology and service fully aligned to the ITIL best practices.

Risk Management

- Develop and implement key strategies to manage risks associated with current and future Digital systems and support for the Trust. Approaches here will include the support of the Live Services team in the development of action and contingency plans, disaster recovery and business continuity plans, the identification and management of new and anticipated risks and regular and appropriate reporting CDIO, Risk and Audit or other governance sub-committee as applicable.
- Maintain effective working relationships with all relevant parties’ committees, EMB, (Audit and Risk Committee, working closely with key stakeholders and buy-in to SECAMB’s Digital direction, any associated risks and mitigation strategies.
- Ensure compliance with industry and vendor standards and best practice, legislation and organisation guidelines, policies and procedures.
- Develop, implement and evaluate robust project management and business case development methodologies to ensure that Digital operations and developments, minimise business risk and optimise effective and efficient delivery.

Project Management

- Ensure Digital projects are transition to live service within budget and agreed business outcomes are achieved.

Team Leadership and Collaboration

- Promote the vision of the organisation both internally and externally. Seek and lead opportunities for continual improvement. Empower and encourage staff to develop in their roles and skill sets. Lead by example and set the standard for professional behaviour and excellent work habits that support a positive, progressive working environment.
- Communicate organisational and functional direction to teams to achieve understanding, engagement and active buy-in.
- Manage ongoing individual and team performance and delivery against the agreed plans and objectives of a capable, confident and motivated

team. Create purpose, communicate expectations (the “what” and the “how”), and motivate, coach and manage staff towards the achievement of all agreed priorities and goals. Challenge unacceptable behaviours and manage performance/ attitudinal issues if/as required.

- Provide informed, constructive feedback on achievements against objectives, and annual performance review discussions. Address poor performance and nurture high performers. Monitor the skills required for delivering services. Provide advice on development and career plans and develop successors.

Leadership and Corporate Governance

- Ensure that systems are in place to evaluate and review performance against agreed targets and performance indicators, on key result areas; this will include oversight and delivery of robust performance management systems to provide for individual accountability across the function for variances in performance against agreed measures.
- In collaboration with HR and senior managers promote best HR practice (e.g. constructive employee relations, ensuring the provision of equal opportunities and the promotion of diversity).
- Consistently display and actively promote our core values (Integrity, Teamwork, Professionalism and Empathy). Provide effective leadership to all staff across the portfolio; build a supportive, fair and open culture that supports staff satisfaction and engagement and encourages and enables them to meet required performance standards.
- Actively contribute to the successful working of Digital Leadership team; embrace high standards of employment practice, act in accordance with the policies and contribute to the development of corporate policy and decision- making.
- Support the Chief Digital and Information Officer and SMG to provide Trust representation and leadership and to build constructive relationships, especially with all stakeholders. Lead advocacy that fosters collaboration and partnerships and mutually recognises key issues and opportunities for the Trust.
- Maintain good corporate governance arrangements including risk management; fully participate as a member of national forums as appropriate, influencing the development of both national and regional policy.
- Exemplify and promote the Trusts vision, values and organisational goals in all relationships and interactions with stakeholders. Relationships here will be developed and maintained using internal and external networks; any representation in these and public arenas will consistently promote its image as a professional and progressive organisation.

Corporate Responsibilities:

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Corporate governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Forecast, develop and agree Digital Service budgets in collaboration with key stakeholders. Monitor expenditure against budget, anticipating and taking early action to mitigate any variances to ensure that financial balance and objectives are achieved. Provide the Chief Digital and Information Officer with monthly reports on financial activity.

Organisation Profile

Ensure that management and communication processes and practices are open & transparent, encourage the confidence of staff, the public and other agencies, and promote a positive and progressive organisational image.

Establish and maintain effective networks and partnerships with other organisations to enable trust to continuously improve and enable us to share and apply learning from best practice.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Contribute to the provision of a safe and healthy workplace through active support and consistent application of health and safety policies, procedures and systems. Ensure health and safety management is included as part of normal business activity. Actively promote risk management through support for preventative action, robust investigation of issues and health, safety and wellness initiatives.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

The post holder will take due care at work, reporting any accidents or untoward occurrences. The trust operates a "No Smoking" Policy. Staff are only allowed to smoke in designated smoking areas.

The Heath Act 2008:

Code of Practice for Prevention and Control of Healthcare Associated Infections. You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, trust policies, guidelines and procedures.

Policies:

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time. Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Values:

The Head of Digital Delivery will be required to demonstrate compassionate care in their daily work and adopt the 6 C's – NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post-holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Equality and Diversity/Equal Opportunities:

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As a member of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 2018. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 2018 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service and will be reviewed periodically in discussion with the post holder.

Date Reviewed:	December 2024	
Reviewed By:	Manager:	Signature
JE Panel	Postholder:	Signature:

PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i> <i>The essential criteria are those which the role cannot operate without.</i>	<i>Desirable</i>	<i>Assessment</i> • Application Form (App) • Interview (I) • Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	Educated to Masters level or equivalent experience of working at a Senior level in this specialist area Experience of Project and Programme Management		
Knowledge What particular knowledge should the candidate already have?	Knowledge of delivering large complex digital agendas Working knowledge of ITIL standards Knowledge of the likely business impact of different scales of disruption, to ICT application, or infrastructure services, knowledge of mitigation and contingency arrangements. Data protection laws and regulations		

Experience What previous type of experience should the candidate have?	<p>Significant experience of managing and prioritising a large budget with solid knowledge of financial process</p> <p>Proven experience of managing stakeholder relationships</p>	<p>Experience of developing and implementing national policy</p> <p>Experience of implementing infrastructure programmes</p>	
Skills What particular skills should the candidate already have?	<p>Lead the Team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery</p> <p>Demonstrate strong leadership, influence, and accountability to achieve results</p> <p>Build collaborative relationships both inside and outside of the Trust</p>		
Personal Qualities	<p>Ability to work under pressure and to tight deadlines</p> <p>Demonstrates honesty and integrity and promotes organisational values</p> <p>Commitment to and focused on quality, promotes high standards in all they do</p> <p>Professional in matters of confidentiality , security , integrity and performance</p> <p>Demonstrate and promote high standards of quality</p>	<p>Able to use and act on feedback from others</p>	
Other	<p>Ability to travel between multiple sites where required</p>		

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	16 December 2024
Reviewed By:	Stephen Bromhall, CDIO