



Empowered patients
Sustainable healthcare

Job Description: Chief Information and Technology Officer (CITO)

hn-company.co.uk

Core Purpose of the Role

The main purpose of this role is to ensure that HN has effective, efficient and legally compliant digital capabilities and data insights to support current and future products and services. This person will be part of HN's senior management team and will provide visible and influential leadership in all corporate, strategic, architectural, security, governance, policy and operational matters in the field of information technology, data science, analysis and systems.

The CITO will also be responsible for all of our digital and data services and products including predictive modelling and patient intervention management, technical infrastructure, scientific and research programme, ensuring that all these are underpinned by robust information governance controls.

HN operates in a dynamic and challenging environment where adaptability, creativity and collaboration will be critical capabilities. In order to navigate this environment, we have a relatively flat hierarchy with both strategic and operational leadership being required from this role. Finally, to be responsive in our environment we have an effective ecosystem of partnerships so this role requires optimal management of suppliers which will be a core capability.

Position in Organisation

Reports To: CEO

Responsible For: Data Science and Digital team

Budget Responsibilities: N/A

Principal Accountabilities

Some of the main responsibilities of this role include but are not limited to:

Digital Business Strategy

- Develop, lead and maintain HN's Digital strategy and its alignment with the company's Vision and Business Plans.
- Ensure that new and emerging technologies are evaluated and integrated into the HN's digital strategy and programmes where appropriate.
- Recognise and proactively review digital opportunities to support process change and improvement arising from changes in health and care policy, clinical practice and other significant business developments.
- Promote the use of technology in the delivery of patient care and the achievement of high levels of efficiency and management decision making.
- Prepare and present robust business cases that support proposals for Digital investment.

- Evaluate current digital functions and operations and recommend enhancements.
- Ensure the adoption of all mandated knowledge, information and data standards and any appropriate best practice and learning from health and other industries.

Project and Programme Management

- Lead the development of strategic projects and programmes across multiple organisations and care settings, including projects involving radical re-design of clinical process facilitated by technology or new locations or physical layouts.
- Deliver the interface between technical projects and service re-design and transformation for our clients as we implement complex products and services.
- Prepare to roll future investment plans for developments including resource estimates.
- Ensure that all Digital developments and projects are planned, measured, monitored and delivered to an agreed specification, budget and timescale.
- Exercise expert reasoning and professional judgment to resolve complex problems including areas such as procurement and management support, service delivery and supporting arrangements.

Product Management

- Manage and lead the full lifecycle of product management within HN, ensuring that our capabilities enable us to meet the needs of customers.
- Surfacing, sifting and prioritising product features to ensure products are developed to meet HN's needs, including overseeing major version upgrade and refresh.
- Initiating new product design to meet future needs in a timely fashion, co-designing appropriately with users and clients.

Senior Information Risk Owner

- Act as the nominated person who responds to the ICO and makes decisions on management of information risks, advising the HN Board as appropriate
- Take ownership of the assessment processes for information risk, including prioritisation of risks, actions in respect of identified risks and review of the annual information risk assessment to support and inform the Statement of Internal Control.
- Ensure that HN's approach to information risk is effective in terms of resource, commitment and execution, being appropriately communicated to all staff.

Information Governance and Cybersecurity (GDPR)

- Oversee the completion of the Data Security and Protection toolkit.
- Develop and maintain an inventory of all Digital systems and ensure that they each have appropriate security, disaster recovery and replacement plans in place.

- Ensure that identified information threats and vulnerabilities are followed up for risk mitigation, and that perceived or actual information incidents are managed following relevant information governance requirements.
- Work closely with the IT and IG Team (via the DPO) to ensure that the HN Board is appraised and informed and schooled in the GDPR agenda.

Partner Relationship Management

- Develop and maintain robust and effective supplier relationships to support the digital and data capabilities
- Procure, negotiate and implement new relationships to support HN's business strategy as required
- Lead strategic partnerships and procurement of software and data services for HN
- Advise and support the HN Board in maintaining these relationships effectively.
- Ensure that third parties are effectively managed and deliver maximum value at minimum cost, including reporting on SLA performance.

Training and Development

- Undertake information risk management training at least annually to be able to demonstrate their skills and capabilities are up to date and relevant to the needs of the organisation.
- Ensure that HN has the internal Digital capacity and capability to meet business and operational needs.

Team Leadership

- Provide technical and professional leadership for the Analytical, Digital and Infrastructure functions and teams.

Key Performance Indicators

- Achievement of KPI's agreed with the CEO, related to key elements of the role
- Observation and feedback from the Management team of HN as to the satisfactory performance of duties

Values and Behaviours

- We are a value-driven organisation, and therefore, the job holder will be expected to live the values of the organisation and integrate these values into every aspect of their role. This is specifically important in respect of team management and leadership and ensuring that all team members feel valued and empowered and thereby able to demonstrate the organisational values within their own individual roles.

Skills, Knowledge and Experience

	Criteria
<p>Skills, Knowledge and Experience</p>	<ul style="list-style-type: none"> • Solid technical foundation with a bachelor’s degree or higher (Master’s or PhD preferred) in related technical and business areas • Excellent understanding of the NHS and other health and care system context • Excellent knowledge of IT systems and infrastructure • Excellent knowledge of information system technologies, software development and lifecycle • Experience of developing information systems and delivering their implementation • Good understanding of Health interoperability and its importance of integrated care • Knowledge and understanding of Data Engineering and Data Science • Experience in leading Product Development initiatives and projects • Experience of dealing with multiple stakeholders (internal and external), especially at a senior level • Proven experience of managing complex supplier relationship to achieve positive outcomes • A highly analytical mind-set with strong scientific understanding and superb problem-solving skills. • Outstanding communication and presentation skills. • Team player with a positive attitude who is comfortable working in a fast-paced dynamic environment while managing, prioritising and organizing their own workloads using initiative.

Additional Information

- This role might require some occasional travel.
- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
- The salary for this role is competitive, depending on experience
- If you are interested in the role, please make sure you submit your application on HN's careers page (<https://www.hn-company.co.uk/careers/>) or email miguel.sa@hn-company.co.uk