Recruitment Pack

Systems, IT & Facilities Deputy Manager

37.5 hours / 1 FTE

Permanent

Closing date for applications: 8.00 am Monday 1st November

Dear Candidate

I am delighted that you have shown interest in joining our team.

If you are an experienced IT project manager with proven ability to get the most from a small team, you can play a central role within the Living Well Partnership. Bringing together seven established GP practices in East Southampton, we're redefining the way healthcare is delivered – transforming the lives and futures of some 38,000 patients.

In this pivotal operational role, you will be crucial to our day-to-day functioning as you ensure reliable, cost-effective service provision across the organisation. You can expect plenty of variety and constant challenge as you oversee the delivery of a fit-for-purpose, responsive and supportive IT support service – proactively reducing any IT issues and ensuring the effective conduct and documentation of system checks and audits.

Equally importantly you will manage our facilities function, overseeing the established facilities coordinator, engaging with diverse suppliers and third-party contractors to optimise efficiency and deliver best value. What's more, you can expect to play a pivotal part in quality inspections, health and safety audits and infection control procedures, so we require a high-calibre professional with real hunger for responsibility and the ability to provide responsive line management.

Joining us from an IT or operations background, you will be results-driven, quality-oriented and capable of using your initiative to the full. Needless to say, you will possess comprehensive knowledge of cutting-edge IT systems, a demonstrable ability to set stretching KPIs, ensuring their attainment, and proven flair for extracting, analysing and compiling data. Experience in the healthcare sector would be very useful, as would knowledge of GP processes and systems (including EMIS and Docman 10), but it's your project management skills that will matter most – enabling you to deliver outstanding support to your clinical and administrative colleagues.

If this is you, we would really like to meet.

To apply

- Provide an up to date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Applications are to be e-mailed to soccg.livingwell-recruitment@nhs.net
- Applications must be received by 8:00 on 1st November, 2021
- Interviews will be held on Thursday 11th November

We look forward to receiving your application.

Dave Barclay
Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for Systems, IT and Facilities Deputy Manager who want to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

Come and talk to us, come and see what we are doing, come and join us.

Job description & person specification

Job Title:	**Systems, IT and Facilities Deputy Manager**
Status:	Perm
Salary:	£15.00 - £16.53 PH / £29,330 - £32,320 PA DOE
FTE:	Full-time (37.5 hours)
Location:	Practices of Living Well PCN Southampton
Accountable to:	Resource Optimisation Manager
Team / Function	Non-Clinical
Supervision exercised:	Facilities Coordinator & IT Administrator (2 FTE)

Job summary

This role is responsible for providing high quality, responsive, compliant and cost-effective IT, Systems and Facilities functions. The optimisation of processes, resources and technology and the achievement of Key Performance Indicators is essential to supporting clinical delivery and business continuity.

Duties and responsibilities

1.   Systems & IT Development
- Lead on and implement IT projects to optimise the use of systems to deliver IT services.
- Identify, develop and own the delivery of innovative new IT solutions to support high quality patient care, communication and clinical efficiency.
- Develop a detailed understanding of the use and functionality of all LWP IT systems.
- Develop a robust understanding of the Partnership's systems map to support high quality data analysis in order to measure key outcomes and optimise processes.
- Become a super-user of key clinical systems including EMIS, AccuBook, MJOG, INR Star and Docman10 and the telephony system.
- Keep abreast of IT developments within General Practice and the NHS.
- Be responsible for identifying and implementing changes, updates and upgrades to systems to meet all regulatory requirements, data protection regulations and best practice. Ensure changes are appropriately communicated and staff informed.
- Take ownership of the maintenance and development of the telephony system, ensuring its configuration meets business needs and performance is optimised.
- Work closely and effectively with external IT and telephony support services including Healthcare Computing and IP Office to plan and coordinate network and infrastructure upgrades and telephony support.

2. Systems & IT Support

- Own the delivery of a high quality and responsive IT support function for all staff.
- Define and oversee the delivery of regular and robust IT system checks and audits, maintenance and housekeeping undertaken by the IT Coordinator to ensure safe, effective and well managed systems. Identify, escalate and proactively address any red flags.
- Contribute to external inspections, audits and reporting requirements.
- Create and maintain a suite of IT policies, procedures and user guides, regularly monitoring their use and effectiveness.
- Create, document and apply IT security, confidentiality and IT systems protocols.
- Operate in accordance with current GDPR and Data Protection regulations and ensure compliance with all regulatory requirements.
- Develop and implement an IT Service Level Agreement. Oversee the resolution of issues in full and in accordance with its terms, ensuring root causes are identified and successfully addressed to prevent reoccurrence.
- Be responsible for the inventory and maintenance of all hardware (excluding medical equipment).
- Oversee the delivery of IT training to staff at all levels, working towards a more effective use of IT systems and independent troubleshooting, ensuring training is clear and effective and meets the required outcomes.
- Establish positive and effective working relationships with software suppliers to facilitate the development and implementation of change projects.
- Work with primary users of systems including line managers, senior managers and partners to understand and deliver user requirements.
- Contribute to the investigation and resolution of complaints and significant events.
- Attend and contribute to team meetings and working groups.

3. Facilities

- Define and oversee the delivery of monthly health and safety and infection control audits by the Facilities Coordinator. Ensure evidence is documented and up-to-date and actions identified and completed.
- Play a key role in CQC inspections, helping to maintain our 'Good and supporting the attainment of an "Outstanding" rating
- Undertake regular site inspections, independently and with key stakeholders e.g. Infection Control Lead and CCG Quality Team.
- Act as the first point of contact for the escalation of facilities-related incidents.
- Be responsible for the creation and maintenance of a suite of written protocols and processes including the Business Continuity Plan.
- Work closely with HR to ensure all health and safety inductions, risk assessments etc are completed in a timely and accurate manner.
- Ensure all work by external contractors is delivered to time, budget and specification.

- Undertake regular audits of suppliers, utilities providers and third-party contractors to ensure cost-effective delivery of the facilities function.

4. HR Focus
- Line manage our IT & Facilities Coordinators, utilising strong leadership skills to support, inspire and drive the team.
- Ensure effective verbal and written communication to the team using the most appropriate system or channel.
- Effectively implement LWP's performance management process, including probation reviews, 1-2-1's, annual appraisals, team meetings and capability / disciplinary processes where appropriate, in line with agreed protocols. Document, follow up on and take ownership of agreed actions and next steps.
- Deliver ongoing training and development plans and ensure they are maintained for all team members, utilising TARGET sessions where possible.
- Help to develop a culture of accountability, continuous improvement and collaboration, in order to provide an excellent standard of service to patients.

5. Other Duties
- Lead assigned tasks & finish projects as requested.
- Work collaboratively with colleagues and the senior and Partner teams.
- Act as a role model, demonstrating and promoting the standards expected by the Partnership and creating energy and enthusiasm for the service.

Key Results

1. IT and facilities incidents are resolved to a high standard and within agreed timescales.
2. Reporting of IT & facilities functions and audits are timely and accurate.
3. Evidenced reduction in reoccurring IT & Facilities incidents.
4. Agreed policies and protocols are effectively implemented and documented.
5. Use of IT systems and software is optimised and staff adequately trained.
6. Positive and effective working relationships with key stakeholders are established.

Please also be aware of and follow the Partnership's policies and procedures, with particular attention to patient confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

Person specification

		Essential/Desirable
Qualifications	• Significant evidenced experience in a comparable role within a medium sized organisation	E
	• Demonstration of ongoing professional development	E
	• Evidenced experience of management of KPIs and quality outcomes	E
	• Experience of extracting, analysing, and compiling data e.g., trends, patterns and reporting	E
	• Experience of working in the healthcare sector	D
	• Experience in a customer service environment	D
Knowledge	• Knowledge of a range of IT systems, databases and digital communication tools	E
	• Knowledge of General Practice Processes and systems (e.g. EMIS, Docman10)	D
Skills	• Excellent IT skills and ability to optimise existing and new systems and software	E
	• Ability to create and implement IT and systems policies and protocols	E
	• Ability to cope with conflicting and changing priorities, which may be time critical or unexpected	E
	• Results driven, with a focus on completing tasks to a high standard and to deadlines	E
	• Excellent organisational skills	E
	• Excellent verbal and written communication skills with an ability to adapt style and delivery of communication for maximum effectiveness	E
	• Ability to work on own initiative and effectively manage own time, productivity, workload and resources	E
	• Ability to problem solve and to confidently make independent decisions, escalating to line manager when appropriate	E
	• Demonstrable coaching skills	D
Personal Style & Behaviour	• Personal commitment to the values, vision and objectives of the Partnership	E
	• Ability to remain calm and focussed and to work well under pressure, in a fast paced and busy environment	E
	• Highly motivated and able to empower others	E
	• High expectation of self and others	E
	• Demonstrates accountability and ownership	E
	• Positive and professional attitude	E
Other	• Commitment to high quality patient care and efficiency in all aspects of the Partnership's performance	E
	• Able to drive, with use of own vehicle	E

Salary & remuneration

Position	Systems, IT and Facilities Deputy Manager
Normal Work location	Practices of Living Well Partnership
Remuneration	£15.00 - £16.53 PH / £29,330 - £32,320 PA DOE
Hours of work	Full Time 37.5 hours per week, over 5 days per week.
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	08.00 1st November
First Interview	11th November
Second Interview	TBC

If you have any queries please contact the recruitment team on soccg.livingwell-recruitment@nhs.net