



# South Tyneside Council

## CHILDREN, ADULTS AND HEALTH

### JOB DESCRIPTION

**POST TITLE:** Digital and ICT Project Officer

**GRADE:** Band 8

**RESPONSIBLE TO:** ASC Programme and Assurance Manager

#### Overall Objectives of the Post:

Adults and Integrated Care are keen to support the development of new digital and ICT solutions which will improve outcomes for the people of South Tyneside and help them to Live Better Lives. This work will include the integration of healthcare related systems and data sources with Health Information Exchanges (HIEs).

The role of Digital and ICT Project Officer is to manage a range of Digital and ICT Projects including the Health Information Exchange Project from planning stage, through to implementation. This will include the maintenance of all appropriate project deliverables and responsibilities, including project scheduling, status reporting, risk management and change management processes, including appropriate communication and engagement with all stakeholders.

#### Key Tasks of the Post:

- 1. *You will project manage and deliver the successful implementation of Digital and ICT projects, including the HIE Project, with the aim that this will facilitate the exchange of information through healthcare related systems and data sources. You will:***
  - Project manage all elements of Digital and ICT including the HIE project as scoped and requested. Deliver the projects, and develop and maintain all project documentation in line with the agreed procedures and governance frameworks. This may incorporate elements of MSP, PRINCE2, Agile methodologies or other frameworks.
  - Identify all of the resources and support required to deliver a successful project (e.g. capital budget, revenue budget, technical support, implementation support, training support etc.). Ensure adequate project funding and employee resources have been identified and allocated before projects commence.
  - Maintain accurate project schedules and plans in formats that help stakeholders easily understand key milestones, activities and dependencies.
  - Pro-actively manage and deliver as required all stakeholder engagement and communications to secure full participation in the projects and a successful outcome.
  - Ensure all learning from a project is identified and shared appropriately at the conclusion of the project. Identify and suggest improvements to project management processes and practices.
  - Work collaboratively with other teams and colleagues across the Digital and ICT Service, Information Governance colleagues, Adults and Integrated Service and all stakeholders to resolve issues and problems to ensure the successful implementation of all elements of the project.

- Identify and address any internal barriers to the delivery of HIE including GDPR understanding and practices.
- Identify and manage project risks and issues and manage the interaction of these and other interdependencies on the outcome of the projects. Escalate risks and issues within the Head of Adults and Integrated Care as required.
- Report progress to management teams.

**2. *You will ensure that all data and information is managed securely and in line with all internal and external requirements. You will:***

- Ensure that data privacy and information security are the primary consideration in all digital and ICT projects and service delivery.
- Ensure that there is full compliance with the General Data Protection Regulations (GDPR), all other relevant legislation and compliance standards, and internal policies and procedures.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: PH/CL

Date: 26.07.19

# Moving Forward Together: Our Values; Our Behaviours; Our Future

Our Moving Forward Together Values and Behaviour Framework sets out our expectations around the way we will work within Adults and Integrated Care within South Tyneside, right from our leadership to our frontline practitioners.

## INTEGRITY

## VALUING PEOPLE

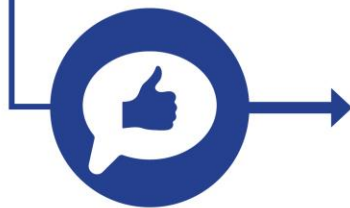
## EXCELLENCE

We will do the right thing whatever the circumstances

We will respect everyone and appreciate their diversity

We will strive for continuous improvement

Together we will do what we say



- Act with integrity and be clear about our own responsibilities and accountable for our actions
- Tell people what they can and cannot expect from us
- Respond when we say we will to people's queries, even if we can't provide a full answer but we will take responsibility for clarifying what we don't know
- Balance competing priorities to meet standards and expectations
- Trust colleagues to fulfil their responsibilities
- Communicate in an open, honest, clear and concise way
- Respect people's right to confidentiality, sharing information only in their best interest

Together we will focus on Solutions



- Value people and see the individual as the "expert" on their own life and believe choice and control should be in their hands
- Help people and communities find their own solutions, building on their strengths and assets
- Actively listen to and involve others, before making decisions and keep others informed of progress
- Consider alternative solutions, using council resources responsibly and effectively
- Be flexible in the way we deliver our services to meet people's individual needs
- Take planned risks to inspire creative and effective solutions, learning from our successes and failures
- Work more effectively with individuals and their families and in partnership with health services, the voluntary sector and other organisations

Together we will be the best we can be



- Deliver "Practice to be Proud of"
- Model the behaviour we want to see in others and lead by example
- Keep up to date with developments in the service, regionally and nationally around best practice and new developing strategies
- Act on comments or feedback
- Share Ideas, resources and information effectively and actively develop our own knowledge and skills
- Take pride in our own work and that of our team members
- Celebrate team success and create a positive team spirit
- Promote and drive continuous improvement by asking "How could we do this better?"
- Continually challenge current practice and put forward ideas for improvement



**South Tyneside Council**



living **better** lives

10108