

## Job Description

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|------------------------|--------------------------------------------------------|
| <b>Role Title:</b>     | <b>Interim Chief Digital &amp; Data Officer (CDDO)</b> |
| <b>Band:</b>           | <b>VSM</b>                                             |
| <b>Contract:</b>       | <b>12 months (Maternity Leave Cover)</b>               |
| <b>Responsible to:</b> | <b>Chief Executive Officer</b>                         |
| <b>Accountable to:</b> | <b>Chief Executive Officer</b>                         |
| <b>Location:</b>       | <b>University Hospital, Coventry</b>                   |
| <b>Hours:</b>          | <b>37.5 hrs per week</b>                               |

### Key Working Relationships:

Chief Executive Officer, Chief Officers, Trust Chair, Non-Executive Board Members, Corporate Directors, Group Directors, Heads of Service, ICB Partners, Regional and National Partners, External Service and Contractor Providers.

### Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a 'national and international leader in healthcare, rooted in our communities'. Our Organisational Strategy '*More than a Hospital*' (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



### Improvement & Innovation

As part of our commitment to patients and delivery of a world class service for all, we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this.

### Net Zero and Sustainability

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

## Job Summary

The Chief Digital & Data Officer (CDDO) is a significant leadership position within the Executive Team and a non-voting Trust Board member. The Chief Digital & Data Officer is a member of the Executive team with the ability to build credibility with, inspire confidence in and demonstrably influence staff at all levels from Ward to Board. As a member of the Executive Team, the role contributes to a culture which is patient centred, empowers staff, promotes personal accountability, is fair and collaborative and delivers continuous improvement through technological innovations.

The CDDO will advise the board on the implementation of Digital & Data strategy in line with the trust overall organisational strategy and work in partnership with key stakeholders to shape the Digital/ Data strategy across the Coventry and Warwickshire Integrated Care System.

The postholder will lead the development of digital and data infrastructure that provides a platform for transformation by leveraging both the best in existing teams and experiences and bringing in industry leading technologies to provide the underlying technology to catalyse improvements.

The CDDO will lead the ICT and Digital and, Performance and Informatics teams ensuring high quality, safe and effective digital infrastructure and robust data security systems are embedded to support the delivery of high-quality patient care and experience.

The ability to build successful connections and work in partnership with the ICS and National teams will be crucial to work towards being recognised as a digitally led and innovative organisation.

**There will be a requirement to work on-site as part of this role. Flexible working requests will be considered as part of the recruitment process.**

## Key Result Areas and Performance

Working with clinical and operational teams, the post holder will ensure that the benefits and opportunities of digital and data driven transformation are realised. This will be through supporting our workforce with the capabilities required to use digital technologies, as well as drive innovation in the use of digital health services.

The core areas of focus the CDDO role are:

- Deliver a digital/data strategy which aligns to existing Trust strategies and values, maximising digital innovation and research and development opportunities.
- Provide clear assurance and governance framework are in place to ensure compliance with national NHS and statutory digital and data standards.
- Provide visible leadership to the ICT and Digital and, Performance and Informatics and teams ensuring team growth and development aligned to future needs.
- Create the conditions to have a data driven improvement culture where teams can use the most appropriate information to accelerate best practice and adoption by using data to create quality information.
- Lead engagement with clinical and non-clinical colleagues to build a digital culture, capability, and vision to transform service delivery for patients and staff.
- Work closely with national, regional partners and networks to seek out technology and investment opportunities.
- Proactively represent the Trust regionally and nationally being at the forefront of influencing national policy and regional delivery.
- Lead and Chair the Trust Digital and Data Transformation Advisory Board.
- Lead and Chair the Digital and Data Hospital Sub-Committee.

## **Key Responsibilities**

### **Strategic Leadership**

- Provide vision, strategic direction, and technical leadership to enable the delivery of safe and effective care.
- Lead on the development and delivery of the Digital & Data Strategy and put plans in place to enable the adoption and use of digital technology across clinical and admin/ support services.
- Provide Strategic leadership and direct line management of direct reports including clinical and technical professionals.
- Build collaborative leaders that inspire and motivate our workforce within a values - based culture.
- Ensure activity and service objectives are effectively met in compliance with the Trusts' Standing Orders and SFIs, scheme of delegated authority and legislation and play an active role in the overall management of the Trusts.

### **Professional Responsibilities**

- Lead on the prioritisation of the digital and data demands against the allocation of available resources.
- Ensure robust Cyber Security in place to meet best practice national compliance. Includes: IG/data security strategies to mitigate Cyber Security Risks; ensure plans are in place to meet standards of Cyber Security.
- Ensure skills are in place to deliver responsible and high-quality Business Insights & data intelligence that is outcomes based and able to drive quality improvement and measures productivity and effectiveness.
- Drive the adoption and integration of digital as a core aspect of our service offering. This includes ensuring our workforce is digitally competent and systems are designed to support clinical and cost-effective delivery of health and care services.
- A visible champion and leader across the ICS and within regional forums ensuring the organisation is aware of and adopting proven innovations as well as collaborating with regional partners.

### **Chief Officer**

- Be a member of the Trust Board (non-voting) and a member of the Chief Officers Group, contributing to strategic planning, the delivery of corporate strategy and organisational objectives.
- Take responsibility with other members of the Board for the quality of service and care provided to patients, the strategic direction of the Trust and the delivery of performance and the financial targets.
- Develop and maintain collaborative working relationships with other Chief Officer and Non-Executive members of the Board, as well as external stakeholders.
- Provide a source of advice and support on any matters of concern relating to the reputation and market position of the organisation.
- Participate in the Executive On-Call rota.

## Person Specification

**Job Title:** Chief Digital & Data Officer

### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

| Factors               | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Desirable |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>Qualifications</b> | <ul style="list-style-type: none"><li>• Educated to Masters level qualification or equivalent experience</li><li>• Member of relevant professional body e.g. British Computer Society (BCS)</li><li>• Evidence of sustained personal and professional development</li></ul>                                                                                                                                                                                                                                                                                                                                           |           |
| <b>Experience</b>     | <ul style="list-style-type: none"><li>• Substantial experience working in a large and complex organisation</li><li>• Leadership of digital/data functions in healthcare</li><li>• Track record of digital/data innovation in multiple settings</li><li>• Have led digitisation/data strategy and roadmap development</li><li>• Knowledge of information systems and advanced technology including artificial intelligence, its application and governance / design requirements to ensure it is deployed fairly.</li><li>• Impacted on health outcomes through the implementation of digital/data solutions</li></ul> |           |
| <b>Knowledge</b>      | <ul style="list-style-type: none"><li>• Extensive experience at Board level</li><li>• Experience in healthcare organisation</li><li>• Experience of contributing to Trust Board level decision making.</li><li>• A well-developed understanding of the corporate governance agenda.</li></ul>                                                                                                                                                                                                                                                                                                                         |           |

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|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Skills</b>                                    | <ul style="list-style-type: none"> <li>• Highly developed analytical and problem-solving skills</li> <li>• Able to understand and work within complexity and translate it into understandable knowledge</li> <li>• Excellent inter-personal and communications skills, with a track record in writing complex business cases and policies</li> <li>• High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude</li> <li>• Excellent communication skills working with internal and external stakeholders</li> <li>• Well-practised ability to question, challenge and influence assumptions across professional and organisational boundaries</li> </ul> | <ul style="list-style-type: none"> <li>• Evidence of team building skills including coaching, facilitation and mentoring.</li> <li>• Project management skills.</li> </ul> |
| <b>Personal qualities</b>                        | <ul style="list-style-type: none"> <li>• Drive, energy, enthusiasm and resourcefulness</li> <li>• Flexible approach to demand and political environment</li> <li>• Team player with a focus on achievement.</li> <li>• Ability to travel as required</li> <li>• Ability to work in a climate of rapid change and uncertainty</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                            |
| <b>Commitment to Trust Values and Behaviours</b> | <ul style="list-style-type: none"> <li>• Must be able to demonstrate behaviours consistent with the Trust's values. <i>(As detailed in UHCW's Values in Action document below)</i></li> <li>• Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience</li> </ul>                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                            |

### Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.

- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**

### **Our values in action**

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

