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| **JOB DESCRIPTION** | |
| **Job title:** | DBA Lead |
| **Team/Department:** | IT Product Team |
| **Location:** | Remote hybrid (occasional travel to Ashford Kent) |
| **Hours of work:** | 37.5 hours (plus systems out-of-hours on-call) |
| **Job title the post holder will report to:** | Senior Software Manager |
| **Job titles reporting to the post holder:** | DBA |
| **Date the role profile was revised:** | January 2024 |
| **JOB PURPOSE**  As the DBA lead, you will be responsible for ensuring the efficiency and seamless operation of the CLEO Systems database infrastructure. Overseeing our DBA team, providing team leadership while taking charge of designing, implementing, and maintaining the database systems that are the foundation of critical business applications.  The post holder is responsible for optimizing database performance, safeguarding data integrity, and implementing security measures to protect sensitive information. They also lead in capacity planning, troubleshooting database issues, and collaborating with cross-functional teams on backup, recovery strategies, and more.  The role also involves setting best practices, ensuring adherence to industry standards, and contributing to strategic database-related initiatives that align with the organization's goals. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Managing the organization's database systems, ensuring compliance with data protection regulations and NHS security protocols. * Design, implement, and maintain a robust and secure MS SQL database infrastructure to support critical medical applications while optimizing database performance. * Ensure data integrity and accuracy, particularly in patient records and medical information, through rigorous data validation, quality control measures, and proactive issue resolution. * Collaborate with cross-functional teams to develop and implement comprehensive backup, disaster recovery, and data retention strategies for continuous availability of data, especially within MS SQL environments. * Lead capacity planning efforts to anticipate and accommodate growing data needs driven by medical operations and research initiatives and contribute expertise to strategic decision-making. * Stay current with industry best practices, technological advancements, and NHS guidelines to evolve the database infrastructure effectively to meet evolving medical needs and standards. * Take accountability for the overall performance, reliability, and security of the database systems and ensure timely issue resolution to prevent disruptions. * Provide accountable leadership for the DBA team's development and performance, fostering a high level of expertise, productivity, and collaboration. * Provide emergency on-call as agreed and in accordance with the contract of employment. * Undertake any other duties which may reasonably be required, commensurate with the role, bearing in mind the developing needs and demands of the company. | |
| **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**  CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.  The parent company 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 CLEO Systems 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**  CLEO Systems and IC24 have 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.  We are 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 CLEO Systems and 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**    We are 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**    CLEO Systems and 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, CLEO Systems and 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, CLEO Systems and 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 CLEO Systems and 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** | Bachelor’s degree or relevant experience.  Excellent level of English and IT skills. | Master’s degree in computer science or related field such as Mathematics or Engineering. | Application  & Interview |
| **Experience** | 5+ years leading DBA teams, ensuring effective project collaboration and task coordination.  Extensive database management expertise, specializing in large-scale integrated systems.  Proven track record of optimizing database performance and ensuring data security in MS SQL environments.  Successful experience in hiring, developing, and guiding the growth of DBA professionals.  Strong communication skills for effective interaction with stakeholders and partners.  Collaborative approach with IT teams, aligning strategies for project success.  Strategic mindset to integrate database strategies with long-term organizational goals.  Proficiency in MS SQL and DBA tools, such as MS SQL Server Management  Studio, SQL Server Profiler, Query Store, Performance Monitor and Red Gate Suite.  In-depth technical leadership, contributing to efficient database designs and implementations.  Proven capability in implementing robust high availability solutions, including Always On Availability Groups, log shipping, and database mirroring.  Adept at leveraging automation tools and scripting languages to streamline routine tasks, schedule maintenance jobs, and ensure consistent database health.  Monitoring database performance metrics, setting up proactive alerts, and generating insightful reports for informed decision-making. | Comprehensive understanding of healthcare data requirements and the NHS model.  Previous experience of AWS/Azure/Google Cloud. | Application  & Interview |
| **Practical skills** | Display an innovative mindset, bringing creative solutions to complex database challenges.  Demonstrate exceptional analytical and problem-solving skills.  Passion for juggling multiple competing, Priorities in a fast-paced and complex, healthcare setting.  Ability to understand the big picture of our business, delivering incremental solutions contributing to the larger vision. |  | Application  & Interview |
| **General** | Ability to influence senior stakeholders, both inside and outside the company.  Excellent presentation and communication skills.  Highly analytical with a track record of making data-driven decisions.  Mentoring experience working with either peers or direct reports to further personal development goals.  Passion for quality, in your own and your teams' work. |  | Application  & Interview |