

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details****Post title:** Systems Configuration Specialist (fixed term)**Band**: 6**Profession:** Communications / Chief Executive’s Office **Reports To:** Digital Content Manager |
| **Service Description:**The Communications team provide extensive support for Leeds Community Healthcare (LCH) including digital content management. This service is responsible for the development, management, upgrade and updates of the Trust’s website services which include the Intranet and Patient Information Hub. The Hub supports all our Services to communicate digitally with patients, the community and allied service providers. The service work directly with service teams and wider corporate colleagues to develop the Patient Information Hub in accordance with our strategy for digital patient communications. |

**Job Purpose**

The Systems Configuration Specialist will provide operational leadership for the management, development, reviews, updates and upgrade, to the Trust’s website and digital platform including Patient Information Hub. The post holder will support system users, the Digital Content Manager, Head of Communications and the wider communications team in various capacity, including providing specialist advice and management of the Trust’s Patient Information Hub and other platforms including intranet (MyLCH).

The post-holder will take the lead and be responsible for the management and configuration of the Trust’s digital platforms (Patient Information Hub / intranet / social media etc). Ensuring configuration standards are maintained consistently across all Services in how the Hub presents information, ensuring the latest accessibility guidance is understood and followed throughout the organisation when developing content. The role holder will initially work as part of the Patient Information Hub deployment project to support its implementation across all LCH Services

**Key Responsibilities**

1. **Leadership**
* Ensures a professional service and image is maintained at all times, thereby acting as a role model to all staff and stakeholders (internal & external).
* Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with key individuals across the organisation.
* Promotes diversity and equality by example through all aspects of their behaviour.
* Demonstrates leadership in everyday practice through identifying creative and innovative solutions, engaging in leadership development appropriate to level and encouraging development as part of the team.
* In the absence of senior managers, the postholder will be able to delegate, organise and prioritise to ensure safe delivery of the service.
* Inspires others to be positive in their support of continuous improvement.
* Ensures that individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
* Takes responsibility for their own and others’ health and safety in the working environment.
1. **Responsibility for Communication and Stakeholder Management**
* Maintaining the integrity and security of the system through systematic testing, data quality review and report generation.
* Develop and configure the Patient Information Hub and any aligned digital platforms, and maintain relationships with a variety of stakeholders including services and patients.
* Identify key internal and external contacts at a range of levels, to understand their needs and manage their expectations, building a network of key stakeholders to share information and achieve results
* Develop, influence and maintain effective and credible relationships with colleagues and internal senior management to enable the effective management of key aspects relevant to the assignment
* Participate in discussions with stakeholders on a regular basis to review processes and requirements within role and wider business area to identify and implement changes which improve efficiency.
* Manage the requirements and requests of different stakeholders through the development, communication and execution of repeatable processes.
* Provide effective consultancy, direction and advice to stakeholders and colleagues, delivering timely and accurate information and giving clear explanations where the nature of the information is potentially complex
* Deliver bad news to internal and external stakeholders when necessary (e.g. when approval of a request is delayed or rejected)
* Resolve complex and or sensitive enquiries from staff and external stakeholders promptly and providing a timely response to emails and external enquiries.
* Present complex and technical information clearly and concisely, adapting communication style to meet the needs of a variety of audiences
* Provide reports and presentations to senior forums as determined by assignment, engaging in discussion, negotiation and exerting influence when required
* Understand the impact and the rationale of relevant LCH/national changes that effect the whole organisation, persuading, motivating and influencing others to resolve the issues that may create substantial barriers to their acceptance
* Negotiate adjustments in timelines and/or scope of work, when appropriate, with colleagues, to achieve a win-win outcome.
* Encourage collaborative team working within own team and across the directorate. Engendering a relationship of trust by providing and maintaining communication channels which can operate effectively across a diversely located team where necessary. Ensure feedback on issues is constructive and supports ongoing development
* Positively represent the directorate and Liaise with supplier to support the auditing of the system’s usage.

The post holder will engage with a range of stakeholders both internal and external (as required).

1. **Responsibility for analysis and judgement**
* Examine complex information and obtain further information to make accurate decisions using analytical skills to diagnose problems or understand complex situations. Make informed decisions based on this analysis using own judgement.
* Examine complex information and obtain further information to make accurate decisions using analytical. This includes ways to optimise performance across both the Patient Information Hub and any other aligned digital platforms
* Skills to diagnose problems or understand complex situations. Make informed decisions based on this analysis using own judgement.
* Collate, analyse and manipulate complex data in order to compile high quality reports for senior managers, often at short notice; this includes the extraction of information from a variety of data sources, collation and analysis of this information to identify risks, issues and how to resolve them.
* Proactively identify gaps, discrepancies and inconsistencies in complex information and select the most appropriate option to resolve these.
* Provide advice and feedback on the most effective use of the hub in order to ensure content is displayed as effectively as possible.
* Analyse services provided to the wider organisation for key performance indicator delivery of financial or other information as determined by assignment.
* Ensure administration support to a range of stakeholders with different needs and timescales; there will be a frequent requirement to use own judgement to assess priorities and guide the team accordingly.
* Undertake evaluation of plans, risks and issues to assess compliance with relevant standards and present findings
1. **Responsibility for planning and organisation**
* Responsible for planning and organising a broad range of complex and challenging activities, ensuring work is appropriately prioritised and completed within scope and to agreed deadlines, or negotiating adjustments to timelines/deadlines and/or scope of work, where appropriate, to achieve a win-win outcome.
* Responsible for prioritising and organising a large and busy workload and for planning activities for self and others, both internally and externally to the team, coordinating others where applicable.
* Responsible for managing multiple tasks and projects simultaneously in an efficient, effective and timely manner.
* Be alert to emerging issues and trends which might impact or benefit own and team’s work.
* Develop an understanding of own area’s strategy and how this contributes to LCH’s priorities.
* Implement appropriate service and process management controls.
* Implement service management controls.
* Plan and implement improvement projects as required.
* Work with other process contributors to ensure correct sequence of events to facilitate robust information
* Where appropriate, delegate work effectively and ensure that it is completed as necessary within the agreed timescales.
* Ensure the provision of high level business support to contribute to the efficient operation of the service/services
1. **Responsibility for policy and service improvement and development**
* Regularly review procedures or systems with teams to identify improvements and simplify processes and decision making .
* Suggest ideas for service improvement that may impact on other services as well as own area; developing these in consultation with stakeholders; working with line and to implement these where appropriate e.g. changes to and redesign local policies and procedures in order to maximise efficiency of the business and operational delivery area
* Work with wider team to ensure consistency of output and achievement of shared goals.
* Ensure that policies relevant to the post are reviewed and maintained in relation to organisational or statutory change with a view to improve and enhance efficiency.
* Ensure services provided are delivered to meet defined service level agreements and fully participate in the constructive solution to any issues identified.
* Maintain an up-to-date awareness of LCH and NHS policy, and propose subsequent required amendments to business area’s policy and/or processes.
* Actively encourage ideas from a wide range of sources and stakeholders and use these to inform own thinking.
* Be willing to meet the challenges of difficult or complex changes, encouraging and supporting.
* Support the implementation of appropriate service and process management practices.
* Maintain consistent working practices across the team.
* Understand the strategic direction of the team and beyond own work activity
* Develop deliverables to agreed quality standards
1. **Responsibility for financial and other physical resources**
* Manage the performance of budgets in line with the responsibility allocated to this post holder.
* Work confidently with performance management and financial data to prepare forecasts and manage and monitor delegated budget against agreed plans.
* Contribute to the preparation of the annual budgets, coordinating input from directorate budget managers.
* Act as authorised signatory for expense and stores orders within an agreed level.
* Act as an authorised signatory for financial instructions to Salaries & Wages in respect of new starters, changes to individual circumstances, termination of employment etc.
* Ensure consistent and fair approach to the implementation of corporate services e.g. mobile devices, travel requests etc., recognising where exceptions need to be made in line with corporate policy.
* Actively contribute to business continuity plans and business case development for the continuation and/or extension of business and operational delivery of service/services.
* Recommend actions to achieve value for money and efficiency.
1. **Responsibility for Human Resources**
* Line management of staff to include recruitment, appraisal, performance management and feedback, identifying and addressing performance issues in line with Organisational policy (if required).
* Prioritise and organise a substantial and fast-moving workload, ensure the monitoring of team workloads to ensure targets are achieved, negotiating changes to where appropriate to flex service to meet the peaks of a complex programme environment.
* Provide support to staff in other areas as required including mentoring and coaching.
* Continually seek and act on feedback to evaluate and improve own and team’s performance.
* Check own and team performance against outcomes, make improvement suggestions and take corrective action when problems are identified
* Set and achieve challenging goals and monitor quality of deliverables.
* Managing the day-to-day workload involved in system content creation, system configuration, and supporting the Digital Content Manager in the development of the system.
* Provide appropriate training to team members on clinical systems, identifying training needs (and facilitating the delivery of core specialist training as determined by assignment).
* Train staff in processes and use of bespoke systems
* Strong and effective leadership of teams according to LCH’s behaviours, as determined by role.
* Strong and effective staff management according to LCH’s behaviours, as determined by role
* Deputise for the Digital Content Manager as required.
1. **Responsibility for Information Resources & Systems Administration**

* Responsible for the development of effective processes to create and update information which includes error proofing and checking mechanisms.
* Maintain configuration management standards in line with quality and configuration management plans.
* Ensure all relevant documentation is up to date and supports LCH policy
* Ensure content is up to date, maintaining scheduled review logs and working with Services to ensure content is reviewed and updated in a timely manner.
* Co-ordinate collaborative electronic works spaces and ensure that content is maintained and accurate.
* Manage day to day running of the Patient Information Hub and all associated maintenance.
* Lead on the provision of all requested audit data and other reports as requested. This activity may include the identification and appropriate transfer of requested data, or the analysis and supporting report of project data, outputs and activity in response to a specific, more complex audit request.
* Undertaking routine checks to ensure that hardware/software is functioning as required.
1. **Information Governance**
* Ensuring that Information Governance policies are upheld.
* Escalating issues to the Information Governance team, such as user breaches.
* Maintaining a hierarchy of security.
* Maintaining access and controls, managing usernames and passwords, and ensuring controls in place to manage starters and leavers.
* Suspending system access to individuals, for example for non-compliance with Information Governance Training standards.
* Working with Information Governance and operational services in the development of solutions to specific Information Governance issues.
* Documenting system specific security procedures and ensuring the safe storage of these.
* Ensuring that action is taken to manage and maintain data stored on the Hub system so that it is up to date in line with data protection requirements.

1. **Responsibility for audit, research and development**
* Undertake surveys and complex audits within a defined area of responsibility.
* Undertake research and development and other management interventions as required.
* Provide peer-to-peer audit service to enhance compliance to policy and service improvements.
* Carry out desk-based research, using the web and other sources to support the work of the wider team

**11. Freedom to Act**

* Work independently or as part of a team, using personal autonomy to make decisions, escalating only as necessary. This may include managing ad-hoc work packages as required.
* Work within clearly defined policies and procedures to meet agreed objectives and fulfil own responsibilities
* The post holder will have latitude to decide how best to deploy their team to achieve the needs of the business. For example, the extent to which individual team members should specialise in certain areas or hold particular responsibilities.
* Manage own and others’ workload(s) and make decisions in the absence of all required information, working to tight, challenging and often changing timescales.
* Take the lead in establishing expected results and delivering business and operational delivery support services for LCH Services, projects or other initiatives.
* Establish the most effective methodology to support business and operational delivery of objectives.
* Work flexibly to ensure that service levels are met.
* Ensure own and others’ compliance with the organisation’s operational, governance and quality standards and best practice guidelines at all times, providing advice, guidance and support to other staff.
1. **Responsibility for health, safety and security**

Responsibilities of ALL staff in relation to Health and Safety:

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the organisation.

**13. Responsibility for equality, diversity and rights**

* LCH has a vision to provide the best possible care to every community that we serve.  To help use realise the vision each of us must be open and honest and do what we say we will, treat everyone as an individual and we continuously listen, learn and improve

**14. Responsibility for quality**

* Supports the quality assurance demands of the business area, both internally and externally.
* Quality assures service provision whenever appropriate

**Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and, if necessary, further job matching or evaluation.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 6 |
| **Hours:** | 37.5 |
| **Contract:** | Fixed term (18 months) |
| **Salary:** | £37,338 - £44,962 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.The full entitlement being 27 days for a full year and pro ratafor an incomplete year's service. An additional 2 days will be awarded after 5 years’ service plus a further 4 days after 10 years’ service. This is in addition to 8 public and statutory days holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of contributions in accordance with the National Health Service Pension Scheme. In the event of you not wishing to join the scheme you should complete form SD502 on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION** Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.**SECTION 11 COMPLIANCE****Safeguarding Children and Vulnerable Adults**All employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.**ORGANISATIONAL AND STATUTORY REQUIREMENTS**All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.**MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)** This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health. The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions. Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf**NOTE**This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder. **JOB SHARE**This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.**SMOKING**The Trust operates a no smoking policy and is smoke free. |

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| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **1st on Call Rota**  | As a Senior Manager within Leeds Community Healthcare you will be included in the Trusts 1st on call rota.  Terms relating to on call arrangements are included within the NHS terms and conditions of service handbook.  In recognition of these duties you will be entitled to a 1st on call related pay enhancement of 1% of your gross annual salary, which will be paid monthly with your salary.   |
| **Notice:** | Giving notice – you are required to give the Trust 4/8/12weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4/8/12 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
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**Person Specification: Systems Configuration Specialist**

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| **Attributes** | **Essential** | **Desirable** | **How identified?** |
| **QUALIFICATIONS****& TRAINING** | Holds a first degree or equivalent relevant experience.Post graduate diploma or equivalent.  | System Configuration related qualifications, Change Management qualifications. | Application FormInterview |
| **EXPERIENCE** | Extensive experience of system configuration in a service industry settingHas been involved in large scale change management program.Influencing staff for whom there is no management responsibilityGood understanding of UK regulations on accessibility requirementsIn depth knowledge of system security and house-keeping regimes | Website configuration experience.Planning, project managing and benefits realisationUnderstanding of health and social care processes and issuesClear track record of leading digital communication channels – managing content updates, developing new content, and reviewing and optimising performance.In-depth knowledge and experience managing digital channels.Excellent knowledge of Content Management Systems (CMS)Good understanding of Search Engine Optimisation (SEO), Google Analytics, and accessibility requirements (WCAG guidelines) | Application FormInterview |
| **KNOWLEDGE & UNDERSTANDING** | Exceptional attention to detail including copywriting and proofreading skills. Ability to make sense of complex information and present in plain English, in a clear and approachable format for a wide range of audiences.Understanding of Information Governance and ConfidentialityUnderstanding of equality and diversity issues and how this affects patients, visitors and staffUnderstanding of what the NHS Constitution means to you, and your responsibilities to the public, patients and colleagues | In-depth knowledge and experience managing digital channels including WordPress CMS, SEO, accessibility, and analytics. | Application FormInterview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Ability to use complex information systemsPost requires excellent keyboard and highly accurate mouse skills. For example post-holder will have to:-* Enter complex programming code that is highly syntax sensitive
* Enter accurate information into databases and web applications

Ability to work methodically and logicallyAble to empathise with diverse groups and levels of staff and communicate appropriately with them verbally and in writingAbility to produce accurate and professional work within tight timescales and under pressureExcellent organisational skills and ability to manage own timeEffective team worker | Good understanding of health and social care services delivery in a range of organisations Clear commitment to the improvement of servicesRecord of delivering success within an organisationAbility to use Structured Query Language (SQL) to extract, delete or update data | Application FormInterview |
| **ATTITUDE & BEHAVIOUR** | Sensitive to the needs of others and has an awareness and responsiveness to other people’s feelings and needsValues differences; regards people as individuals and appreciates the value of diversity in the workplaceAble to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate.Able to develop, establish and maintain positive relationships with others both internal and external to the organisation.Able to work under pressure, dealing with peaks and troughs in workload.Positive attitude to dealing with change; flexible and adaptable, willing to change and accept change and to explore new ways of doing things and approachesHighly motivated and reliableHas a strong degree of personal integrity; able to adhere to standards of conduct based on a sense of right and wrong and be dependable and reliableDemonstrates values consistent with those of the Trust. |  | Application FormInterviewReferences |
| **Please delete as applicable:** Reasonable adjustments can be considered in accordance to the Equality Act. |

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| **Skills and experience** | **Business and Operational Delivery**• Significant experience of collating and managing information from one or more sources and distributing information to a range of audiences• Significant experience of evaluating processes and procedures• Understand the organisational purpose, key products/services and service users• Have a sense of how things really work in the organisation and the barriers to change• Experience of facilitating events• Ability to perform analysis including investigating and documenting issues and solutions• Experience of checking progress against targets, reporting as necessary and taking action to resolve exceptions• Proven ability to challenge professionally and with credibility any late submissions of information or updates to ensure that timescales are managed and understood• Proven ability to use and maintain databases, including the management of sensitive date to meet statutory compliance• Experience of working to formal good practice service management methods* Work unsupervised to tight deadlines, and as part of a team

• Proven ability and experience of successfully supporting the delivery of projects or programmes, from initiation to completion, within a complex environment, to agreed parameters of cost, timescales, and quality* Experience of supporting the planning process, scheduling and controlling and reporting activities, using the organisational risks, issues and benefits and reporting these to the organisation
 | • Experience of working in a complex field with multiple stakeholders which is subject to regulatory or legal control• Experience of working to formal good practice service management methods• Ability to take Board Level minutes• Experience of operating and delivering projects in a complex organisational change environment• Experience of the operational and practical aspects of NHS Digital’s Risk management tool the Tracking Database• Experience of project planning techniques including tracking and updating project plans• Experience of establishing best practice in configuration management for multiple projects |
|  | * Experience of tracking operational risks, issues and benefits and reporting these to the organisation.
* Proven ability and experience of supporting and providing guidance on systems processes, procedures, tools and techniques.
* Proficient in making informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information and consulting with others when appropriate

**Delivering the Vision and Strategy*** Can readily identify and embrace changes in the drive towards continuous improvement

**Leadership*** Ensure individual contribution is in line with the plans of the wider team to enable cohesive service delivery
* Work collaboratively with colleagues to deliver good policy, practice and advice
* Apply sound people management practices to build high-performing teams
* Evidence of inspiring and leading others
* Proactive and be able to initiate tasks on own initiative
* Inclusive – identifies and harnesses the knowledge, skills and abilities of all team members
* Experience of managing a team
* Concern for quality, process and order, and drive to communicate effectively to internal and external stakeholders
* Adaptable and flexible, able to respond positively to new developments and rise to meet challenges created by changing situations
* Being an enthusiastic advocate, role model or ambassador for the organization
* Providing an input to overall team performance
* Being an effective participant of cross functional working
* Control and implementation of change
* Able to add to the debate and identify solutions

**Managing feelings, concerns and emotions of self and others*** Able to enhance own skills and performance in the context of the organisation
* Able to make working relationships harmonious and productive
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|  | **Decision Making** * Proficient in identifying key relationships and proven ability to make informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information, and consulting with others, when appropriate
* Proven experience in identifying solutions to issues based on knowledge and information available to resolve or escalate as appropriate

**Planning and Resource Management*** Experience of adapting processes and procedures and embracing changes required to meet current and future service requirements
* Support delivery by providing relevant and timely information and efficient management support
* Pilot the implementation of new processes, policies, technology across end-to-end processes and with multiple users to mitigate risk to service delivery
* Evidence of reaching timely and effective decisions based on the appropriate use of information with minimum brief, demonstrating effective researching skills, analyzing options and delivery quality solutions.
* Evidence of actively seeking and identifying opportunities to contribute to and achieve goals e.g. procedural improvement and efficient use of resources
* Proven ability to work flexibly and well under pressure by planning and organising to cater for peaks and troughs in workloads whilst managing multiple tasks and small local projects simultaneously and efficiently
* Making proposals that lead to service or process improvements
* Maintaining a quality working environment on a day-to-day basis
* Evidence of taking action independently and anticipating opportunities when supporting a service/services
* Evidence of seeking and identifying opportunities to support and improve service delivery, for example, improving processes, making efficient use of resources and identifying and suggesting lessons learned.
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|  | **Communication and Stakeholder Relationship Management*** Evidence of excellent written, verbal and presentation communication skills and the ability to relay information in a clear and concise format
* Ability to communicate complex information within the scope of the role’s responsibilities e.g. high quality reports, updates and information regarding the service/services to a range of internal and external stakeholders and colleagues in a variety of different formats, tailored to meet the needs and expectations of different audiences
* Experience of working and communicating complex matters with colleagues and stakeholders at all levels
* Able to identify key points for interaction which are relayed appropriately and with clarity
* Experience of working in a stakeholder service environment and a professional approach to patient care delivery
* Delivering service excellence and dealing with a range of service user situations
* Monitor and evaluate data, information and service user feedback to ensure ongoing service quality
* Assisting in the identification of key internal and external stakeholders and analysis of their interests, requirements, levels of influence and impact
* Proactively engaging with and managing a broad range of stakeholders, using appropriate communication techniques, to understand their needs and deal with enquiries, requests, complaints to ensure resolution
* Explaining and justifying a point of view objectively to a broad range of internal and external stakeholders
* Ability to collate and communicate complex information within the scope of the role’s responsibilities, and deliver this to a range of internal and external stakeholders in a variety of different formats, within challenging deadlines

**Governance and Assurance*** Proven ability to design, maintain and implement methods and techniques for the organisation, storage and version control of information in both paper and electronic formats in accordance with regulations, policy and auditing requirements
* Optimises and continually develops the document management system in accordance with organisational and local standards
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|  | * Experience of compliance with statutory standards including experience of GDPR
* Able to identify and manage risk
* Able to analyse data in order to provide effective management reports
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| **Other** | * Must be willing to travel to locations other than contract base as and when required by LCH
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