



CLINICAL DIGITAL PROGRAMME MANAGER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Clinical Digital Programme Manager
Band	8C (subject to A4C)
Directorate	Support Services
Accountable to	Clinical Director Pathology
DBS Required?	No

JOB PURPOSE

The North Midlands and Cheshire Pathology service (NMCPs) was formed in December 2020. The NMCPs Pathology network provides a Pathology service to; University Hospital of the North Midlands NHS Trust, (UHNM) Mid Cheshire Hospitals Foundation NHS Trust (MCHFT), and East Cheshire NHS Trust (ECT) UHNM is the host organisation for the network.

Shrewsbury and Telford Hospital NHS Trust (SaTH) are partnering with NMCPs to form a larger network namely North 8 (N8).

Governance arrangements are currently being agreed to formally include SaTH into the network. This is an opportunity for the post holder to digitally align the N8 network and to lead on a Pathology Digital Strategy for SaTH.

The post holder will be responsible for assuring delivery of the LIMS Implementation Program for SaTH. He/she will be required to oversee the transition in LIMS in terms of safely delivering a broad range of complex, specialised and non-routine scientific workflows and clinical reporting requirements. Building on a history of highly specialised scientific knowledge, with a high level of individual responsibility applied to a variety of situations is required with or without scientific and/or technical support.

The post holder must be able to influence key decision makers using advanced reasoning and presentation skills to facilitate both the technical requirements of the implementation but also seek clinical alignment between all organisations sharing this laboratory system.

The post holder will have overall responsibility for the assurance of key workstreams that are delivered both safely and effectively within agreed timeframes.

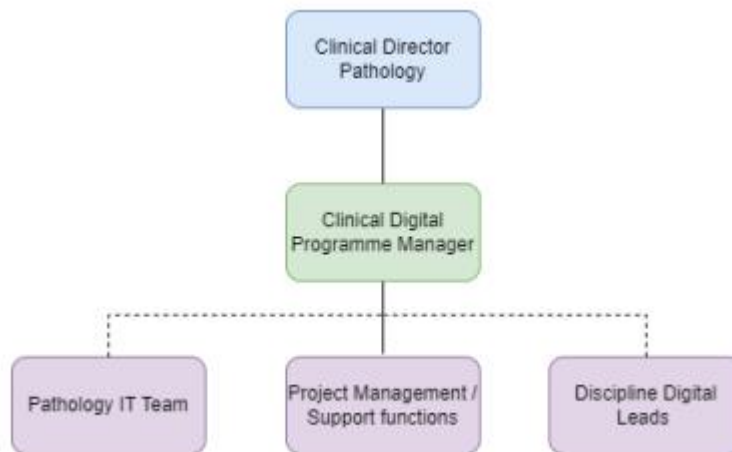
MAIN DUTIES AND RESPONSIBILITIES

- Be accountable to the Project SRO for delivery of the LIMS implementation to an agreed specification of the system
- To act as Clinical Safety Officer ensuring the clinical safety of the digital elements of pathology systems and maintaining the associated Clinical Risk Files.
- Be a key accountable individual as a member of the LIMS Steering Group in terms of project assurance and governance for SaTH.
- Develop excellent working relationships with internal and external stakeholders both within the N8 Pathology Network and externally with partner organisations.
- Be the primary liaison / facilitator in discussions between clinical, technical, and scientific leads in working towards a harmonised LIMS between SaTH and the wider network.
- Act as a role model to clinical leads in engaging in digital enablement as a core part of the Pathology Network service development.
- Ensure the Digital implementation for pathology has sufficient, ongoing clinical risk assessment through the DCB0160 information standard and that this process is used to determine readiness to proceed through key milestones in the project. Embedding clinical risk management into the digital elements of service provision.
- Assure that reporting / governance process is in place as required by each member Trust of the N8 Pathology Network.
- Creating and implementing an IG structure within Pathology that delivers assurance to Pathology and organisation that we are meeting Trust policies and national standards.
- Able to manage potential conflicts between clinical, operational, and commercial needs both in the implementation phase of LIMS but also in the design decisions that impact on the routine operation of the system post go-live.
- Be able to assimilate complex data from numerous sources and collate/present the information in the most appropriate form to differing levels of audience up to Trust Board and NHS regional forums.

- Be aware of the key technological elements in the project and be able to triage issues appropriately based on often highly complex and quickly evolving situations.
- Managing the project delivery team and individuals where there are conflicting demands on resources.
- Oversight of the design, development of training packages to enable members of staff to become competent to fulfil their roles and responsibilities.
- The post holder will be accountable for agreeing a unified approach between SaTH and NMCPs wide approach to the scope and scale of the LIMS implementation.
- The post holder will be accountable for delivery of the agreed clinical service delivery model as defined in the Project Initiation Document between SaTH and NMCPs and the LIMS supplier.
- The post holder will advise the appropriate Steering Groups of the risks and benefits of key design decisions, both in terms of impact internal to the Pathology Network but also to service users and partner organisations.
- The post holder will seek to engage senior clinical, scientific, and operational leaders to ensure harmonisation and benefit realisation from the LIMS implementation programme.
- Assure the LIMS design is compatible with potential operating models for the N8 Pathology network.
- Assure the development of a strategically agreed direction for both clinical reporting outputs and information extracts from the shared LIMS as required by SaTH.
- Plan and organise a number of complex activities or programmes, which require the formulation, and adjustment of plans.
- To assure all relevant bodies that a proactive approach is taken to align clinical services within pathology services, where digital opportunities arise to enable the development.
- To provide assurance in the planning and ensure the successful compliance for all regulatory requirements i.e., UKAS, MHRA, DCB0160.
- To resolve conflicting organisational, service, and scientific priorities as required.
- To manage and prioritise tasks within timescales. To plan, coordinate and organise overall workload to ensure completion of work.
- To delegate responsibilities and allocate tasks to staff in order to meet quality standards.
- To provide assurance that business resilience is enshrined in the LIMS implementation both in terms of digital system availability but also in delivery of core Pathology services across the SaTH and NMCPs.
- To assure that any LIMS based clinical algorithms or automated decision making is validated and in line with both clinical and information governance.
- To process, understand and present complex data in terms of assurance required by the LIMS Steering Group
- To be able to maintain a high-level overview of ongoing risk assessment, ensuring risks are triaged appropriately, assigned owners and ensure, where necessary, decision on risks is made by suitably qualified decision makers.

- Make appropriate use of project reports to proactively identify potential issues and risks, and appropriately escalate delivery issues with key laboratory, supplier, or delivery partners.
- To hold 3rd party suppliers accountable to the agreed Project Initiation Document specification document and high-level monitoring of agreed milestones, resource availability and technical support provided by suppliers.
- To line manage the core LIMS Project support team at SaTH.
- To maintain excellent working relationships with key partners for the delivery of the LIMS, including suppliers, service users, laboratory teams and delivery partners
- To assure a robust, traceable process is in place for any contractual variance or costs that arise outside the agreed business case and funding model, in line with Trust SFIs.

ORGANISATIONAL CHART





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Masters level qualification or equivalent level of experience of working at a senior level in specialist area. • Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master’s level equivalent • Managing Successful programmes qualification or equivalent experience • Evidence of continuing professional development Registered • HCPC professional 	<ul style="list-style-type: none"> • Project Management qualification such as Prince 2 or equivalent experience

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Leading complex change programmes in NHS organisations • Implementing clinical systems /applications involving systems integration • Programme management experience • Business case development and implementation experience • Budget setting and management experience • Working knowledge of Microsoft Office with intermediate keyboard skills and high-level Microsoft Excel skills. • Working knowledge of Microsoft Project software • Good understanding and knowledge of system applications and design. • Working knowledge of Information Governance. • Specialist knowledge over more than one discipline, acquired over significant period 	

<ul style="list-style-type: none"> • Knowledge of pathology disciplines and medical terminology. Knowledge of existing and emerging technologies applicable to health and clinical practice • Working knowledge of financial processes 	
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SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Highly developed communication skills with the ability to communicate on highly complex matters and difficult situations. • Ability to provide and receive, convey and present highly complex, sensitive and/or contentious information to large groups, responding openly to questions to ensure full understanding and engagement. • Ability to communicate with clinical, academic and all levels of staff effectively. • High level analytical skills and the ability to draw qualitative and quantitative data from a wide range of sources and present in a clear concise manner • Ability to analyse numerical and written performance and other data, assess options and draw appropriate conclusions • High level critical thinking skills. • Proven ability to think and act fast and deliver pragmatic and effective solutions. • Ability to develop, maintain and monitor information systems to support initiatives. • Demonstrates sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management when appropriate. • Leadership, vision, strategic thinking and planning with highly developed political skills. • Ability to demonstrate a high level of expertise in providing senior leadership. • Ability to work on own initiative and organise workload, allocating work as necessary, working to tight and often changing deadlines 	

<ul style="list-style-type: none"> • Ability to make decisions autonomously, when required, on difficult issues. • Determination, perseverance, and resilience. • Well-developed Influencing and negotiating skills. • Presentation skills, verbal and written. • Frequent concentration for analysis and problem solving. • Ability to manage unpredictable work pattern with regular interruptions requiring immediate response. • Understanding of system application structures and databases. • Understanding of IT system testing and design of test plans. • Ability to work collaboratively with others as part of a team 	
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GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

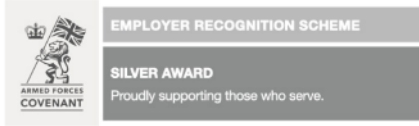
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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