

Role Profile



Job Title	Head of Informatics		
Department/Function	Informatics	Responsible To	Organisational Development Director
Salary	£57,000 p/a	Date of Profile	September 2014

Scope of Role	<i>Scope of staff and financial management responsibility, level of authority, impact etc</i>		
Number of direct reports	3	Number of indirect reports	9
Size of budget for which the role is responsible	£1,650,000 plus IT capital projects	Level of financial authority with regard to expenditure	£10,000
What level of impact will the post holder's actions and decisions have on the team/function/business		A specialist lead with responsibility for the performance and development of Informatics. Required to make a contribution to the overall business direction and strategy in addition to embedding strategy into mainstream activity.	
Who are the principle contacts that the role interacts with internally and externally		Executive Management and Senior Management teams internally. External liaison with key business partners such as local government, national health and the police service to share information, make connections and develop insight. Managing third party relationships with ICT systems providers.	

Purpose of Role	<i>High level description of the role – why it exists</i>
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Lead the Information, Technology and Insight functions for the RCT Homes Group, encouraging and inspiring innovation and developing and implementing strategies, policies and systems to ensure that these informatics services enable the delivery of the strategic aims and operational activities of the organisation.

Accountabilities	Statement of the main areas of responsibility
	<ul style="list-style-type: none">• Shape and lead the Informatics function, developing the visibility and profile of Informatics with the outcome of a high quality, customer focused service• Identify, create, distribute and enable the adoption of insights and experiences generated across the organisation and via external sources to enable RCT Homes to proactively improve its services, resolve issues and maximise efficiencies.• Drive performance improvement by influencing decision making through the timely provision of reliable data• Analyse, compare and present performance data offering support with interpretation, including advice and counsel on relevant issues and industry trends• Lead on the proactive development and implementation of Information, Communication Technology, ensuring the infrastructure is resilient, future proof and fit for purpose and the technology enables the delivery of the organisation's aims and activities• Oversee and project manage the selection, acquisition, installation, maintenance and supply of the organisation's ICT infrastructure and systems• Ensure that staff are equipped with the ICT tools and access that they need to do their job well• Maximise user efficiency through the effective interface of the organisation's ICT systems and hardware with end users, both internal and external• Look for opportunities to integrate systems and implement lean processes that enable efficient working• Lead and develop the organisation's approach to the capture, storage, processing, retrieval and dissemination of data and information• Enable the provision of timely access to current, reliable, meaningful data that is managed securely and reported comprehensively

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- Lead on the development and implementation of appropriate social media as an effective communication tool, both internally and with customers
- Lead on continuously developing and implementing the ICT disaster recovery strategy

Knowledge, Skills & Experience	<i>The minimum level of tools needed to do the role</i>
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- Degree in information science, informatics, computer science or related field
- Significant experience of working in a senior management team or similar role in a commercial B2C environment
- Demonstrable experience of leadership and vision in managing major informatics/ICT projects or initiatives
- Experience managing an Informatics/ICT team to meet customer demands and using emerging technologies to do so
- Excellent working knowledge of information architecture, metadata management, social media and web development, software development and user-centered design
- Extensive experience in database management systems and information retrieval and analysis
- Excellent communication skills (both verbal and written), interpersonal skills and a collaborative management style
- Excellent working knowledge of current and emerging technologies, in particular in ICT.
- Knowledge and experience in organisational effectiveness and lean systems

Critical Skills

Detail any technical skills/expertise at a level that is critical to the business, ie are they the organisation expert in that field

- Strategy Development
- Project Management
- Change Management
- Business Insight
- ICT Management
- Procurement
- Social Media Tools and Practice
- Business Systems Reviews
- External Relationship Management

Competencies

Attributes/behaviours the role holder must possess to be successful in the role

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BOLD – driving ambition	Shows the ability to think broadly and strategically, focussing on solutions without getting bogged down in the problem. Can act decisively and toughly when business demands this.
EMPOWERING – unlocking potential	Has coaching conversations to help people improve. Delivers and positively welcomes helpful two way feedback.
TRUSTWORTHY – leading with integrity	Sees self as a role model and acts to lead by example. Is visible and approachable, showing empathy, interest and care for others.
EXCELLENT – continuous improvement	Shares a clear vision of what success looks like and clarifies expectations. Constructively and sensitively challenges others in the interests of business improvement.
PROUD – making a difference	Acknowledges contribution and gives credit to others. Celebrates individual and team success.
ENJOYABLE – love working together	Balances work and personal life so neither is neglected. Build trusting relationships both internally and externally and encourages the health and wellbeing of the team.

Performance Measures	<i>List the critical success factors used to determine whether desired results have been achieved</i>
Measure 1	The provision of timely access to current, reliable, meaningful data that is managed securely and comprehensive reporting functionality with scheduling capabilities
Measure 2	The analysis, comparison and presentation of performance data in a way that enables clear understanding of current performance and predicted outcomes
Measure 3	Performance improvement driven by an understanding of factual data, which informs decision making

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Measure 4	The provision of Technology and an ICT infrastructure that delivers individually tailored services where and when required, enabling mobile working and real time delivery in people's homes, at minimum cost to the business
Measure 5	The proactive development of our technology to ensure our infrastructure is resilient and future proof

In order to maintain effective services, you may be required to undertake any other reasonable task, which is broadly consistent with those in this document and could be expected within the remit of this role and within your level of skills, experience and knowledge, as determined by your Director.
