



NHS

Royal Berkshire
NHS Foundation Trust



Compassionate | Aspirational | Resourceful | Excellent

Chief Digital Information Officer

Candidate information pack

July 2024

HH Hunter
Healthcare



Welcome

We are looking for an exceptional Chief Digital Information Officer (CDIO) to join us and help achieve our vision of working together to provide outstanding care for our community.

There has been a transformation in the way we develop and deliver care, and our CDIO will be pivotal in ensuring we effectively maximise the pace and scale of this healthcare revolution. We want to maintain momentum by accelerating our use of technology and nurturing the extraordinary talent of our people which has shone through the last couple of years. Our CDIO will navigate and exploit the potential of the digital landscape and ensure systems are delivered to optimise patient care. We now seek someone who shares our ambition.

You would lead the Digital, Data and Technology (DDaT) teams, providing the foundations to ensure that our vision, direction and clinical strategy is fully enabled by digital change and innovation. You will be responsible for supporting the Trust in delivering its strategy and, in particular, enabling the implementation of the Clinical Services Strategy. You will also establish and embed the Trust's new DDaT target operating model, driving the Trust's digital agenda, resulting in continuous overall improvement by 'Improving Together'.

None of this can be achieved in isolation – we work best when we work collaboratively, both outside the Trust with partners from other health and care organisations across our BOB ICS, and internally with our 6,500+ outstanding colleagues. Our new CDIO will work closely with system partners locally, enabling innovation and supporting delivery of system, regional and national objectives. Our new CDIO will be Compassionate, Resourceful, Aspirational and Excellent in the pursuit of digital transformation.

To learn more please contact our recruitment consultants Brendan Davies at Hunter Healthcare on bdavies@hunter-healthcare.com or phone: **07585 356985**

Thank you for your interest in joining us on the journey. I wish you every success in your application.

Dominic Hardy

Chief Operating Officer
Royal Berkshire NHS Foundation Trust

Who We Are

The Royal Berkshire NHS Foundation Trust is the main provider of hospital services for people from Reading and its surrounding towns and villages across Berkshire, Oxfordshire and Hampshire. We serve over 600,000 people within our catchment area and provide specialist services for a broader population.

We employ more than 7,000 staff from 89 different nationalities, and each year we are responsible for over £500m of NHS resources.

As a champion of integration between primary, community, social, mental health, secondary and tertiary health care services, we are committed to working with our partners in the NHS, local government and beyond. We are actively involved in research and development which supports our high-quality work and benefits both patients and staff. We offer great careers for doctors, nurses, midwives and other professions like health care assistants, housekeepers and administrative staff.

A YEAR AT RBFT:

4,876	births
128,226	ED attendances
33,197	ED patients admitted
525,000	face to face outpatient appointments
155,000	virtual outpatient appointments
43,000	non elective admissions
70,000	day admissions
39,000	day case admissions
12,000	other admissions
20,000	video consultations (patients rated them on average 4.4/5)
16,665	patients asked for appointment changes



Strategic Framework and Values

Our Vision

At the Royal Berkshire NHS Foundation Trust, our vision is: **'Working together to provide outstanding care for our community.'**

Our Framework

Our strategic framework is organised into five strategic objectives, each of which are supported by three goals and a range of enabling activities to drive our progress.

These will be underpinned by a set of metrics and targets derived by ongoing work in continuous quality improvement.

Together with our CARE values and supporting strategies, this framework will support us in delivering our strategy and in achieving our mission.

Our Values

Compassionate: All our relationships are based on empathy, respect, integrity and dignity. In every interaction and communication, we treat colleagues, patients and their families with care and understanding.

Aspirational: We strive to continuously improve, to be the very best that we can be – as individuals and as an organisation.

Resourceful: We live within our means. We respond to the challenges of today and tomorrow in effective, efficient, innovative and optimistic ways.

Excellent: We commit to excellence in everything that we do – placing patient safety and quality at our heart. We learn from mistakes, we do what we say we are going to do while holding ourselves and colleagues to the highest standards.



Our Strategic Priorities

To support the delivery of our vision we have identified five strategic priorities:

PROVIDE THE HIGHEST QUALITY CARE FOR ALL

Safety and quality for every patient is our top priority. We will continuously improve so that all our services are outstanding for every patient, every day.

- Enhance the patient experience
- Achieve optimal outcomes
- Minimise harm

INVEST IN OUR STAFF AND LIVE OUT OUR VALUES

We will recruit, support and develop our people to become the best and most inclusive place to work in the NHS.

- Recruit, retain and develop our people to their highest potential
- Foster an inclusive and supportive culture that connects all staff with our purpose and empowers them to live out our values every day
- Prepare our workforce for tomorrow

DELIVER IN PARTNERSHIP

We will work with partners locally and regionally to bring care closer to home, provide a seamless service for patients and support improvements in wellness and prevention.

- Promote wellbeing and prevention
- Drive the development of integrated pathways of care
- Improve access to care for all patients

CULTIVATE INNOVATION AND IMPROVEMENT

We will encourage the development and adoption of advancements in medical practice and technology to enhance outcomes and experiences for our patients and staff.

- Improve care through insights that inform clinical and operational decision-making
- Unlock new and better ways for our staff to deliver care and for our patients to co-manage their health
- Transform the user experience of digitally enabled care for both patients and staff

ACHIEVE LONG-TERM SUSTAINABILITY

Using resources efficiently and responsibly allows the Trust to invest in developing and improving services for patients, look after our environment and renew the infrastructure supporting our operations.

- Live within our means
- Minimise our impact on the environment
- Upgrade our infrastructure in line with our ambitions

The Opportunity

Job Title	Chief Digital Information Officer
Band:	VSM
Managerial Reporting Responsibility:	Chief Operating Officer
Professional Reporting Responsibility:	Chief Operating Officer

Job Purpose

Digital, Data & Technology (DDaT) services are pivotal to the ambitions for transformation and improvement at Royal Berkshire NHS Foundation Trust. Our new target operating model, and roadmap to delivering our key priorities supports the organisation and the ICS, enables innovation and supports delivery of local, regional and national strategy.

The Chief Digital Information Officer (CDIO) is the Trust's most senior advisor in navigating and exploiting the potential of digital landscape and ensuring systems are delivered to optimise patient care. The role extends beyond the Trust to encompass the wider health economy across a patient / client base of up to a million population ensuring optimal design of information architecture, solutions and systems to facilitate the best health outcomes for our patients.

The role will:

- Be responsible for assembly, compilation and management of revenue
- and capital budgets across all areas of Digital, Data & Technology (DDaT), over £20m and £10m respectively.
- Establish and embed the Trust's new DDaT target operating model, driving the Trust's digital agenda, resulting in continuous overall improvement through Improving Together.
- Lead the DDaT function, supporting the Trust to deliver its strategy and in particular enabling the implementation of the Clinical Services Strategy, working closely with the 3 Care Groups and others to achieve that.
- Work closely with system partners locally, enabling innovation and supporting delivery of local, regional and national strategy.

- Work with external agencies to align the Trust with ICS and National initiatives and maximise opportunities. The postholder will also gain the support of the Trust Board and other key stakeholders to achieve successful collaboration between DDaT and clinical and operational teams.
- Take a lead role in ensuring that the Board delivers on its collective responsibility for the digital agenda.

The CDIO will take a lead role in ensuring that the Trust develops as a more digitally-minded organisation, that can be characterised as follows:

- **Leadership:** DDaT is viewed at the board level with the same importance as finance or quality and is seen as a core enabler to the organisation's goals.
- **Approach to developing new services:** digital teams are inherently agile in their approach, testing with users and iterating solutions. They favour outcomes over outputs.
- **Finances:** digital organisations fund teams not technology, adopt blended funding models (combining revenue and capital) and factor in life cycle costs.
- **Operating model:** digital organisations are characterised by small pieces, loosely joined in a flat network, with professional skills united through communities of practice.
- **User centricity:** above all, digital organisations are user-centred, investing in deeply understanding user needs. They have the humility to never assume they have the right answer.

KEY RESPONSIBILITIES

- Be the lead Director responsible for Digital strategy and transformation.
- Ensure that the use of technology and digital systems supports the delivery of high-quality health services, improves patient experience, and drives efficiency and innovation.
- Work closely with stakeholders across the organization to develop and implement digital capability in support of delivering on the overall goals of the trust, and to ensure the secure and effective use of data and information.
- Lead the development and implementation of policy and the Trust Digital Strategy, ensuring the Trust is developing systems and solutions to achieve compliance with all national, regional and local system requirements.
- Represent the Trust as a key stakeholder within the Integrated Care System (ICS) in support of its strategies and plans, leveraging system and intra-organisational opportunities to locally deliver against the national agenda, resulting in better care for patients.
- Be constantly scanning for new technologies, innovations and capabilities that can be implemented at RBFT to improve the care of our patients and the experience of our staff.
- Be responsible for compiling business plans to deliver the strategy ensuring implementation, performance targets and strategic objectives are met.
- Lead a culture in line with trust values, embed the Trust's Improving Together continuous quality improvement methodology and have overall responsibility for the management, training and development of staff within the DDaT teams.
- Have overall responsibility for budgetary management, and be accountable for all DDaT related procurements, support and negotiation with suppliers of systems and services.
- Provide expert advice to the Board of Directors and the Trust leadership teams on all aspects of healthcare informatics and technology.
- Provide assurance to the executive and Board of Directors on Data quality, information governance, and cyber security and develop and implement appropriate action plans to address any issues.
- Ensure that the DDaT teams are connected to operational and clinical teams across the organisation and bring those teams together around shared outcome of improving services. This will also require collective board leadership and modelling.
- Be accountable for the deployment and management of digital technologies and digital health solutions.
- Oversee the development of new digital health services and solutions, and continuously improve existing ones.
- Engage with stakeholders across the Trust to ensure digital solutions are meeting their needs and improving patient outcomes.
- Ensure the secure and effective use of data and information, including data governance and privacy policies.
- Ensure the trust complies with all relevant legislation and regulations relating to digital health and information management.
- Manage and develop the Trust's DDaT department to deliver on the Trust's digital goals and initiatives.
- Remain informed of the latest (and likely future) developments in digital innovation within health and social care .

Managerial & Team Development

- Ensure that appropriate staff performance management systems are in place, including appraisal and development plans to facilitate succession planning and retain excellent staff.
- Foster a culture of 'customer service', responding effectively to the needs of the organisation and pro-actively seeking to add value through the exploitation of information.
- Drive a culture of continuous improvement looking for ways to improve consistency and align more closely to business direction and priorities.
- Use all available resources to develop individual team skills to support wider solution implementation and grow team capability.
- Ensure that all developments adhere to and promotes legal and ethical responsibilities i.e. GDPR, Health & Safety, Clinical guidelines, Care Records Guarantee and local policies (including System Access and Security, Use of Smartcards)
- Provide effective leadership to empower the teams and ensure the service provided is modern, effective and well equipped.
- Encourage strong and mutually beneficial relationship between the Trust and software suppliers.
- Identify opportunity for improvements across teams, across DDaT teams and the Trust as whole.
- Ensure constructive inter-team working to provide outstanding Digital service to the Trust.
- Share knowledge and information within the DDaT Senior Management Team to create a deep pool of knowledge.
- This job description is not exhaustive and will be subject to periodic review in association with the post-holder.

Policies and Procedures

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. The Job holder may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

Equality of Opportunity and Diversity

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination or is disadvantaged by any conditions or requirements which cannot be justified.

Confidentiality

The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms, must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

Information Security

The Job holder is expected to safeguard the confidentiality, integrity and availability of data, and ensure that Trust policies and statutory regulations are followed.

Fire

The post holder is required to comply with agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

Smoking

The Royal Berkshire NHS Foundation Trust has a Smoke Free policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

Safeguarding Children and Adults

The Royal Berkshire NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by:

- Attending mandatory training on Safeguarding children and adults.
- Being familiar with the individual and Trust requirements under relevant legislation.
- Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.
- Reporting any concerns to the appropriate manager or authority.

Health and Safety Statement

The Trust has designated the prevention and control of Health & Safety as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- Provide leadership on Health & Safety risk issues across the organisation.
- Be aware of and follow all Trust Health & Safety guidelines and procedures relevant to their work.
- Participate in mandatory training updates.
- Challenge colleagues who are not complying with Trust Health & Safety procedures and report to line manager.
- Ensure Health & Safety prevention and control measures that are robust and evidence based are embedded in their working practice.
- Understand local Health & Safety data and ensure relevant prevention control policies are adhered to.

Infection Control Responsibilities

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/uniform code and for clinical staff, aseptic technique.
- Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- Participate in annual mandatory training updates.
- Challenge colleagues who are not complying with Trust Infection Control guides and procedures and report to line manager.
- Ensure infection prevention and control measures that are robust and evidence based are embedded in care delivery.
- Understand local HCAI (healthcare associated infection) data and ensure relevant Infection Prevention Control policies are adhered to and aseptic technique followed correctly.

Person Specification

EDUCATION, QUALIFICATIONS & TRAINING

Essential

- Masters degree in a relevant discipline with significant experience in a senior managerial and leadership role, including IM&T services development, informatic provision in a health environment, and leadership of diverse teams delivering enterprise-wide functions
- Significant evidence of continuing professional development
- Significant knowledge of current NHS national and regional health policy in relation to the digital agenda

Desirable

- Managing Successful Programmes or similar programme management qualification

EXPERIENCE

- Evidence of having held one or more roles in an executive board level position or equivalent experience
- Track record of digital transformation
- Demonstrates significant digital service knowledge and extensive experience acquired through training and experience at a senior level
- Proven practical experience with implementation of EPR/EHR solutions.
- Commercial experience with different IT delivery models
- Demonstrable success in managing complex large technology/software programmes with budgets of >£20m affecting 5000+ staff
- Experience of developing and implementing strategy within a large organisation
- Board level experience of leading and delivering complex change and strategy development
- Board level experience of implementing a Digital Strategy
- Extensive experience of implementing and delivering benefits realisation
- Significant experience of assurance and compliance regime management in regulated environments
- Working with and influencing national/professional bodies.
- System working across an ICS at senior level

SKILLS, KNOWLEDGE & ABILITIES

- Leadership, vision, strategic thinking and planning with highly developed political skills.
- Experience of managing and prioritising budgets of multiple millions of pounds.
- Experience of leading and delivering complex digital projects.
- Strong communication skills.
- Excellent leadership and motivating skills, including experience of motivating and inspiring.
- Ability to build trusted stakeholder relationships and wide support networks.
- Ability to analyse highly complex issues objectively.
- Excellent technology knowledge of systems and applications in healthcare
- Knowledge of artificial intelligence and automation
- Detailed knowledge of programme methodologies
- Specialist knowledge of digital risks and issues within large NHS Trusts
- Excellent interpersonal and communication skills
- Courteous and professional
- Flexible working with the demands of the role across the Trust and Integrated Care System
- Ability to establish and maintain good working relationships with external and internal stakeholders

OTHER

- Demonstrates the Trust values
- Highly advanced interpersonal skills, with the ability to identify & overcome resistance to change.
- Highly developed negotiation & conflict management skills.
- Highly collaborative with strong & inspirational senior leadership capability.
- Ability to work in high pressure situations and balance competing priorities
- Highly motivated and reliable.
- Has a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairness.
- Results and output orientated.
- Willingness to work to a flexible working pattern when necessary

How to Apply

The closing date for applications is **TBC**. Applications should be made by submitting a full and updated CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application, please include:

- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone number
- A completed **Equal Opportunities Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Brendan Davies at our recruitment partners, Hunter Healthcare by email: **bdavies@hunter-healthcare.com** or phone: **07585 356985**

KEY DATES:

EVENT	DATE
Application closing date	TBC
Shortlisting	TBC
Stakeholder events & interviews	TBC





NHS

Royal Berkshire
NHS Foundation Trust



Compassionate | Aspirational | Resourceful | Excellent



Floor 2, Berkshire House
168-173 High Holborn, London WC1V 7AA

T: 020 7935 4570
E: enquiries@hunter-healthcare.com