JOB DESCRIPTION: DATA AND IT MANAGER

This role encompasses managing data requirements for the practice (analysis, interpreting and reporting), as well as providing on site support for all of the IT hardware and software in the practice. The post holder will ensure that the practice uses its data and technology in the most productive and innovative way. The post holder will also be an integral part of the senior management team, driving and shaping the future of the practice.

Outline of duties

- Collection of practice data, usually via interrogation of the clinical management system, and then collation and reporting of that. This will inform and support recruitment, working practices and research projects within the practice
- Maintenance and development of the clinical management system (EMIS Web), in conjunction with EMIS Helpdesk
- Completion of the project to transfer practice intranet from Intradoc to TeamNet, and thereafter maintenance and upkeep of TeamNet
- Overall responsibility for
  - Practice website
  - Waiting room TV
  - Telephone system
  - Updating of all software packages and IT system
  to include review, amendment, budgeting and financial management
- Resolution of day-to-day IT problems with support of various IT helpdesks (including fault reporting to EMIS), and ensuring all staff can access the necessary software packages relevant to their roles
- Management of all hardware to include installation of new PC's, scanners, printers, etc as required.
- Support the IT lead partner to ensure practice IT systems continue to develop and evolve to meet practice requirements
- Smartcard sponsor
- Ensure data security, assist with data protection procedures, and maintain up to date register of practice data sharing agreements
- Ensure reliable and regular back up of all practice data
- Provide necessary IT training as required to other staff (including IT set up for new staff)
- Attend practice and staff meetings as required
- Other duties as from time to time required

Person specification

- Required competencies
  - Solid experience of EMIS Web
  - Some experience of managing IT function in a primary care setting
  - Frontline IT support (hardware and software)
  - Data management to include provision of data reports to influence and effect organisational development

- Some project management experience (ideally with a formal qualification)
- Some networking experience
- A completer/finisher
- Personal attributes
  - Excellent organisational and team fit
  - Takes personal responsibility to be an amenable, compatible and effective team member
  - Ability to work on own initiative and be self-motivated
  - Proactive and creative approach to problem solving
  - Willingness and desire to learn, develop and improve
  - Aligns with the practice ethos of providing excellent patient care
- Special requirements
  - The ability to maintain complete confidentiality regarding any patient and practice data
- Organisational progression
  - Going forward it is likely there will be an opportunity to develop this role across our PCN to facilitate effective working between PCN practices
  - In addition, the post holder will develop and train other staff members to ensure the practice has a robust IT support and data administration function

Main terms

➢ Full time role (37½ hours per week) working 7½ hours per day primarily between 8am and 6.30pm, but with some evenings and Saturday morning to support practice provision of extended hours and improved access
➢ Annual leave 35 days (including public holidays)
➢ Eligibility to join NHS Pension Scheme
➢ Salary: Negotiable according to experience

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