**Information Technology and Business Support Lead**

**Job summary**

This will be a varied role requiring a hands-on approach. You will directly manage IT support across the organisation, you will be responsible for information management, projects and information reporting. You will work closely with external ICT providers to ensure high levels of availability and security for the organisation.

Responsible to the Information Governance Senior Manager

Due to the Practice’s commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder

**Hours and Pay:**

**Permanent position**

Hours: Full time

Location: Kings Lynn / Coastal

Pay: £25,000 to £30,000 – dependent on experience

Please apply by email to Anya Payne, [anya.payne@nhs.net](mailto:anya.payne@nhs.net) with full CV.

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then this could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality of service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.

**Information Technology and Business Support Lead**

**Job Description**

* You will be responsible, alongside the IG lead, for the planning and implementation of policies and procedures to ensure compliance with NHS standards and regulatory and legal requirements.
* On a strategic level, you will be responsible for continually evaluating technology usage to ensure use of the most appropriate technology and contribute to the business cases for investments. You will source and evaluate systems and software and make recommendation to the partnership.
* You will perform management information reporting weekly, monthly and/or quarterly. You will need the ability to deliver this information in a variety of formats as required for the intended recipients, using a variety of reporting tools. You will identify areas of outlying data and trends.
* You will run and manage clinical system reports where service claims and activity reporting are required (monthly, quarterly, annually). You will input this data into the designated portals in the specified time frames. Identifying to senior managers, any issues that may affect practice income.
* You will support practice audits both clinical and non-clinical, as well as those required for information security purposes.
* You will act as project manager for ICT upgrades and system deployment. Keep stakeholders aware of timeframes and schedules.
* Support and train on ICT systems as required
* Ensure that “helpdesk” support is delivered internally and manage cases escalated to external helpdesk. Provide statistics to management on helpdesk activity
* You will deal with all information sensitively and in accordance with confidentiality guidelines. This role may involve being a first point of contact for any potential data breaches – receiving, briefly investigating and escalate, as required, any incident, liaising with IG Manager/Caldicott Guardian.
* To travel in the locality to cover other surgeries, sometimes at short notice. To act as “on call” support in urgent situations with business critical systems including if necessary evenings and weekends

**Qualification & Experience Required**

* Degree in information and IT related subject or equivalent qualifications and experience
* Proven Experience in data analysis - collecting, collating and presenting
* Report writing
* Minimum of two years’ experience in Primary Care or with Primary Care systems
* Experience of IT service delivery
* Excellent understanding of translating business requirements into specifications for IT systems
* Understanding of NHS Clinical/administrative Information
* Delivery customer support
* Excellent communication skills
* Be highly motivated and focussed with an organised and systematic approach
* Delivery of training to a range of user levels and abilities
* Problem solving
* Working under own initiative

**Desirable Experience & Knowledge:**

* Project Management qualification
* Understanding of network infrastructure
* Information Governance & Data Protection
* Change Management Processes
* Experience as a team leader