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| **JOB DESCRIPTION** | |
| **Job title:** | Director of Informatics & Artificial Intelligence |
| **Team/Department:** | IT Department |
| **Location:** | Ashford |
| **Hours of work:** | 37.5 hours per week (plus senior IT leadership on-call) |
| **Job title the post holder will report to:** | Chief Information Officer |
| **Job titles reporting to the post holder:** | Head of Business Intelligence & Analytics  Corporate Systems Lead  Senior Insights Analyst |
| **Date the role profile was revised:** | December 2024 |
| **JOB PURPOSE**  The Director of Informatics & Artificial Intelligence is part of the wider Digital Team with a purpose to ensure we effectively communicate, use, and translate data into actionable insights making sure of its effective and meaningful use across the IC24 Group. The Group includes the provision of high quality Integrated Urgent Care services (these both directly and through partnership to NHS 111, Clinical Assessment Services, Out-of-Hours’ Care, Urgent Treatment Centre, and Care Coordination Services), Primary & Community Care Services, and through our innovation & clinical software subsidiary CLEO Systems.  You will be responsible for working with both external and internal (operational, clinical, and commercial) stakeholders in developing an effective infrastructure to support the increase in data access, processing, use, and content (through visually enabled actionable insights and Artificial Intelligence & Machine Learning tools), You will lead on new initiatives and be hands-on in translating AI theory into practice enabling improvement, research, and evaluations as well as, deliver on our reporting, data feed, dashboards, and insight generation requirements.  As Director of Informatics & Artificial Intelligence, you will report to the Chief Information Officer and also have alignment to the Medical Directorate. As a senior member of the team, you will lead and be responsible for the delivery of analytics & business intelligence reporting and insights generation across the IC24 Group. With advanced communication and analytical ambition, you will demonstrate your expertise in effectively prioritising workload against a backdrop of competing demands. This will be achieved through your excellent team leadership and people skills to ensure consistent and timely delivery against divisional SLAs. You will carry out pro-active questionnaires to maintain, monitor, and report on levels of end user satisfaction.  You will lead and transform the strategic and operational implementation of informatics and also artificial intelligence (AI) across the IC24 Group. IC24 has strong aspirations in the safe use of AI (and Machine Learning) for operational, clinical, and corporate purposes and this therefore is a key post in ensuring the successful adoption of technologies and techniques that enable us to achieve these aspirations. This will include using data and provide insights that enable us to realise efficiencies my taking effective steps in the use of AI/ML that directly improves the experiences or our people, our customers, and our patients.  You will evolve our position in this regard and empower the seamless integration of external data sources enabling analytics and insights (for example: corporate systems, patients own structured records, and population health management data). You will ensure plans are in place and delivered to achieve the strategy, underpinned by the delivery of short to medium term objectives. The Director of Informatics & Artificial Intelligence is therefore expected to support in the development and implementation of the IC24 Group wide strategies to ensure the effective development of the Group. This will sit alongside the need to ensure that the IC24 Divisional Structures, and its subsidiaries, comply with our contractual and regulatory responsibilities. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Collaboratively develop and own the delivery and execution of the overall Informatics & Artificial Intelligence strategy, including value for money, development of the roadmap and journey plans that ensures our delivery of a sustainable data architecture, data quality, accessibility, and usability across the Group. * Define a strategic approach and lead the development of AI for the IC24 Group * Embed the strategy of the directorate, taking an active lead in relationship building and influencing across a national, regional and local level * Responsible for day-to-day leadership of the Corporate Systems Lead, and the BI & Analytics Team, demonstrating proactive leadership in creating a positive and collaborative work ethic (and culture) across the IT team and its links to internal and external stakeholders. * Ensure clear and positive liaison across the Group (including CLEO Systems which is a subsidiary company providing IT systems to clients within UK healthcare). This includes contributing content to proposals for entry onto NHS procurement frameworks and competitive tenders for contracts * Ensure appropriate systems and processes are in place to enable the implementation of the IC24 Group strategic plans in support of the Chief of Strategy & Transformation Officer’s objectives. Proactively manage the key risks and issues associated with ensuring our data is used in the most effective, secure, and effective way * Be accountable for successful delivery of the data strategy and undertake the role of Senior Lead for prioritising identified projects and programmes of work, ensuring decisions that are made in undertaking this role consider wider strategic implications including organisational objectives, costs, and impact * Through horizon scanning, keep IC24 Group at the cutting edge of technological change through identification and mitigation of opportunities and risks associated Informatics & Artificial Intelligence. This informing the IC24 Group 5 and 10 year strategies. * Develop, manage, and track the Business & Artificial Intelligence annual budget and provide performance reports * Proactively engage with key senior stakeholders across the business to ensure a consistent focus on clinical user requirements informs the design and delivery of robust end-to-end processes. Champion continuous business process improvement incorporating best practice. * Liaise with central & regional NHS teams to define and where possible anticipate regulatory changes. Prioritise these and manage them through to timely delivery. * Ensure smooth delivery and Business & Artificial Intelligence systems by identifying vulnerabilities, monitoring systems performance, security, and identifying opportunities for improvement * Provide direction, guidance, clear communication and training mechanisms on Business & Artificial Intelligence to colleagues across the organisation. * Ensure reported issues are resolved within a timely manner and monitor resolution performance * Identify, develop and oversee the implementation of innovative approaches so that all new services are successfully integrated and implemented in a seamless, secure way, and support the achievement of both organisational and service efficiency * Establish collaborative relationships with IC24 research partners and academic organisations (fostering academic collaborations) * Oversee the documentation and training of new Business & Artificial Intelligence systems, or products internally and externally * Provide Senior Business & Artificial Intelligence on-call leadership for critical services. | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders. | |
| **ENVIRONMENT**  IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.  We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/). | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring a basic DBS check. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** | Educated to masters level or equivalent level of experience of working at a senior level in specialist area  Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent |  |  |
| **Knowledge, skills and abilities** | Strong technical and problem-solving skills and comfortable working with the latest technologies  Demonstrable delivery of informatics, operational use of AI, analytics & Machine learning, business intelligence reporting and insights generation across a large complex service/business footprint  Advanced knowledge of predictive, prescriptive and evaluative analytical techniques including data visualisation, data manipulation  Excellent communication and interpersonal skills  Expert knowledge in data querying, extraction and manipulation to support analysis and the creation of data models  Demonstrable experience in the strategic and operational development of business and artificial intelligence (AI) across multiple partner organisations  Proven senior level experience of leading and delivering complex change and strategy development programmes in a complex environment  Ability to research complex technical subjects and communicate these effectively  Strong analytical and problem-solving skills  Knowledge of Information Governance, Cyber Security and data confidentiality regulations  Excellent leadership, decision-making and project management skills |  |  |
| **Experience** | Successful experience of leading teams and delivering on projects  5+ years of management experience in a Business Intelligence & Analytics environment  3+ years’ experience working with a secure public cloud environment with health-related data in the NHS | Commercial mindset and experience |  |
| **General** | Self-starter and motivated  Ability to demonstrate the presence, personal confidence, and commitment necessary to gain respect and confidence of colleagues in the organisation, regionally, and nationally  Leadership, vision, strategic thinking and planning with highly developed political skills  Collaborative, friendly and helpful manner with the ability to be able to contribute and support the success of IC24 Group strategy  Ability to be flexible and to adapt to changing and challenging circumstances  Ability to establish good working relationships with people at all levels  Able to provide leadership across a range of complex issues and multiple projects within agreed time scales  Possess leadership skills with ability to coach and mentor members of the team  Emotional resilience and effective stress management |  |  |