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| **JOB DESCRIPTION** | |
| **Job title:** | Corporate Systems Lead |
| **Team/Department:** | Information, Communication and Technology |
| **Location:** | Ashford, Kent, Hybrid |
| **Hours of work:** | 37.5h p/w |
| **Job title the post holder will report to:** | Head of Business Intelligence and Analytics |
| **Job titles reporting to the post holder:** | Systems Advisor (1 WTE) |
| **Date the role profile was revised:** | August 2024 |
| **JOB PURPOSE**  We are working towards transforming our Corporate Technologies in IC24, which our Corporate Systems Lead will help us achieve.  This critical role oversees the company's core enterprise systems' implementation, maintenance, and optimisation. The Corporate Systems Lead will work closely with cross-functional teams to ensure the seamless integration and efficient operation of mission-critical applications and infrastructure.  Delivering the highest-quality patient care is at the heart of what we do at IC24. This role supports this through streamlining processes and linkages to other systems, removing non-added value activity throughout IC24, and leading activities. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Manage the end-to-end lifecycle of the company's core business systems. * Identify and address system performance issues, bottlenecks, and vulnerabilities to maintain high availability and reliability. * Collaborate with IT, finance, and other central teams to define and implement system enhancements, upgrades, and integrations. * Develop and enforce standardised processes, policies, and best practices for system administration and user support. * Have experience in product ownership, including creating roadmaps and release plans and managing supplier relationships. * I think this is important. Moving data from APIs and arranging for it to move to a cloud or on-prem solution is essential for analytics. * Provide technical leadership and guidance to the systems support team, ensuring they have the necessary skills and resources to manage the corporate systems effectively. * Analyse systems utilisation and champion process improvements. * Stay up-to-date with industry trends, emerging technologies, and regulatory changes that may impact the company's systems and infrastructure. * Ensure data quality, availability, performance reporting, and system delivery are consistently maintained. Develop data warehousing solutions and performance dashboards that support the service's performance management. * Be an SME on the process, design, and implementation of and reviews for improvement across all central software solutions. * Responsible for all testing, validation, and upgrade / new systems implementation and leading on business adoption. * Lead, coach, motivate, train and challenge colleagues to fulfil their responsibilities and personal aspirations. | |
| **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, including the following:   * Regional Operations Managers and Directors * Senior and Operational Managers * Executive Team * Managers * Link24 Forum * The Board * Payroll and Finance * IT Business Intelligence and Analytics * Communications and Engagement Team * People Partners * P&C * Chief People Officer | |
| **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 an Equality and Diversity 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** |
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| **Qualifications** | * Graduate Calibre | * Bachelor’s degree in computer science, Information Systems, or a related field; advanced degree preferred. |
| **Experience** | * Minimum five years of experience in a senior systems administration or IT management role, with a strong focus on enterprise-level applications and infrastructure. * Proven track record of successfully leading complex, mission-critical business systems' implementation, integration, and optimisation. * Knowledge of core enterprise software platforms, including their architecture, configuration, and integration capabilities. | * knowledge of ERP, CRM |
| **Knowledge, Skills and Abilities** | * Acute awareness of regulatory compliance related to system implementation, adoption, utilisation, maintenance, and upgrades. * Knowledge of current policy and practice relating to social care, local government and partnership working. * Strong communication and interpersonal skills to effectively collaborate with cross-functional teams and stakeholders. * Ability to work under pressure, prioritise tasks, and meet tight deadlines. * Ability to write reports and analyse data. | * Full clean driving licence and access to your own vehicle with business use insurance |