

Senior Digital Consultant

Post information	
Role title	Senior Digital Consultant
Location(s)	The post holder will have an office base at Osprey Court in South Bristol but may be required to work across the Bristol, North Somerset and South Gloucestershire.
Terms and conditions	The post holder will be employed by One Care (BNSSG) CIC on a permanent contract.
Job profile	Full Time (part time/ flexible working options considered)
Salary	Band F £32,652 - £37,803 dependant of experience
Responsible to	Head of Digital Support
Accountable to	Chief Operating Officer
Job context	<p>One Care (BNSSG) CIC is a GP federation, covering Bristol, North Somerset and South Gloucestershire.</p> <p>One Care is established for the purpose of supporting GP practices in providing collaborative, innovative and sustainable general practice to patients. The intention is to invest in general practice and to focus on the sustainability of general practice rather than profit.</p> <p>Our vision is to enable general practice to thrive and survive. Through collaboration, One Care will adeptly provide the scale, innovation and leadership to evolve services, so that General Practice is invigorated and thrives into the future.</p>
Job summary	<p>The Senior Digital Consultant will support the delivery of digital support services, projects, and improvements across GP practices, Care Homes and primary care in BNSSG. The role combines digital support, project management and engagement, alongside resource management and supervision.</p> <p>Predominantly this post will work within the Digital Support team to support delivery of services, but flexibility is required to work on other projects as/when there is organisational demand.</p> <p>The post holder will need to work closely with other members of the team and liaise with a wide range of primary care staff.</p>

<p>Key responsibilities</p>	<ul style="list-style-type: none"> • Support the management of digital consultancy contracts, including requirements gathering • Providing input and expertise to deliver a project which will improve the digital interface between Care Homes and General Practices to enable a more efficient and robust service to patients within BNSSG • Leading a sub team of Digital Support Officers when required for contract/project delivery • Work with the Communications and Engagement Team and One Care subject matter experts to develop effective communication and training materials for practice and care home staff • Maintain the systems and processes to support performance management of digital support and consultancy contracts • Identify and resolve risk, issues and conflict within digital projects • Resolve and respond to queries received via One Care's digital support service, and supervise colleagues responding to queries • Identify opportunities for improvement for both One Care and general practice in relation to EMIS Web, and other digital tools used in primary care • Report project/contract progress and exceptions on a regular basis • Keep up-to-date with healthcare technology trends, developments and best practices • Project management and coordination of relevant resources • Attend meetings on behalf of OC, as requested, and to be an advocate for the digital support project(s) and its benefits • Support effective practice engagement for digital projects • Support effective stakeholder engagement both internally and externally • Collate, interpret and present data • Participate in One Care meetings and events • Undertake any other duties commensurate with the post, including deputising for Head of Digital Support by agreement
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<p>Key Duties</p>	<ul style="list-style-type: none"> • To actively promote and live the One Care values on a day-to-day basis: <ul style="list-style-type: none"> ○ We demonstrate resilience through change ○ We relentlessly pursue excellence ○ We dare to have ambition ○ We treat everyone with compassion ○ We inspire trust and trust others • One Care has also adopted the Nolan principles of public life and all staff should demonstrate personally and develop a culture that is characterised by selflessness, integrity, objectivity, accountability, openness and honesty. • Communicate and provides complex information to a wide range of internal and external stakeholders. (Verbal, written and numerical) • Maintain highest standards of honesty, integrity, consistent attendance, punctuality, personal appearance and treat everyone as you would wish to be treated. • To attend all statutory and mandatory training courses specific to this role and to adhere to relevant health and safety procedures • To be available for staff meetings, team meetings and meetings with managers • To have a good understanding of and follow company policies and procedures • Establish and maintain effective working relationships with co-workers and with all stakeholders including members of the general public. • To summarise information to support staff performance and development reviews with line managers • To meet regularly with the line manager to discuss objectives, delivery and manage any issues as well as attend performance and development reviews • Be an excellent ambassador for the organisation in all external dealing • To carry out other appropriate delegated duties as required
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Key Working Relationships	<ul style="list-style-type: none"> • Digital Support Team • Business Intelligence Team • IT Manager • One Care Team • GP practices • One Care Executive Team • Other stakeholders/organisations
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Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager

Confidentiality

- Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients, business organisations and their staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practices as business organisations. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practices, GP Care or BrisDoc may only be divulged to authorised persons in accordance with programme procedures relating to confidentiality and the protection of personal and sensitive data

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with organisational procedures and policies, and current legislation
Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.

Environment

The postholder needs to be aware of the programme's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Smoking

Smoking will not be tolerated inside any One Care building or vehicle.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974 therefore you are required to declare all criminal convictions, cautions, reprimands or final warnings and a Criminal Records Check will be carried out on your behalf.

This post is not exempt from the Rehabilitation of Offenders Act 1974 therefore you are only required to declare any convictions you have which are not 'spent' under the act.

PERSON SPECIFICATION

QUALIFICATIONS		
Criteria	Requirement	Measurement/Testing Method
Degree level education	Desirable	Application and Interview
Recognised project management qualification, or equivalent experience	Desirable	Application and Interview
Experience of line management	Essential	Application and Interview
Knowledge of the health service, including primary care	Essential	Application and Interview
Knowledge of EMIS Web, and other primary care digital tools	Essential	Application and Interview
Knowledge of local and national NHS guidance and targets, e.g. QOF, IIF	Desirable	Application and Interview
Knowledge of and recent experience of current developments in the NHS	Essential	Application and Interview

KNOWLEDGE, EXPERIENCE AND SKILL		
Criteria	Requirement	Measurement/Testing Method
Proven analytical and numeracy skills	Essential	Application and Interview
Excellent oral and written communication skills, interpersonal skills and negotiating ability	Essential	Application and Interview
Able to work effectively within diverse groups and teams	Essential	Application and Interview
High standard of IT and Excel skills	Essential	Application
Clean driving license and access to a car*	Desirable	Application

PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES		
Criteria	Requirements	Measurement/Testing Method
Motivated by the provision of high-quality patient care	Essential	Interview
Ability to work independently and as part of a team	Essential	Interview
Motivated by a drive for improvement at all times	Essential	Interview
Positive attitude towards innovation and change. Adaptable and able to respond to a changing situation.	Essential	Interview

A strong sense of self awareness and how personal style affects the way colleagues react	Essential	Interview
Able to manage detailed plans and retain large volume of diverse information.	Essential	Interview

Signed on behalf of One Care:-.....

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 Printed Name

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 Date

Signed by employee:

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 Signature

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 Printed Name

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Date

PERSON SPECIFICATION

QUALIFICATIONS		
Criteria	Requirement	Measurement/Testing Method
Evidence of academic achievement that demonstrates excellent literacy and numeracy capability	Essential	Application and Interview
Educated to degree-level standard	Essential	Application and Interview
NHS Background in patient data	Essential	Application and Interview
Knowledge of information governance requirements	Essential	Application and Interview

KNOWLEDGE, EXPERIENCE AND SKILL		
Criteria	Requirement	Measurement/Testing Method
Experienced user of Tableau	Essential	Application and Interview
Microsoft SQL coding experience	Essential	Application and Interview
Experience using EMIS	Desirable	Application and Interview
Evidence of an understanding Primary Care/NHS IM&T solutions and architecture	Desirable	Application and Interview
Ability to communicate effectively to both technical and non-technical audiences	Essential	Application and Interview
Proficient user of Microsoft office products including Word (PowerPoint and Excel (ability to use spreadsheets, create forms, organise data)	Essential	Application and Interview
Knowledge of statistical methodologies and techniques	Desirable	Application and Interview
Experience of multi-disciplinary collaborative team working	Desirable	Application and Interview
Knowledge of Data Protection and Information Governance Regulations	Desirable	Application and Interview
Delivery focused with innovative approach, the ability to solve problems and implement action plans.	Desirable	Application and Interview
Excellent verbal and written communicators, tactful diplomats, problem solvers, thinkers and analysts - with the ability to engage with stakeholders to understand and respond to their needs	Desirable	Application and Interview

Ability to work under pressure and plan/prioritise workload	Essential	Application and Interview
Experience in the design, development and implementation of NHS projects	Essential	Application and Interview

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Signed on behalf of One Care:-.....

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Printed Name

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Date

Signed by employee:

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Signature

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Printed Name

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Date