**JOB DESCRIPTION**

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| **Job title**  | Client Services Manager |
| **Sector/Function**  | IMT - Information Management & Technology  |
| **Department**  | Applications  |
| **Reports to**  | Head of Applications |
| **Grade**  | 5  |

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| **Job purpose**  | To be responsible for the smooth running of current client information systems, and line manage the clinical systems support team currently 2 FTE’s.Attend / conduct Supplier meetings as act as the main contact / liaison between Turning Point and its system suppliers.Attend the supplier national user group meeting as and if necessary and report back to Turning Point.  |
| **Key accountabilities**  | **Stakeholder Management (including SLA’s)** To perform effective cross-organisational relationship management and communication on system functionality and use.  * Lead liaison with suppliers and Turning Point stakeholders in relation planned upgrades.
* Lead a “business partnering” function to ensure the needs and emerging requirements of operational service development are identified, and all new service implementations use a standard methodology building on lessons learned and forming a core response team to manage this process with other IM&T functions
	+ Lead on service transfer in to and out of Turning Point’s clinical systems in relation to;
		- Data transfers in and out with focus on data quality and completeness and pertinence i.e. we only import or export the data we supposed to.
		- Contractual obligation in relation to costs thereof.
* Participate in governance groups, creating engagement between operational staff at all levels and the wider IMT function
* This role may involve travel to various locations to support the needs of the business
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|  | **Clinical Records Management (including IG)** * Develop and lead a clinical records management function, ensuring applications are appropriately configured, secure and the appropriate controls are in place to maintain and protect client records.
* Lead and manage the testing of new functionality introduced by the supplier in the UAT environment. Liaise with the infrastructure team in order that UAT is performed against current production dataset making sure the UAT database is backed up (via VM snapshot with support from infrastructure team)
* Working with the wider DSG (Data Strategy Group) and clinical information owners and Risk & Assurance to ensure that all applications support the organisation’s Information Governance policies and legal requirements
* Act as the organisation’s “Electronic Clinical Records Manager” and develop the policies and procedures to ensure the safe handling of clinical information in all formats
* Manage and assist in the regular periodic export of data from clinical systems for which Turning Point does not have an API or direct DB interface.

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| **Capacity planning** To liaise with the business to ensure that the clinical support function can respond to the business requirements and associated growth by; * Engaging in the new business process at the earliest opportunity
* Establishing a capacity model for each of the key applications with decision and investment points
* Engage with the BI and data analytics team in respect of application changes which may impact clinical data ETL’s
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| **Risk Management** To assist in the central monitoring of risk and the effectiveness of internal controls by; * Providing information audit, investigation support, and advice on records management / information governance to the appropriate business units and central services functions.
* Playing a key role in the identification, quantification and communication of risks to the business via Risk and Assurance team based on data quality and information analysis against targets, advising of mitigation options where appropriate.
* Provide on call support regarding client services applications to ensure service continuity. Keeping IMT updated on incident(s) and next steps to resolution.

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| **Financial Management** To be accountable for achieving financial targets and reporting results within area of responsibility by: * Contributing to the preparation and management of the budget for area of responsibility
* Ensuring financial reporting systems are maintained and used during monthly reviews, looking for cost savings and efficiencies, adhering to national procurement policies.
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|  | * Revising, reviewing, and monitoring scheme and/or project appraisal and cash flow forecasts where necessary for the delivery of the overall project
* Authorising spend on the project within approved limits
* Reporting regularly on financial status to the line manager and other stakeholders as appropriate
* Complying with all external funder and commissioner requirements as applicable.
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| **Innovation (including horizon / outcomes scanning)** To improve service efficiency and productivity through the application of technology by * Identifying what is available in the current technology stack and how it might be used to increase effectiveness and efficiency in relation to providing clinical system support as well as clinical activity recording.
* Building on established business processes and influencing new ones to enhance and improve
* Understanding outcomes drivers and driving the use of evidence application methods across the service offering
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| **Business Development** To establish a range of services and products that can be offered to the external market by; * Identifying market opportunities within health and social care through horizon scanning
* Developing relationships with regulatory bodies and potential external customers
* Leading the creation of a robust service catalogue within the client informatics space and working with BI/ Data Analytics colleagues to develop end-to end solutions
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| **Vendor Management** To manage the organisations informatics supply chain and ensure productive relationships with vendors and partners by; * Holding frequent contract monitoring meetings with key vendors
* Reviewing performance of vendors against agreed metrics and SLAs
* Periodically review the contracts to ensure best value, performance and functionality
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|  | **Business Strategy Support** To lead on the use of client information and outcomes to support the organisation’s growth in new and existing markets by; * Contributing to the 5 year Business Strategy and Business Unit 3-year strategy/1 year business plan.
* Focus detailed planning on annual departmental planning cycle.
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| **Dimensions**  | Direct reports  | Clinical Systems Reports Coordinator, Clinical Systems Advisor |
| Total staff overseen  | 2  |
| Internal contacts  | Central support specialists, Area Operations Managers Operations Managers , Clinical Leads Bid Managers, IMT Staff BU Senior Management  |
| External contacts  | System vendors, PHE regional teams, HSCIC, external customers  |
| Planning outlook  | Be aware of TP’s 5 year Business Strategy and Business Unit 3-year strategy /1 year business plan. Focus detailed planning on annual departmental planning cycle.  |
| Problems solved  | Analysis and identification of shortcomings on operational and national MI and performance data. Development of risk mitigation and corrective action plans. Appropriate escalation to ensure effective and consistent service delivery across Turning Point.  |
| Financial authority  | N/A  |

# PERSON SPECIFICATION

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| **Personal attributes**  | Essential  | Desirable  |
| * Work cross functionally, seeking out knowledge on how other departments, including others in the IMT field, achieve excellence and demonstrates ability to model and learn from them.
* Actively drives the sharing of best practice within IMT, using knowledge transfer tools and creating knowledge transfer forums.
* Continuously seeks out improvements that delivers long term business benefits, monthly service improvement plan tracking, signed off with key customers.
* Seeks opportunities to transform function or process areas to improve company performance.
* Safeguards sensitive and confidential information at all times.
* Anticipates and plans to meet the future needs of customers.
* Takes steps to develop a deep understanding of the external Turning Point environment and our customers.
* Manages potentially hostile business critical situations in a calm and considered manner and where possible “wins over” the disenfranchised parties.
* Demonstrates a real belief in the potential of others and takes active steps to encourage others to achieve their potential.
* Actively encourages team members to challenge their thinking and preferred style of working.
* Encourages the giving and receiving of open and honest feedback as an everyday activity
 | * Builds network of key external information sources.
* Ability to lobby and influence key people to achieve the best outcomes for the organisation.
* Coaching style to leadership with the ability to have challenging conversations when required.
* Drives organisation ownership of common goals and purpose.
* Constructively challenges others including more senior people.
* Works with key organisational decision makers and influencers to build ownership and buy in.
* Knowledge of or certification in ITL (any version)

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|  | across the department. * Has high personal impact that leads to “role model” status.
* Demonstrates awareness of external and internal business developments and their effect on own area.

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| **Technical attributes**  | Essential  | Desirable  |
| * Benchmarks metrics internally and externally within the industry using best practice knowledge.
* Uses a range of information toanalyse business performance.
* Builds alliances outside IMT to benefit the company at a strategic level.
* Questions key business proposals and analyses the situation in depth to ensure the optimal solution is implemented.

   | * Actively uses knowledge of IMT, TP and the IT eco system and how they inter-relate to enhance business performance.
* Communicates business performance and trends and ensures impacts are recognised and acted on.

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| **Acquired experience & qualifications**  | Essential  | Desirable  |
| * Previous experience of working within an IT Managerial role.
* Working knowledge of the Health & Social Care sector.
* Previous line management experience.
 | * Experience with Illy’s Care path or Footwoks Halo or any other Substance Misuse focused client record system
* Experience with IAPTUS or any other Mental Health Focused client information system
* Any for of Electronic Patient Healthcare record system
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