

**POWYS TEACHING HEALTH BOARD
JOB DESCRIPTION**



TITLE: Senior Information Service Manager

GRADE/SALARY: 8a

HOURS OF WORK: 37.5 hours per week; part time considered

RESPONSIBLE TO: Research Services Lead

ACCOUNTABLE TO: Head of Support Centre

RESPONSIBLE FOR: The Information Team

KEY WORKING RELATIONSHIPS

- Health and Care Research Wales Support Centre staff and Powys THB staff within the Host Organisation;
- Support & Delivery staff within Health and Care Research Wales, including the Workforce and NHS R&D staff;
- Patient, carers, services users and members of the public;
- Policy colleagues within the Division of Social Care and Health Research (DSCHR), Welsh Government;
- Health and social care organisations supporting research across Wales including NHS organisations, local authorities and higher education institutions;
- Researchers working within the health and social care research community in Wales, the UK and beyond- including academic, health and social care researchers, particularly those who are funded through the Health and Care Research Wales infrastructure;
- Staff working with the life sciences sector including medical device companies, pharmaceutical companies, as well as membership organisations such as the MediWales, the Association of British Healthcare Industries (ABHI), the Association of British Pharmaceutical Companies (ABPI) and the Life Sciences Hub;
- Third sector, charities and voluntary organisations, as well as membership organisations such as the Wales Council for Voluntary Action; and
- Operational counterparts across the UK and beyond, including NIHR (England), NRS (Scotland) and HSC R&D Division (Northern Ireland).

INTRODUCTION:

The Support Centre is part of Health and Care Research Wales, funded by the Division for Social Care and Health Research (DSCHR) within Welsh Government. The Support Centre works in support of Welsh Government’s overarching vision which is to be internationally recognised for our excellent health and social care research that has a positive impact on the health, wellbeing and prosperity of the people in Wales. The Support Centre’s role is to facilitate the implementation of Welsh Government policies by

providing centralised support functions and services for the health and social care research community in Wales. The functions and services the Support Centre provides include:

- Facilitating the implementation of NHS R&D funding policies and performance monitoring NHS R&D;
- Managing the portfolio of research being undertaken across Wales;
- Providing a permissions service and ethics service;
- Facilitating initiatives to increase commercial, primary care and social care research;
- Disseminating the findings of research studies;
- Supporting patient and public involvement and engagement; and
- Providing training, communications and information services.

JOB PURPOSE

The Senior Information Service Manager will lead the Support Centre service to provide a national research information service for Health and Care Research Wales which will include the efficient management of research activity data and leading a programme of work to develop, implement and maintain management information systems for research and development in Wales. The post holder will be responsible for the provision of high quality information and information systems to support research and development in health and social care in Wales. The post holder will have the following roles and responsibilities:

- Lead a Research Information Systems Programme for the Health and Care Research Wales infrastructure, including the development of new systems and the ongoing maintenance of existing information systems to support research
- Provide an information service for the Health and Care Research Wales infrastructure
- Lead the development and implementation of a research information systems strategy to co-ordinate and streamline information management systems across the Support Centre to support functions and services
- Responsible for managing the Information Team and providing operational leadership
- Performance manage the provision of the information service for health and social care research in Wales, ensuring continuous improvement to meet service needs
- Budget holder for the Support Centre's provision of a national research information service, and the associated information systems budget
- Responsible for overseeing training, communications and information management relating to the function or service, with support from the relevant teams
- Actively participate in the Senior Management Team to manage the organisation in implementing the delivery plan, operational plans
- Work with the Powys THB host organisation to manage the IM&IT services provided to the Support Centre
- Act as the information governance lead for the Support Centre, supporting the Powys THB Caldicott guardian in Powys THB

KEY RESULT AREAS/ MAIN TASKS AND RESPONSIBILITIES

1. Communication and relationship skills

- Contribute to the preparation of the Support Centre's plans, reports, operating procedures and other documents, working to ensure that documents are prepared to a high standard and delivered on time, providing regular information and reports on the information service
- Establish and maintain effective working relationships with multiple stakeholders across the Health and Care Research Wales infrastructure, including R&D staff in NHS organisations, the Workforce, Centres & Units, Clinical Trials Units, Infrastructure Support Groups, as well as colleagues in the industry sector, third sector and members of the public
- Lead the co-ordination of the interface between Health and Care Research Wales infrastructure groups in relation to the provision of information services for research
- Work in partnership with the Workforce and NHS R&D staff to facilitate the delivery of seamless support and delivery services to researchers, particularly relating to the provision of a national information service for R&D in Wales
- Liaise with colleagues and senior managers in research management organisations in England, Scotland and Northern Ireland to ensure compatibility of management information systems across the UK to support research
- Provide engagement and training for Health and Care Research Wales staff to support the implementation of the research information management systems, including EDGE, CPMS and the Open Data Platform. This requires building and sustaining relationships with a diverse range of users including clinical and non-clinical staff across Wales
- Use persuasive and motivational skills to communicate with researchers to ensure that they provide the information in a timely manner
- Manage relationships with external IT suppliers and providers of research management information systems including Infonetica, Southampton University and others
- Build strong working relationships with colleagues in the National Wales Information Service (NWIS) to ensure compatibility in research information systems and system and services supplied through NHS Wales
- Responsible for liaison with Powys THB colleagues relating IM&IT to manage the services provided to the Support Centre through the Corporate Services Agreement
- Work closely with senior managers across the Support Centre to ensure consistency across teams and to facilitate cross organisational working
- Provide advice, support and expertise to Support Centre staff and volunteers, NHS R&D staff, researchers and other external stakeholders, including DSCHR Welsh Government on data and information management issues, which can be highly complex, sensitive and contentious. This will require the effective communication of complex information with a wide range of professionals with varying IT skills
- Present highly complex information relating to data management and information management issues by delivering formal presentations to large groups and/ or discussions with individuals, at meetings, events and national conferences
- Promote the information services across the Health and Care Research Wales infrastructure and oversee communication activities relating to the service

- Lead the development and maintenance of operational working groups and task & finish groups relating to the provision of information services to assist in the decision making processes for the development, implementation and delivery of the service for example the research information advisory group

2. Knowledge, training and experience

- Educated to masters level in a science or information-related subject or equivalent relevant experience
- Additional qualification which includes a significant quantitative data component, and/or professional post graduate training in information science is also required, with a PhD or equivalent experience desirable
- Significant experience of working at a managerial level in a relevant setting
- Significant experience in financial management, including effectively managing IT budgets
- Working knowledge of health or social care research management to include experience of the planning, co-ordination and conduct of research
- Specialist knowledge and understanding of information management and technology, health informatics and an understanding of the use of information services within a research context
- An understanding of the policy and information management agenda in health and social care research in Wales and across the UK, including a good understanding of legislation relating to data management in particular, the Data Protection Act; the Freedom of Information Act, Caldicott Guidelines and the data aspects of legislation relating to research such as the Research Governance Framework, the Clinical Trials Directive and Good Clinical Practice
- Excellent working knowledge of modern web-based IT systems and specialist knowledge of the principles for the design of these systems
- Significant experience of manipulating, querying, analysing and presenting data using Access and Excel; experience of handling data sets desirable
- Significant experience of project management, preferably within a programme management element to include experience of identifying information needs, commissioning and implementing new information systems and conducting information audits
- Significant experience in the development of specifications for web based information systems
- Specialist statistical skills and experience of collating, interpreting, validating, analysing and presenting data stored on organisations' internal databases
- Significant experience of staff management, particularly in the line management of research and research-related staff

3. Judgement and analytical skills

- Lead and implement the Support Centre's delivery plan for the provision of an information service for health and social care research in Wales
- Responsible for supporting function and service managers to develop a range of approaches to increase the completeness, timeliness and accuracy of research activity data for studies taking place in Wales
- Responsible for designing and implementing data quality audits for the research data held by the Support Centre

- Responsible for advising on implementing plans to ensure Data Protection Act compliance for the Support Centre
- Act as the information governance lead for the Support Centre, supporting the Powys THB Caldicott guardian in Powys THB (Medical Director) to protect the confidentiality of patient and service user information and enabling appropriate information sharing
- Lead on the provision of an information service which will respond to information requests for research activity data requiring detailed and complex data analyses, reporting on research activity for Health and Care Research Wales.
- Manage complex data sets drawn from a variety of different sources, managing conflicting information that will need to be investigated and resolved requiring analysis, interpretation and presentation of information in a variety of formats to inform key decisions
- Required to ensure that data are used according to specific research protocols and adhere to relevant legislation for example the Data Protection Act 1998 and Good Clinical Practice Guidelines
- Assess requirements for the future development of the information service and identify, plan and prioritise activities relating to the programme of work, taking into account the information needs of the Health and Care Research Wales infrastructure groups
- Plan and manage the IM&IT services provided by Powys THB for the Support Centre, in line with the Corporate Services Agreement, ensuring that service needs identified through consultation across the organisation are met on an ongoing basis, in liaison with the Research Services Lead

4. Planning and organisational skills

- Contribute to the development of the Support Centre's delivery plan in relation to the provision of information services
- Provide input to the preparation of organisational long term plans, reports, strategies, operating procedures and other documents
- Plan, deliver and develop a detailed operational plan for the provision of information services for health and social care research in Wales, which includes project deliverable, a time plan, and a broad range of complex activities
- Develop and maintain all documentation relating to the provision of an information service for research, including the detailed operational plan, producing quarterly reports against the plan to monitor progress
- Lead the development of an information management strategy for the Support Centre and provide advice on the information aspects of the other function and service operational plans across the organisation
- Lead a programme of work to co-ordinate and streamline information management systems across the Support Centre, to effectively support the functions and services, including the ongoing streamlining of databases held for each Support Centre function and service
- Lead a Research Information Systems Programme for the Health and Care Research Wales infrastructure, including the development and implementation of new systems as well as the ongoing maintenance of existing information systems to support research for example EDGE, CPMS, ODP, clinical research portfolio, commercial research registers and others

- Co-ordinate information services and systems on behalf of infrastructure groups across Health and Care Research Wales
- When establishing new information systems, lead on the implementation of new information systems across the Health and Care Research Wales infrastructure

5. Physical skills

- Use of keyboard skills on a daily basis
- Keyboard skills with a high level of accuracy and speed
- Excellent IT skills, particularly in the use of Microsoft Office applications, web applications and a wide range of other software packages, including bespoke software

6. Responsibility- patient/client care

- Ensure the development of systems and processes for the information service to provide a safe environment for patients, service users and carers in Wales to participate in research, particularly from a data management and confidentiality perspective
- Assist patients/ clients/ relatives during incidental contact at NHS Wales sites

7. Responsibility- policy and service development

- Responsible for implementing DSCHR Welsh Government policies relating to the provision of an information service for the Health and Care Research Wales infrastructure and develop processes in line with these policies
- Lead the development and delivery of information services for the Health and Care Research Wales infrastructure, leading on service redesign to take advantage of new information systems, monitoring service efficiency on an ongoing basis and adapting where appropriate
- Lead on the implementation of the research information systems programme, in line with DSCHR Welsh Government's policy on Maximising the Use of Routine Data for Research Delivery
- Lead the development and implementation of a research information systems strategy to co-ordinate and streamline information management systems across the Support Centre to support functions and services
- Responsible for specifying interfaces and integration between Support Centre information systems, information systems across Wales, NWIS systems and research information systems in other UK nations
- Support function and service managers with the information aspects of their work area, proposing changes to / help redesign the information and activity data management aspects of service development.
- Maintain a current working knowledge of legislative requirements relating to data collection and storage in research (for example Data Protection, Freedom of Information) and be responsible for ensuring standard procedures are in place and adhered to by Support Centre staff, in order to maintain data integrity and security.

- Develop, maintain and update standard operating procedures for handling the computing, data definitions and information management aspects of systems across the organisation.
- Comment and be involved in the development of national policies and strategies relating to information services and systems for research across the Health and Care Research Wales infrastructure

8. Responsibility- finance and physical

- Budget holder for the provision of a national research information service
- Plan and manage the budget for the information service, including contributing to the Support Centre's spending plan, quarterly financial reports and annual financial reports, outlining spend to date and forecast for the financial year
- Manage procurement and the ongoing agreements with external suppliers for IT services

9. Responsibility- staff/ HR/ leadership/ training

- Actively participate in the Senior Management Team to manage the organisation in implementing the delivery plan, operational plans, and to effectively manage processes such as planning and budgeting; staffing and problem solving
- Responsible for managing the Information Team and providing operational leadership on a day-to-day basis
- Line manage the staff in the Information Team, as well as administrative staff where appropriate
- Responsible for the recruitment, training and career development of staff within the Information Team, through appraisal, personal development planning, coaching and mentoring as appropriate
- Lead on the development and delivery of national training programmes on the use of information systems or IM&T related services for Support Centre staff and the R&D infrastructure in Wales
- Where required, contribute expertise relating to information management in the delivery of service specific training events, as part of the Health and Care Research Wales training programme
- Deputise for the Research Services Lead and provide cover for colleagues as required

10. Responsibility- information resources

- Responsible for ensuring accurate and up-to-date records are kept for the information service, in line with data quality and audit requirements
- Responsible for leading the provision of an information service for the management of research activity data and information systems for the Health and Care Research Wales infrastructure
- Lead a Research Information Systems Programme for the Health and Care Research Wales infrastructure, including the development and implementation of

new systems as well as the ongoing maintenance of existing national information systems to support research

- Co-ordinate and streamline information management systems across the Support Centre to support functions and services, leading internal and commissioned reviews of existing information systems and implement recommendations
- Design, implement and maintain research information systems to support health and care research in Wales, including systems to monitor activity and support effective performance management
- Be familiar with IM&T quality assurance guidelines and contribute to the development and application of internal quality assurance procedures, ensuring compliance with all relevant standards for information security, including the Data Protection Act, the Freedom of Information Act and Caldicott Guidelines

11. Responsibility- research and development

- Regularly undertake surveys and audits using research methodology to evaluate the information service, in order to obtain feedback designed to improve the information service for health and social care research in Wales
- Contribute to a national R&D programme of work to improve the research environment in Wales
- Lead on the development of audits and reviews relating to information management such as quality assurance and audit exercises to ensure the quality and validity of data held by the Support Centre

12. Freedom to act

- Responsible for identifying how best to implement the provision of an information service in Wales, in line with DSCHR Welsh Government policies in this area
- Work autonomously and lead the operational delivery of the service, with high levels of self motivation and initiative, prioritising and managing a challenging workload effectively
- Will be expected to follow occupational policies within Powys THB

13. Physical effort

- Frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time
- Daily lifting and moving of laptop
- Occasional requirement to exert moderate physical effort e.g. in moving heavy equipment when presenting at other venues
- The post is office based but travel around Wales will be required, with possible requirement for UK and international travel

14. Mental effort

- There will be a need to respond to a range of queries, often complex queries, relating to data and information management from researchers, NHS R&D staff, health professionals, government and collaborators

- Attention to detail is very important, as events in the R&D environment can be unpredictable and continuously changing
- The post holder will have a frequent requirement for concentration for prolonged periods of time and is required to manage an unpredictable workload

15. Emotional effort

- Give unwelcome news to stakeholders about progress on the implementation of IT systems relating to research, which can be emotive. Empathise with stakeholders, and where appropriate re-assure them of swift resolution to any barriers to supporting and delivering their research information related activities
- Deal with staffing issues on a regular basis, including issues which could be potentially difficult

16. Working conditions

- Office conditions
- Requirement to use Visual Display Unit equipment on a daily basis

Powys teaching Health Board is a Public Health Practicing Organisation

Powys teaching Health Board is committed to helping the people of Powys to improve their health as well as treating sickness. All staff employed by Powys teaching Health Board are expected to promote healthy behaviours to the population of Powys through the provision of practical information which supports behaviour change.

Risk Management/Health & Safety at Work

The Health Board is committed to protect its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the Health Board’s Health & Safety Policy and actively participate in this process and have responsibility for managing risks and reporting exceptions.

Staffs have a responsibility to access Occupational Health, the Staff Counsellor and any other support in time of need and advice.

Job Limitations

At no time should you work at a level outside your level of competence. If you have concerns regarding this, please discuss immediately with your Line manager/Supervisor. All junior staff therefore have a responsibility to inform those supervising their duties, if they are not competent to perform a duty.

Performance Appraisal

The post holder will be expected to participate in a performance system in operation or introduced within the Health Board.

Confidentiality

You are required to observe the Health Board's policies on Confidentiality and Data Protection of the Health Board employee and patient information.

You must also observe your legal responsibilities in handling stored personal data and operate the Health Board's information technology security policies.

Data Protection

Under the Data Protection Act 1998, the Health Board advises you that it will be keeping personal information on you for administrative and managerial purposes. To obtain a full list of the information retained, you can contact the:

Information Governance Team
Quality & Safety Unit, Library and Conference Centre
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LS

The Health Board will only disclose personal details on you to relevant departments within the Health Board and the Welsh Assembly Government. You will be informed of any disclosure request of personal details made unless an exemption is made. An example of an exemption is an Inland Revenue or DSS request.

Records Management

All employees of the Health Board have a personal common law duty of confidentiality both under common law and their employment contract with the Health Board to services users (even after employment has ended) for the records they have created during the period of their employment. All staff are personally responsible for maintaining, using and handling these records as part of their work within the Health Board.

A record can be in any format, not only paper based or electronic, but also records such as, patient health, financial, personnel and administrative. This includes such items as taped voice recordings, photographs and videos.

These are all considered to be **public records**. All staff have a responsibility to consult with their manager if they have any doubts about the correct management of the records with which they work and deal with.

All staff need to be aware that under the Freedom of Information Act 2000 the public now have the right to a variety of records and information held by public bodies.

Safeguarding Vulnerable People

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility under the *Wales Adult Protection Policy and Procedures, and All Wales Child Protection Procedures* to:

- Understand the nature of abuse, how people might be at risk of harm and work to prevent it.
- Know about the *Wales Adult Protection Policy and Procedures*, and what their own service's local operational arrangements to protect vulnerable adults, require of them.
- Know about the *All Wales Child Protection Procedures*, and what their own service's local operational arrangements to protect vulnerable children, require of them.
- Know how to make a referral if they have concerns about abuse of an adult or child.
- Know how to access training in relation to adult and child protection which is commensurate with their role within the organisation
- Report allegations or suspicions of adult or child abuse to their line manager, Social Services, Health or the Police. This includes suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes raising concerns.
- Know what services, advice and support are available locally to vulnerable adults and children, and how to access help needed.

NHS Wales Code of Conduct for Healthcare Support Workers

The Code of Conduct provides an assurance framework for public protection. The Code of Practice states the Health Board's responsibilities in relation to supporting Healthcare Support Workers to comply with the Code of Conduct.

In order to comply with the Code of Conduct all Healthcare Support Workers must:

1. Be accountable by making sure you can always answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights and wellbeing of service users and their carers at all times.
3. Work in collaboration with your colleagues as part of a team to ensure the delivery of high quality safe care to service users and their families.
4. Communicate in an open, transparent and effective way to promote the wellbeing of service users and carers.
5. Respect a person's right to confidentiality, protecting and upholding their privacy.
6. Improve the quality of care to service users by updating your knowledge, skills and experience through personal and professional development.
7. To promote equality all service users, colleagues and members of the public are entitled to be treated fairly and without bias.

NOTES

This job profile is intended to identify key responsibilities only. Specific objectives will be agreed annually.

This job profile is current as at the date shown below. In consultation with the post holder it is liable to variation to reflect or anticipate changes in or to the role.

Date:
July 2015

POWYS TEACHING HEALTH BOARD
PERSON SPECIFICATION

Post: Senior Information Service Manager

Candidate's Name:

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<u>Education and training</u> <ul style="list-style-type: none"> • Educated to masters level in a science or information-related subject or equivalent relevant experience • Additional qualification which includes a significant quantitative data component, and/or professional post graduate training in information science • Working towards a PhD or equivalent level of knowledge and experience 	E	X		X				
	E	X		X				
	D	X		X				
<u>Work Experience</u> <ul style="list-style-type: none"> • Significant experience of working at a managerial level in a relevant setting 	E	X		X				

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<ul style="list-style-type: none"> • Significant experience in financial management, including effectively managing IT budgets • Significant experience of project management, preferably within a programme management element to include experience of identifying information needs, commissioning and implementing new information systems and conducting information audits • Specialist statistical skills and experience of collating, interpreting, validating, analysing and presenting data stored on organisations' internal databases • Significant experience in the development of specifications for web based information systems • Significant experience of 	E	X		X				
	E	X		X				
	E	X		X				
	E	X		X				

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<p>staff management, particularly in the line management of research and research-related staff</p> <p>Significant experience of manipulating, querying, analysing and presenting data using Access and Excel;</p> <ul style="list-style-type: none"> • Experience of handling data sets 	E	X		X				
	E	X		X				
	D	X		X				
<p><u>Knowledge and Understanding</u></p> <ul style="list-style-type: none"> • Working knowledge of health or social care research management to include experience of the planning, co-ordination and conduct of research • Specialist knowledge and understanding of information management and technology, health informatics and an understanding of the use 	E	X		X				
	E	X		X				

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<p>of information services within a research context</p> <ul style="list-style-type: none"> An understanding of the policy and information management agenda in health and social care research in Wales and across the UK, including a good understanding of legislation relating to data management in particular, the Data Protection Act; the Freedom of Information Act, Caldicott Guidelines and the data aspects of legislation relating to research such as the Research Governance Framework, the Clinical Trials Directive and Good Clinical Practice Excellent working knowledge of modern web-based IT systems and specialist knowledge of the principles for the design of these systems 	E	X		X				
	E	X		X				

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<p><u>Skills and Abilities</u></p> <ul style="list-style-type: none"> • Ability to effectively communicate highly complex, sensitive or contentious information, both orally and in writing, both internally to colleagues and externally to a range of audiences • Proven interpersonal skills to work with colleagues at all levels across a range of organisations • Ability to prepare and deliver presentations and reports to a high standard • Ability to plan, manage and deliver projects involving multiple agencies and individuals and a broad range of activities to tight deadlines • Ability to analyse and interpret complex information and ability to make judgements 	E	X		X				
	E	X		X				
	E	X		X				
	E	X		X				
	E	X		X				

REQUIREMENTS	HOW TESTED? APPLICATION TEST INTERVIEW					MET	NOT MET	EVIDENCE TO SUPPORT ASSESSMENT
	E/D*	A	T	I				
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Self motivated with the ability to influence, inspire and motivate others • Flexible approach to ensure that the needs of the organisation are met • Commitment to Continuing Professional Development • Able to travel regularly to locations in Wales, the UK and internationally 	E	X		X				
	E	X		X				
	E	X		X				
	E	X		X				

* Essential/Desirable

A - Application Form

T - Test

I - Interview

Drawn up by:

Date:

Shortlist: YES/NO

Reason:

Offered Post: YES/NO

Reason:

