

the **Best Care**  
**for Everyone**  
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# Director of Digital Operations (Chief Technology Officer)

Candidate Information Pack

May 2025

# Welcome

## **Thank you for your interest in our Director of Digital Operations (Chief Technology Officer) opportunity here at Gloucestershire Hospitals NHS Foundation Trust.**

We have had a challenging few years, most notably with operational and financial pressures and the impact of these on our workforce. But we also have a lot to be very proud of: we have the best elective recovery across south west England, and have invested over £100+ million on new buildings, refurbishments and equipment to help us realise our vision to be a centre for excellence.

We have invested considerably in digital over the last five years and have seen a significant step-change in digital maturity as a result. We also have a clear commitment to building upon the recent constructive improvements in our staff survey results and ultimately to provide a caring and supportive environment for all.

We have a future ahead that is full of potential, and we believe digital is a cornerstone of that journey. There has been a monumental shift in the way we deliver our services, with technology playing an increasingly pivotal role, and we want to ensure we build on the transformation we have seen digitally over the last few years so that we offer the best digital experience for our staff and patients.

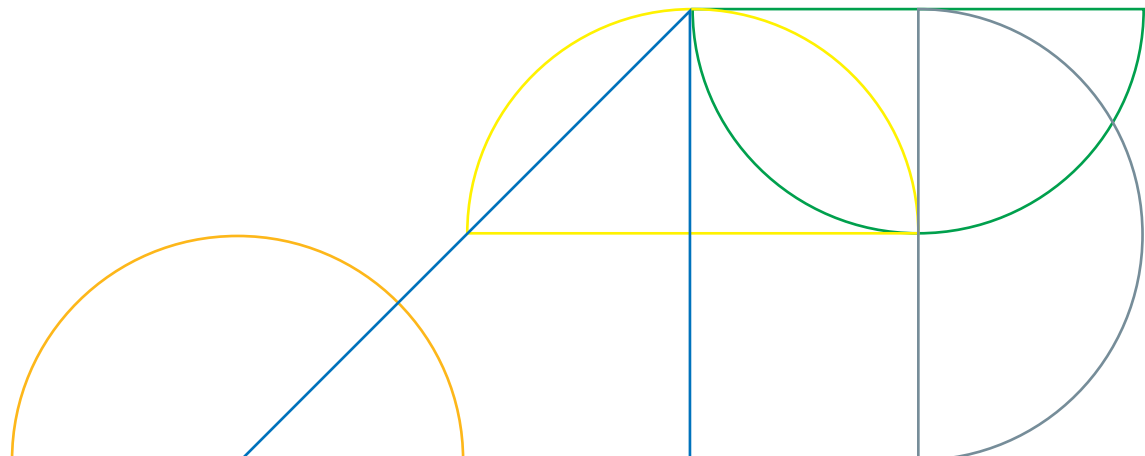
None of this can be achieved in isolation – we work best when we work collaboratively, both outside the Trust with partners from other health and care organisations across our ICS, and internally with our 9,000+ colleagues. How you lead the team and bring them along with you on the journey will be equally important to us, and new colleagues will need to demonstrate a clear commitment to our values and our purpose.

We are looking for an ambitious, innovative and compassionate leader who can bring diversity of thought and experience to our lively organisation. You will empower colleagues to deliver to the best of their abilities and hold others accountable in our pursuit to be an inclusive, high-performing organisation.

If this sounds like you and you would like to learn more, please contact Brendan Davies at our recruitment partners, Hunter Healthcare, on [bdavies@hunter-healthcare.com](mailto:bdavies@hunter-healthcare.com) or 07585356985.

Thank you for your interest,

**Lee Pester**  
Executive Chief Digital  
Information Officer  
NHS Foundation Trust





# About Gloucestershire

**Gloucestershire is a county bursting with beauty, from enchanting hamlets and picturesque towns to stunning landscapes, ancient forests, two iconic rivers, and three Areas of Outstanding Natural Beauty.**

With its diverse range of vibrant restaurants, independent shops, culture festivals, theatres, museums, pubs and trendy bars, it attracts tourists from across the world. There is ample opportunity for leisurely walks, hikes, and cycling amid stunning landscapes.

Cheltenham Racecourse is a renowned venue for horse racing and hosts some of the most prestigious events. Rich in history, the region boasts historic landmarks like Gloucester Cathedral, Tewkesbury Abbey, and Berkeley Castle.

Gloucestershire is also home to beautiful gardens and historic forest land, such as the Rococo Westonbirt Arboretum and the Forest of Dean, perfect for leisurely walks and adventures.





# About Us

**Gloucestershire Hospitals NHS Foundation Trust is the second largest employer in the county, and we are one of the largest NHS trusts in the UK.**

We were formed in 2004 from Gloucestershire Hospitals NHS Trust, which was established following a reconfiguration of health services in Gloucestershire. We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital (CGH) and Gloucestershire Royal Hospital (GRH). Maternity Services are also provided at Stroud Maternity Hospital.

Outpatient clinics and some surgery services are provided by Trust staff from community hospitals throughout Gloucestershire. We also provide services at the satellite oncology centre in Hereford County hospital.

Gloucestershire Hospitals NHS Foundation Trust employs over 9,000 colleagues, representing more than 95 nationalities, bringing together a mix of cultures and experiences to the care that we deliver. The Trust continues to work closely with partners and local communities to improve health and well-being and to ensure access to services.

Like many parts of the country, Gloucestershire's local population continues to change and faces a wide range of health challenges, many of which have been made worse by the cost-of-living crisis. Through our partnership approach, we continue to work with local people in shaping health services.



## Our Services

**9,000+**  
workforce

**6,000**  
births a year

**31,025**  
planned operations  
on average a year

Over  
**898**  
beds

We provide care for  
**650,000**  
people in the county

We have  
**32**  
theatres

**£736m**  
turnover



# Our Vision, Values and Purpose

## Our Vision

### Best Care For Everyone

Achieving 'best' means it becomes the new norm, so needs continuously redefining to set ourselves new challenges. It is also inclusive as we not only care for our patients but also for their families and carers, and each other.

## Our Purpose

**To improve the health, well-being and experience of the people we serve by delivering outstanding care every day.**

## Our Strategy

We are in the process of developing a new strategy and we expect our CTO to contribute to its formulation and implementation. This is a fantastic opportunity to play a key role in our journey over the next few years.

## Our Values

### Caring, Listening, Excelling

Our values are the foundation of our purpose and vision. They are not the 'what' of our work, but the 'how', and are the words we want our patients and staff to use to describe their experience with us.

Our engagement programme told us we need to simplify our values so that they are easier to understand, adopt and recognise day-to-day. Our three core values are:

- **Caring** – we care for our patients and colleagues by showing respect and compassion
- **Listening** – we actively listen to better meet the needs of our patients and colleagues
- **Excelling** – we strive to excel through learning, and we expect our colleagues to do and be the best they can

We will recognise where colleagues deliver care to the standard we expect and hold each other to account when this does not happen. The standard we see and walk past is the standard we set.

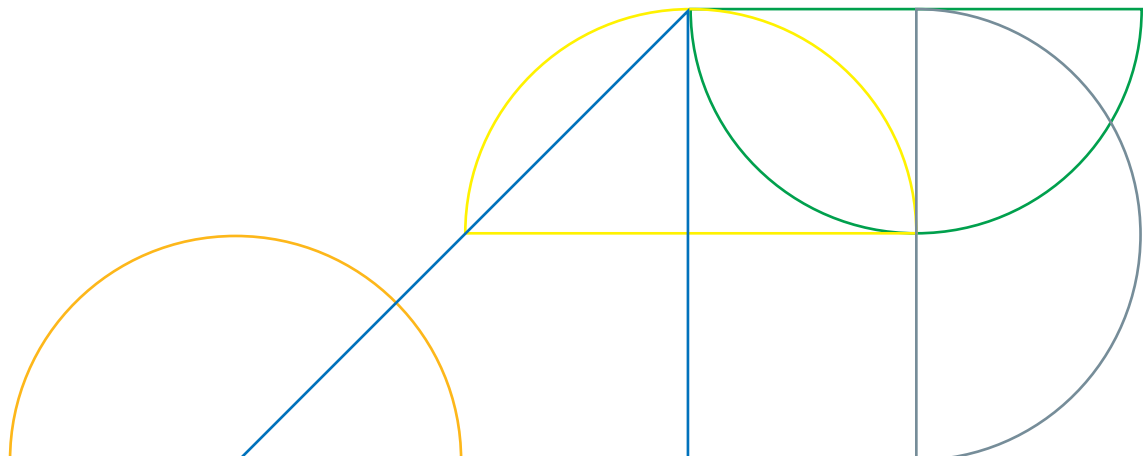
**care**



**listen**



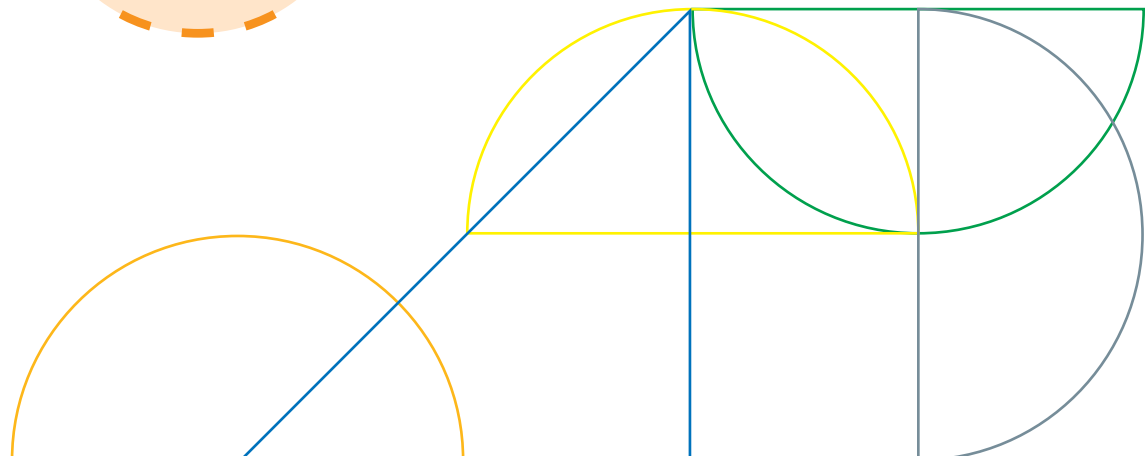
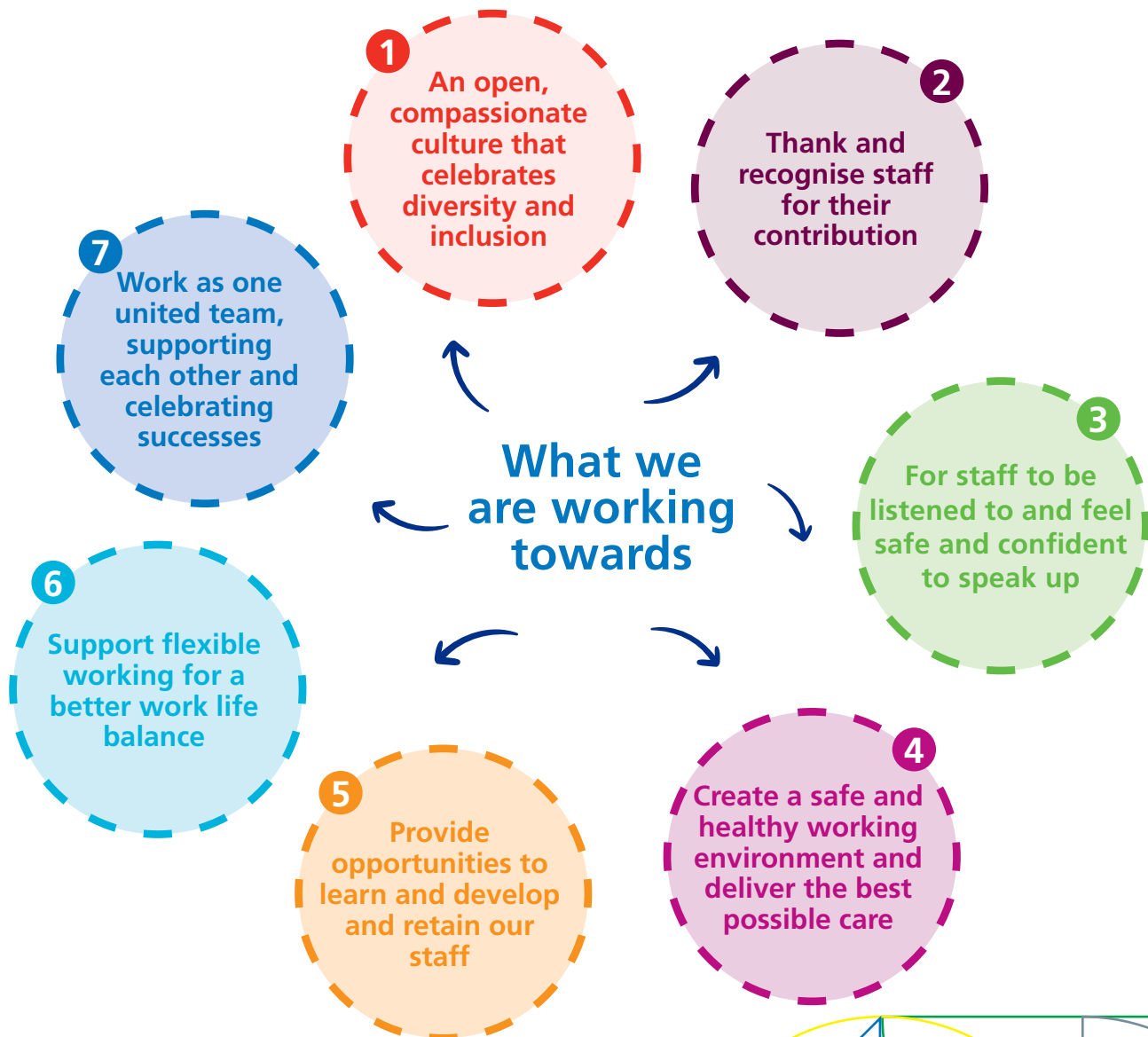
**excel**



# Our Culture

The development of a staff experience improvement programme has helped us create priorities around teamwork and leadership, anti-discrimination and building a safe speaking up culture.

We want to develop and maintain a culture where everyone feels valued, and where the majority of staff would recommend our hospitals as a place to work.





# Our People

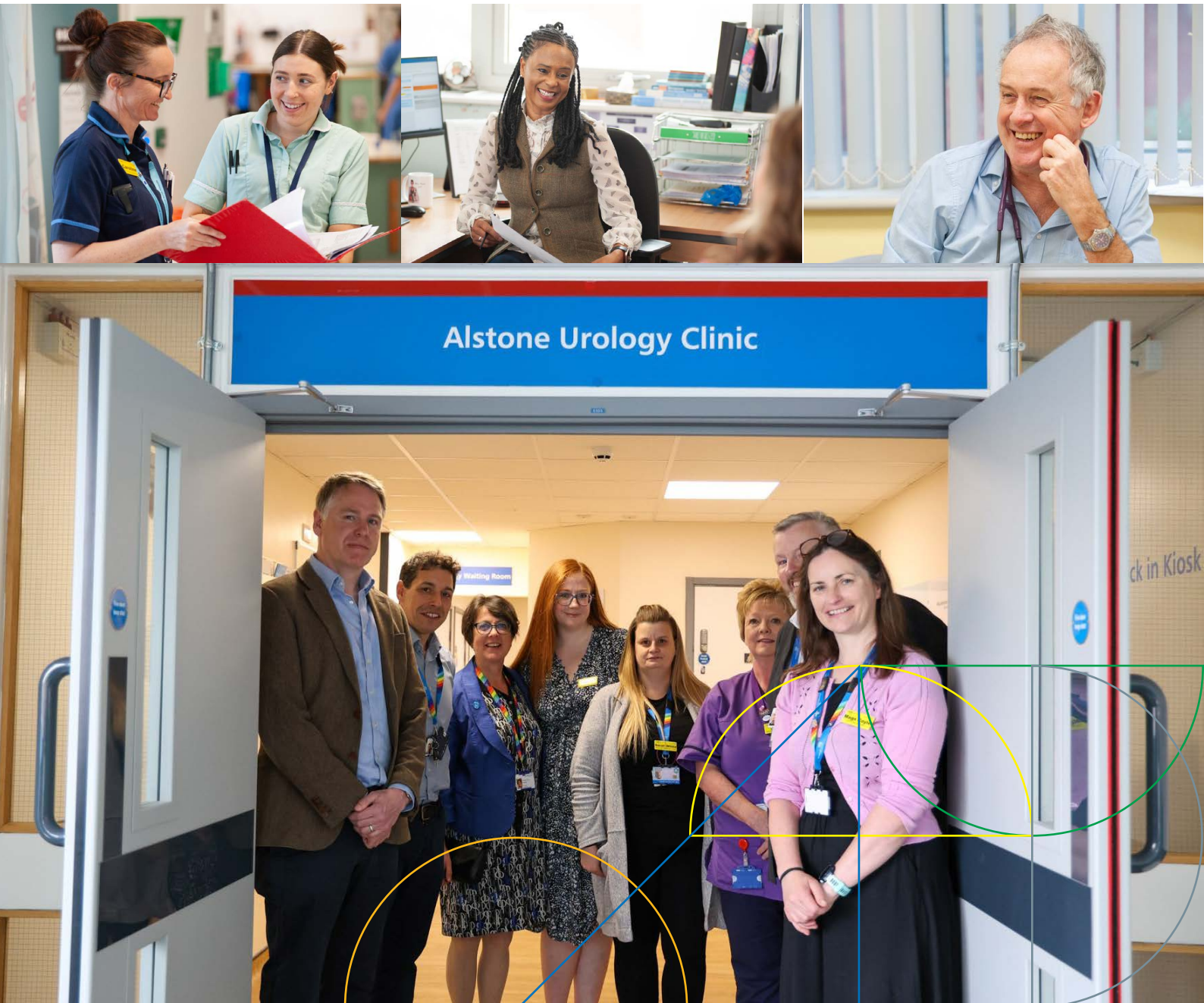
**Although our CQC rating suggests areas for improvement, our hospitals are recognised for providing high-quality services and we are leaders in specialisms such as oncology, ophthalmology, critical care, research, maternity and paediatrics.**

Our Trust is built on the dedication and hard work of our staff and we are very proud of our workforce. We offer a huge range of opportunities and benefits in a genuinely supportive working environment.

We recognise that our employees are our most valuable asset. We want everyone who works for our hospitals to feel good about the care they provide, the work they do and their place of work.

We're committed to delivering the investment in time and training needed to support each of our employees to become the very best they can be.

We provide a range of high-quality education, training and development for healthcare professionals and non-clinical staff with the specific aim of improving patient care.





# Equality, Diversity and Inclusion

## Community Outreach

In 2023, the team were shortlisted for the NHS Race Equality Award, one of the Health Service Journal's awards, because of their work in tackling health inequalities within ethnic communities and in promoting equality and inclusion.

Within the first 12 months, almost 17,000 people were engaged by the community outreach team, including health and well-being checks, signposting services, providing information in a range of languages, identifying barriers to accessing care and helping to reduce the number of people needed to access emergency services.

**HSJ** AWARDS  
2023

## Our Inclusion Network

Our colleagues are our greatest asset. The care and support you receive are directly reflected in the quality of care for our patients. The Trust has an Inclusion Network which is designed to provide support and a platform for all colleagues who identify as having a protected characteristic, as well as allies and those who support our commitment to equality, diversity and inclusion.

This network encompasses sub-networks such as the Ethnic Minority Network, LGBTQ+ Network, and Disability Network (which includes physical and mental long-term disabilities, health conditions, and neurodiversity). Our networks serve as active voices, advocating for those across the organisation and offers a safe, confidential space for discussion and connection with other valued staff members, as well as access to resources, events, and educational opportunities.



# Our Digital Strategy

**Our digital strategy (2019-2024) has just come to an end and this role will shape and lead the digital future for the organisation.**

The post holder will be instrumental in creating the next Digital Strategy aligned to the new organisational strategy, and that of One Gloucestershire.

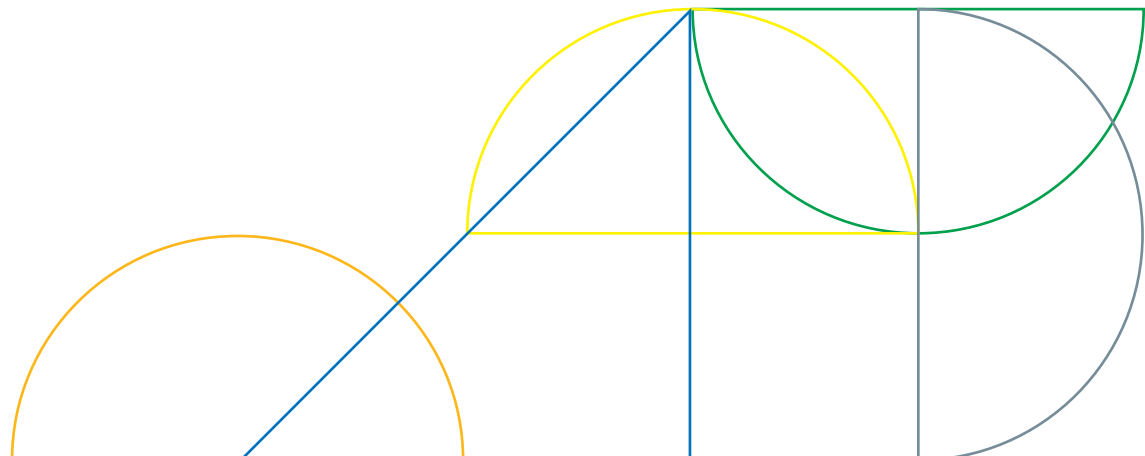
The last five years has seen a step-change in digital maturity at GHT with the implementation of an Electronic Patient Record (Sunrise), a sophisticated Business Intelligence platform and the introduction of many other new technologies.

But there is much more to do and the future is exciting. Looking forwards we want to make sure we capitalise on the foundations we have put in place ensuring we become a data driven organisation which aligns our digital and intelligence programmes to our Trust and regional priorities and the evidenced delivery of benefits.

We want to make sure we maximise our past and future investments, harness the use of new technologies including artificial intelligence, robotic process automation and data-driven decision-making. Most of all we want to provide the best possible experience for our staff and patients and that we deliver the digital agenda in such a way that it ensures we deliver safe, equitable and enriching services.

Our Digital Strategy will be built around three key programmes:

- **Digital Landscape** – We will provide infrastructure and hardware necessary to provide digital solutions that improve patient care and readily available skilled support staff. We will continue to optimise TrakCare and our Electronic Patient Record (Sunrise).
- **Digital Intelligence** – We will provide an insight-driven culture which embeds analysis, data and intelligence to enhance decision making, outcomes and quality improvement. We will report consistently and proactively as needed by operational teams and external stakeholders.
- **Digital Workforce** – We will develop our digital literacy skills to ensure confidence and competence in using technology tools. We want to become an employer of choice for people with Digital and IT skills. We will continue our in-house development programme within our Business Intelligence service to provide local training in an effort both to 'grow our own' experts, and provide staff with development opportunities that aid retention and ensure we have a consistent and effective approach to digital workforce planning.





# The Opportunity

<b>Job Title:</b>	Director of Digital Operations (Chief Technology Officer)
<b>Division:</b>	Corporate
<b>Department:</b>	Digital
<b>Responsible to:</b>	Chief Digital Information Officer
<b>Accountable to:</b>	Chief Digital Information Officer
<b>Band:</b>	9
<b>Location:</b>	Cross-site
<b>NB:</b>	This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but is a good guide for information to the job. It will be periodically reviewed in the light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

## Overview

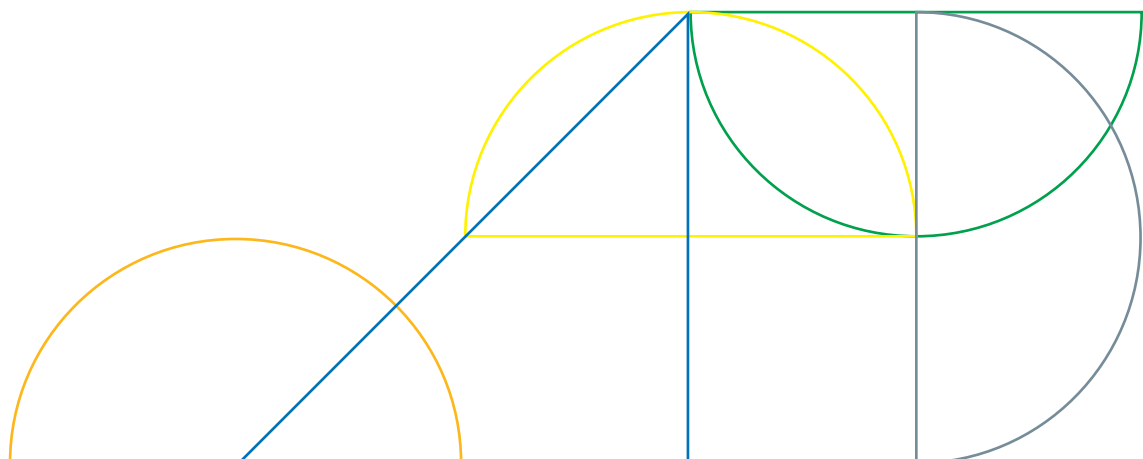
Working alongside the Chief Digital Information Officer (CDIO) the Director of Digital Operations (Chief Technology Officer) (CTO) will be responsible for supporting the development and delivery of an ambitious digital transformation programme.

The CTO will be responsible for the Clinical Systems, Diagnostic Systems, Applications, Integration, Health Records, Development and System Architecture Teams as well as Countywide IT Services (CITS).

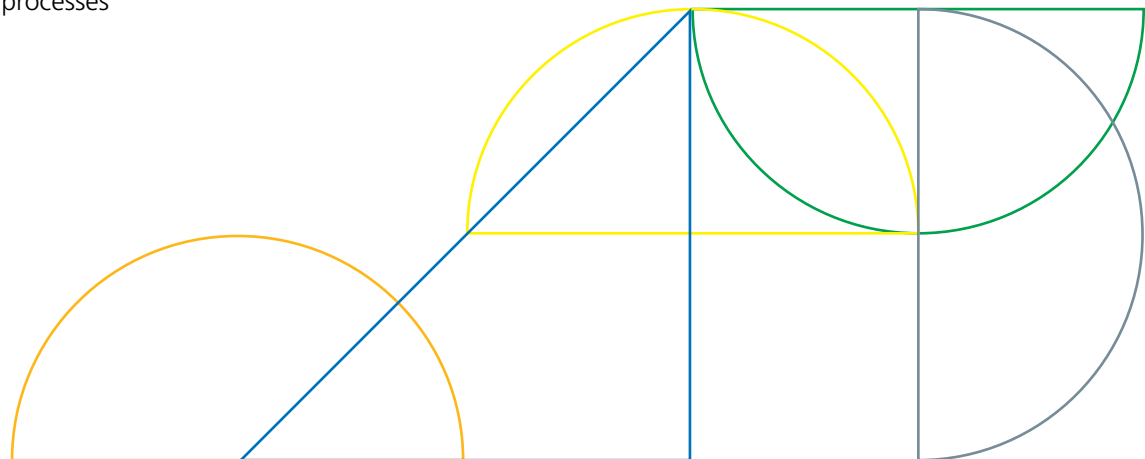
The post holder will support the CDIO in leading the provision of an efficient, effective and high quality professional and well-co-ordinated digital service capable of meeting all statutory, regulatory and NHS requirements ensuring alignment with the activity of the organisation.

## Job purpose

- To provide visible leadership to the digital and information teams, and ensuring teams within CTO remit deliver on strategic, operational and regulatory objectives
- To lead on the development of strategic planning and provision of a high-quality IT support services serving colleagues and customers around Gloucestershire – consistent with the overall digital strategy and provide management of the teams within the Applications & Clinical Systems portfolio
- Lead strategically and operationally on all aspects of the Trust technical, system, integration and application architecture ensuring safe, resilience and highly performing environments
- Develop and deliver the technical strategy for the Trust including enterprise architecture, systems and security architecture, integration, cyber-security posture, systems development and diagnostic, clinical and corporate systems



- Manage revenue and capital budgets for all teams including the County-wide IT Service (CITS) ensuring delivery against financial plan, delivery of Cost Improvement Plans, and evidenced value-for money services
- Work with national bodies e.g. NHSE on policy, programmes and best practice
- Develop, in conjunction with the CDIO long term digital strategies
- Effectively manage key stakeholders and external relationships
- Provide effective leadership and direction, engaging and managing stakeholders to deliver high profile change
- Oversee the design, implementation, testing, maintenance and future development of complex and robust applications, relational databases, reporting systems and the provision of technical support for Trust applications
- Provide specialist technical advice to the Trust to enable effective application development and integration through highly complex analysis, interpretation, design, testing and maintenance practices
- Be a subject-matter expert in the practical application of advanced technology and technological solutions
- Support the transformation programme and ultimately delivering significant improvements to patient safety, quality, and experience
- Lead Technical Projects from initialisation of scheme/project and option appraisal through to successful implementation and sign off
- Initiate proposals and prepare plans, where required, to bring about change that ensures that Technical Projects, Integration and Development Services continue to pro-actively support Trust
- Ensure that there is sufficient capacity within the team, and understand the impact on business as usual operational work with the implementation of new systems and processes
- Ensure all new technology and releases of software are reviewed and assessed to ensure compatibility and operability with existing technology and software
- Ensure all unplanned downtime is reviewed and analysed and a fully documented root cause analysis is completed
- Work with the operational divisions to analyse and deliver highly complex solutions, leading them through the process
- Liaise with all departments to identify further opportunities for technical integration and development for the benefit of the services and clinical patient care
- Working with the IT & Cyber Teams to ensure that all components used within the department are secure, and following trust standards
- To develop a team structure and underlying processes which will ensure that the deliverables within the Trust strategy and vision are achieved
- To be an effective member of the digital leadership team
- Report progress to all key stakeholders, escalating issues, risks and programme decisions
- Establish and maintain professional and effective relationships and contract governance with third party providers
- Ensure effective management of resources and funds to deliver within the agreed financial envelope
- Contribute to the overall successful performance of the Trust
- Oversee the management of the Health Records function
- Responsible for service compliance such as effective risk management, data security protection toolkit compliance, and emergency planning / effective business continuity processes





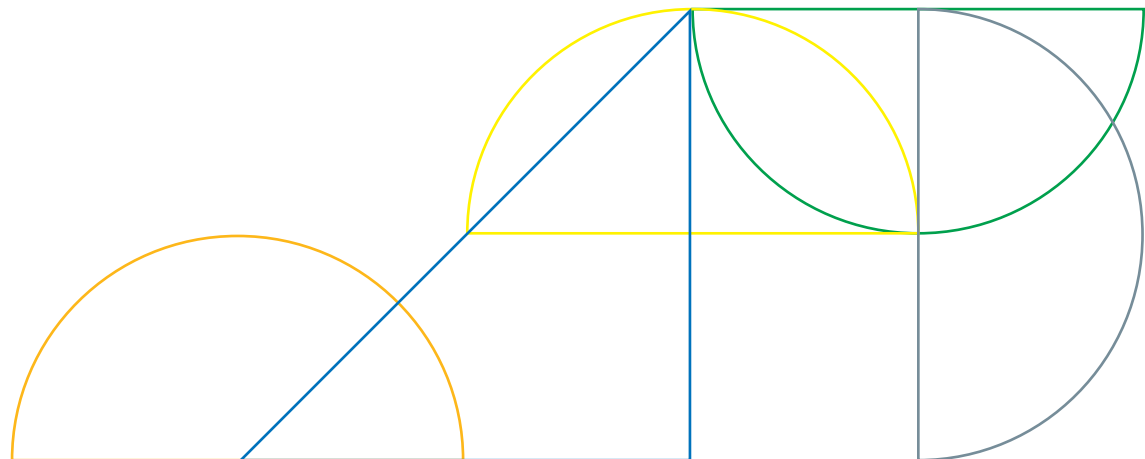
## Management of Others

- Responsible as a line manager for multiple departments within the digital directorate. Overseeing the planning, allocation and direct workload of the Department Heads to achieve internal/external deadlines, outcomes, agreed work plan and strategic direction. The postholder through effective leadership will ensure team members understand the key objectives and outputs for their areas of work and individual role, and are adequately trained and supported to deliver key outputs
- Responsible for direct Departmental staffing currently around 130 WTE and budgets of approximately £15mil Strategic and operational lead for CITS, Clinical Systems and Diagnostics
- Support the CDIO in the line management of the Division

## Main Responsibilities

### General

- To partake and own the Trust/Digital on call rota, ensuring key relationships with the operational and clinical teams and support Operational performance
- Working within the overall strategic objectives, devise, implement and monitor the strategy and annual plan
- Evaluate, interpret and locally implement best practice and new digital health innovations
- Report progress against the digital strategy through personal representation at senior management forums and by written reports to appropriate boards and groups of staff
- Present complex information on all aspects of function practice in a clear, understandable and audience-appropriate manner to senior management and board level groups
- Challenge ways of working and persuade, motivate and influence other senior managers to realign their practice where necessary
- Manage third party suppliers ensuring the service which is delivered is in line with contractual agreements and meets the requirements of the organisation
- Personally lead, support and contribute to formal negotiations with senior level staff from external stakeholders, providing a high level of negotiating expertise to secure the most advantageous arrangements
- Work closely with the CDIO to advise on innovative opportunities and support all departments in their strategies and programmes to maximise service benefits
- Ensure the securing of value for money, giving due consideration to all relevant factors including risk, quality and other factors
- Represent the department on matters pertaining to service reconfiguration and technical innovation as required
- Deputise for the CDIO as required



## Financial and Physical Resources

- The post holder will have operational budgetary responsibility for the services provided within the post holders areas of responsibility. This will include evaluating the value for money of new contracts, monitoring the performance of existing providers and ensuring that provider performance aligns, and complies, with contractual terms and conditions
- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of this responsibility
- Constantly strive for value for money and greater efficiency in the use of these budgets and to ensure that they operate in recurrent financial balance year on year

## General conditions

### Confidentiality

In the course of your employment, you may have access to, see or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

## Terms and Conditions of Service

The principle terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers website.

### Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

### Data Quality

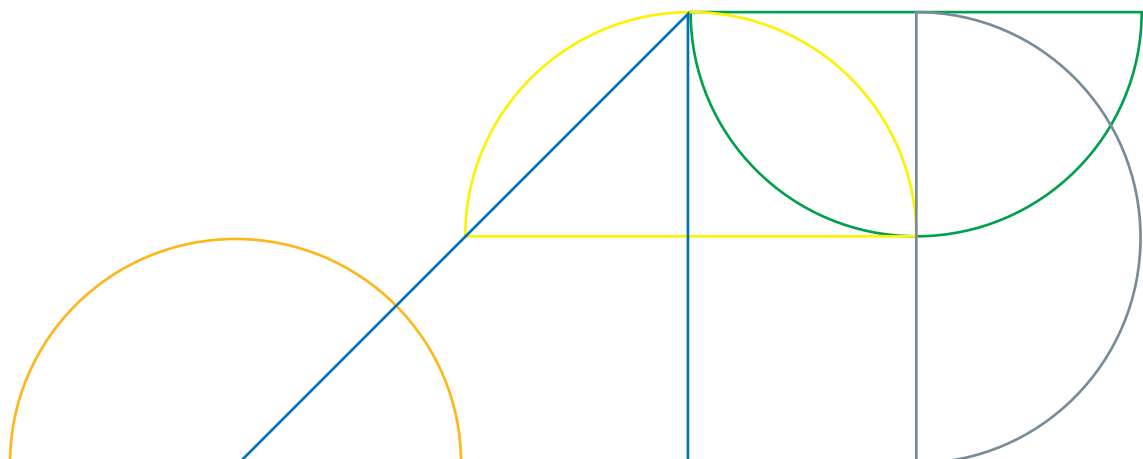
As part of your employment you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. It is particularly important that patients' demographic details are kept up to date. Problems should be reported to your Manager.

### No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

### Job Share

As part of its commitment to Equal Opportunities in employment, Gloucestershire Hospitals NHS Foundation Trust has a policy on Job Sharing. Under this policy all posts, unless exempted, are open to Job Share.





# Person specification:

AM = Assessment Method: I = Interview; A = Application

AM

Qualifications	
<ul style="list-style-type: none"> <li>Educated to Masters level and equivalent experience of working at a senior operational level in relevant specialist area</li> </ul>	A/I
Knowledge, Skills, Abilities	
<ul style="list-style-type: none"> <li>Outstanding leader who can build successful teams and has influential relationships.</li> </ul>	A
<ul style="list-style-type: none"> <li>Experience of employing recognised improvement methodologies</li> </ul>	I
<ul style="list-style-type: none"> <li>Experience of staff management and staff development at a senior level</li> </ul>	I
<ul style="list-style-type: none"> <li>Strategic and operational experience of major programmes and projects.</li> </ul>	I
<ul style="list-style-type: none"> <li>Extensive experience at working at a senior level in a complex environment.</li> </ul>	I
<ul style="list-style-type: none"> <li>Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments.</li> </ul>	A
<ul style="list-style-type: none"> <li>Extensive analytical experience, including significant experience of leading teams to build complex analytical model</li> </ul>	A
<ul style="list-style-type: none"> <li>Extensive experience of business case assessment</li> </ul>	A
Qualities	
<ul style="list-style-type: none"> <li>Recognised credible leader who can form and manage high performance, output driven teams</li> </ul>	I
<ul style="list-style-type: none"> <li>Strong team player – able to shape a team to deliver high performance and engagement.</li> </ul>	A/I
<ul style="list-style-type: none"> <li>Relationship builder in a complex environment – comfortable building strong relationships at all levels internally and externally and being able to influence in complex stakeholder environments</li> </ul>	A/I
<ul style="list-style-type: none"> <li>Excellent communicator – on platforms, in teams and in writing. Ability to develop, use, analyse and interpret data</li> </ul>	I
<ul style="list-style-type: none"> <li>Resilient and tenacious in a fast paced and challenging environment</li> </ul>	I
<ul style="list-style-type: none"> <li>Ability to deal with challenging situations in a formal setting</li> </ul>	I
<ul style="list-style-type: none"> <li>Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required</li> </ul>	I
<ul style="list-style-type: none"> <li>Ability to analyse highly complex issues where material is conflicting and drawn from multiple sources (verbal, written and numerical).</li> </ul>	I
<ul style="list-style-type: none"> <li>Demonstrable ability to act upon incomplete information, using experience gained to make inferences and decision making</li> </ul>	I
<ul style="list-style-type: none"> <li>Demonstrable leadership, vision, strategic thinking and planning with highly developed political skills</li> </ul>	I
<ul style="list-style-type: none"> <li>Demonstrable ability to plan over short, medium and long -term timeframes and adjust plans and resource requirements accordingly</li> </ul>	I
<ul style="list-style-type: none"> <li>Demonstrable ability to work effectively between strategic and operational activities where required</li> </ul>	I
<ul style="list-style-type: none"> <li>Demonstrable ability to manage own and team workload and make informed decisions in the absence of required information, working to tight and often changing timescales</li> </ul>	I
<ul style="list-style-type: none"> <li>Ability to make decisions autonomously, when required, on difficult issues</li> </ul>	I

# How to apply

The closing date for applications is **15 June 2025**.

Applications should be made by submitting a full and up to date CV, with a covering letter of no more than two sides of A4.

Along with your application, please include:

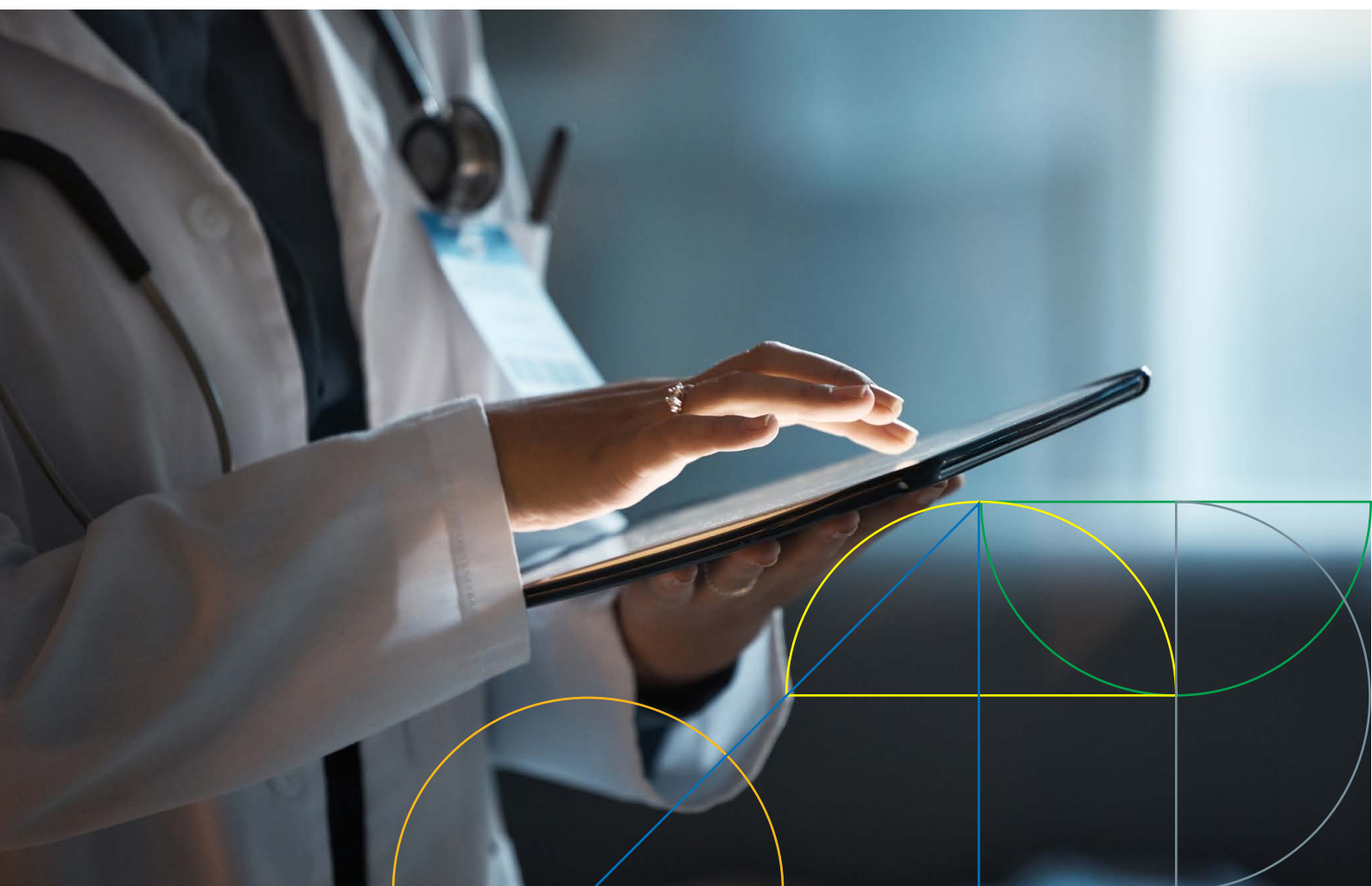
- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone no.
- A completed **Equal Opportunities Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: [apply@hunter-healthcare.com](mailto: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, on [bdavies@hunter-healthcare.com](mailto:bdavies@hunter-healthcare.com) or 07585356985

## KEY DATES:

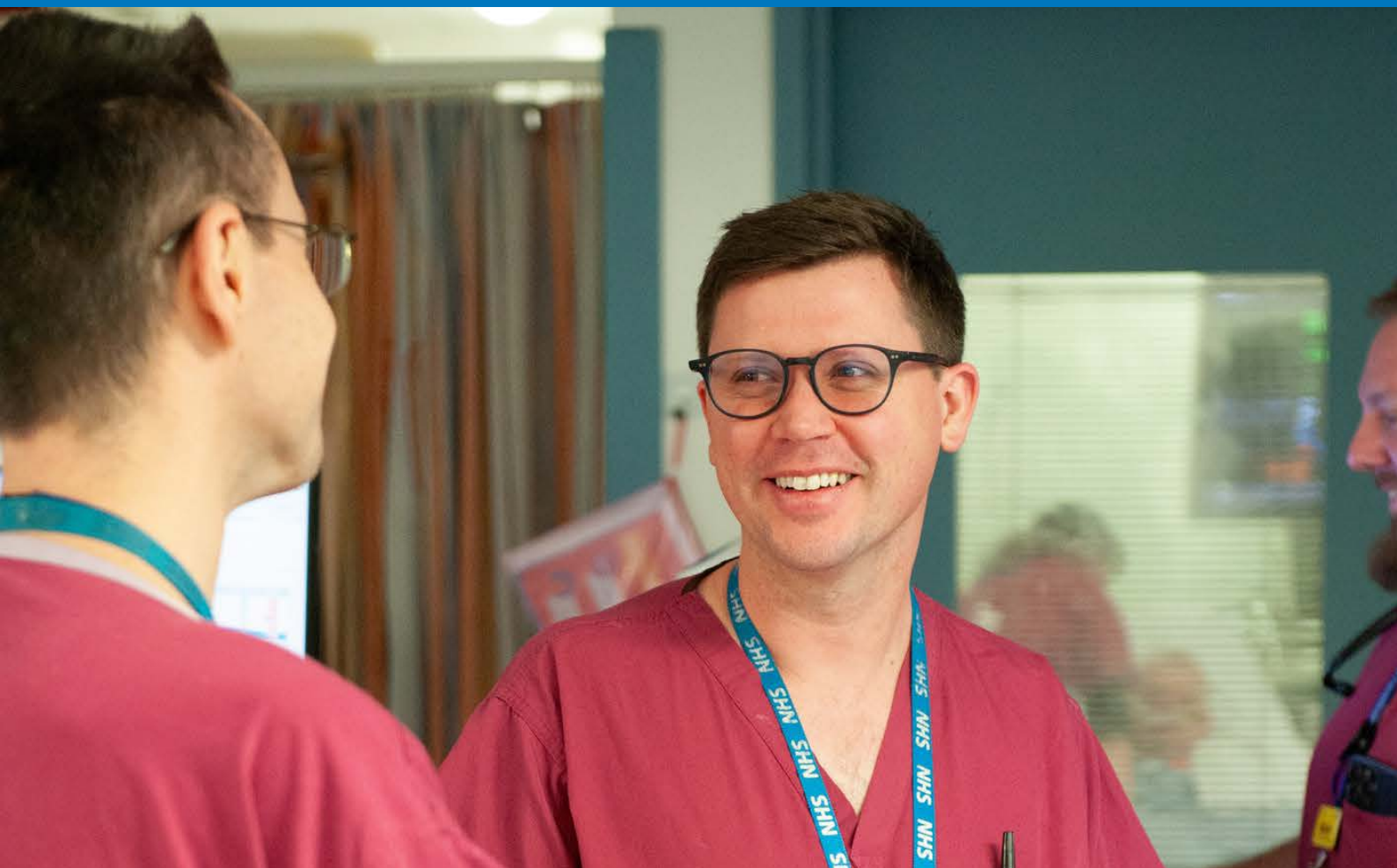
EVENT	DATE
Application closing date	15 June 2025
Shortlisting	17 June 2025
Selection events	27 June 2025





# Gloucestershire Hospitals

NHS Foundation Trust



the **Best Care**  
**for Everyone**  
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