

Job Title:	Systems Application Specialist	
Job Grade:	E	
Reports To:	Head of Information Governance and Systems	
Service Overview:		
Corporate Services provides the infrastructure, systems and professional support that enable Compass to deliver safe, effective and high quality services across the organisation. Working closely with operational teams and corporate colleagues, the service ensures that our technology, information governance, data, systems and business intelligence support informed decision making, regulatory compliance and continuous improvement. The Information Governance and Systems function plays a critical role in ensuring that organisational information is managed securely, accurately and in accordance with legal, regulatory and contractual requirements. The team provides strategic leadership for information governance, health records management, clinical and corporate systems, performance reporting and business intelligence, helping colleagues access the information they need to deliver excellent services while protecting the confidentiality and integrity of data.		
Job Purpose:		
The Systems and Applications Specialist is responsible for the management, development and continuous improvement of Compass' clinical and corporate information systems, ensuring they remain secure, effective and aligned to the needs of the organisation. The role supports the delivery of high quality, reliable and efficient information systems by configuring, maintaining and enhancing applications that enable colleagues to work effectively and deliver safe, high quality services. Working collaboratively with colleagues, suppliers and stakeholders, the post holder will provide technical expertise, support system development, maintain data integrity and contribute to service improvement through the effective use of technology and information. The post holder will play a key role in supporting Information Governance, systems compliance, reporting capability and business intelligence by ensuring systems are maintained in accordance with legislation, organisational policies and best practice, while continually seeking opportunities to improve functionality, user experience and organisational performance.		

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Key Duties and Responsibilities:

1. Operational

- 1.1** Support the Head of Information Governance and Systems in the delivery, development and continuous improvement of Compass systems and applications.
- 1.2** Develop, implement and manage clinical and non clinical information systems and applications.
- 1.3** Take ownership of, and deliver, system upgrades and the implementation of new systems.
- 1.4** Patch and maintain systems in line with relevant policies and procedures.
- 1.5** Interpret and apply relevant government guidance and legislation relating to data and systems, ensuring compliance and good practice.
- 1.6** Acquire and export data from a range of internal and external sources and systems in conjunction with the Data and Business Intelligence Team.
- 1.7** Ensure systems and the data they hold remain fit for purpose.
- 1.8** Monitor and develop systems in line with user and organisational requirements.
- 1.9** Configure systems, workflows, forms, templates, user roles and permissions in line with agreed service requirements and governance controls.
- 1.10** Plan, coordinate and complete system testing, including functional testing, user acceptance testing and regression testing following system changes, upgrades and new implementations.
- 1.11** Document test outcomes, manage defects through to resolution and ensure changes are implemented safely with appropriate communication, training and support for users.
- 1.12** Proactively resolve system, data and information issues and queries.
- 1.13** Monitor and improve data quality where appropriate.
- 1.14** Configure and manage system APIs and integrations between systems and solutions, working with suppliers and internal colleagues to support secure and reliable data exchange.
- 1.15** Support the specification, testing and troubleshooting of data flows, imports, exports and interfaces between clinical, corporate and reporting systems.

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- 1.16** Keep up to date with system developments, supplier roadmaps and emerging functionality.
- 1.17** Build and maintain reports within systems or using external tools to support business monitoring, management and service improvement.
- 1.18** Use reporting and analytical tools, including Power BI, Excel, SQL and system native reporting tools, to produce clear, accurate and accessible reports and dashboards.
- 1.19** Analyse and interpret system data to support reporting, decision making and service improvement.
- 1.20** Assist with the delivery of mandatory returns, including the National Drug Treatment Monitoring System (NDTMS), mental health returns and GUMCAD and SHRAD sexual health returns.

2. Developing and Maintaining Relationships

- 2.1** Work closely with Senior Data Intelligence Analysts, Data Intelligence Analysts, Systems and Applications Specialists, IT colleagues and other internal teams to support the effective delivery of systems and applications.
- 2.2** Support and collaborate with internal and external stakeholders to ensure systems continue to meet organisational and service requirements.
- 2.3** Support colleagues across Compass to access and effectively use IT systems and applications.
- 2.4** Work with colleagues to define reporting requirements, validate outputs and improve the quality, consistency and usefulness of management information.
- 2.5** Communicate proactively with technical and non technical colleagues, presenting and interpreting technical information and system designs clearly.
- 2.6** Maintain positive working relationships with suppliers and monitor the delivery of agreed service levels and contractual obligations.
- 2.7** Communicate relevant supplier updates, product developments and system roadmaps with colleagues across Compass.

3. Managing Resources

- 3.1** Ensure Information Governance is maintained at all times in accordance with Compass policies, legislation and best practice.

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- 3.2** Assist with Information Governance processes and documentation, including Data Protection Impact Assessments (DPIAs), Data Sharing Agreements (DSAs) and Digital Technology Assessment Criteria (DTACs).
- 3.3** Support Subject Access Requests.
- 3.4** Create and maintain user guides for systems and applications.
- 3.5** Maintain asset registers and technical documentation for all systems.
- 3.6** Ensure systems remain secure, maintained and updated.
- 3.7** Maintain appropriate user access levels and permissions.
- 3.8** Ensure systems are backed up appropriately and disaster recovery arrangements remain effective.
- 3.9** Maintain compliance reporting and monitoring for licences and system logs.
- 3.10** Support the continuous improvement of systems, applications and reporting capability through effective system management and development.

4. Managing Self

- 4.1** Prioritise own workload within agreed objectives using your own initiative.
- 4.2** Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.
- 4.3** Take responsibility for your own and others' health and safety in the working environment.
- 4.4** Promotes equal opportunity and diversity within Compass.
- 4.5** Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.6** Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.7** Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines.
- 4.8** To act as a role model in applying good infection control prevention and control policy and practice within Compass.
- 4.9** Participate in the Compass performance review process and respond to agreed objectives.

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Flexible Approach

- To undertake any evening or weekend working as required.

To carry out such other duties commensurate with the grading of the post as may be reasonably determined from time to time.

In addition to these functions the post holder is expected to:

5. In agreement with the line manager carry out such other duties as may be reasonably expected in accordance with the grade of the post.

Financial Responsibilities: None

People Responsibilities: None

Qualifications, Experience and Knowledge:

ESSENTIAL

Qualifications

- Educated to degree level or able to demonstrate an equivalent level of knowledge gained through substantial relevant work experience.
- Recognised IT, technical or systems qualification or certification.

Experience

- Experience of developing, managing and supporting clinical and or corporate IT systems and applications.
- Experience of supporting colleagues to use systems effectively and troubleshoot issues.
- Experience of configuring systems, workflows, forms, templates, user roles and permissions to meet operational requirements.
- Experience of identifying, recording and resolving system defects or issues as part of change, upgrade or implementation activity.
- Excellent track record of delivering work to deadlines whilst balancing competing priorities.

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- Experience of completing work accurately and within agreed timescales.
- Experience of analysing and interpreting complex information and presenting findings in an accessible manner.
- Experience of using reporting and analytical tools to develop reports, dashboards and management information.
- Experience of collaborative and partnership working across organisational hierarchies and boundaries.
- Experience of working in a complex and demanding environment.
- Experience of supporting service and or process improvement and transformation.
- Knowledge and experience of working with data and datasets.
- Experience of planning, completing and documenting system testing, including functional testing, user acceptance testing and regression testing.

Knowledge

- Knowledge of Information Governance practices, Caldicott Principles, Data Quality Standards and the UK General Data Protection Regulation (UK GDPR).
- Knowledge and experience of SQL, Power BI or other business intelligence and reporting tools.
- Awareness of API integration, data mapping, interface testing and data exchange standards.

Personal

- Able to build and maintain positive working relationships with colleagues and external stakeholders.
- Able to manage work through to successful completion whilst working under pressure.
- Advanced Microsoft Excel skills.
- Excellent communication and interpersonal skills.
- Able to manage own workload effectively and escalate issues where appropriate.

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- Strong problem solving skills.
- Able to work confidently with large reports and datasets.
- Able to motivate others and promote positive team working.
- High level analytical and interpretation skills.
- Presentation skills.
- Collaborative team player.
- Consistent and reliable.
- Curious with a commitment to continuous improvement.
- Demonstrates the Compass values.
- Leads by example.
- Pragmatic, flexible and resilient.
- Self-motivated, enthusiastic and proactive.
- Able to manage difficult situations sensitively.
- Strategic thinker.

DESIRABLE

Experience

- Experience of working within local government, the public sector or the voluntary sector.
- Experience of working with suppliers and third party providers.
- Experience of leading or managing projects.
- Experience of NHS or other clinical systems.
- Experience of leading system change control, release management or upgrade testing processes.
- Experience of supporting strategic performance insights and data management.
- Experience of working with clinical information.

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- Experience of generating evidence for the NHS Data Security and Protection Toolkit (DSPT).

Key Competencies/Personal Attributes:

The post holder must demonstrate strengths in the following competency areas:

- **Team Player** – able to work as part of a team, co-operate to work together and in conjunction with others and willing to help and assist whenever possible and appropriate.
- **Interpersonal skills** – able to develop, establish and maintain positive relationships with others both internal and external to the organisation.
- **Strategic Thinking** – able to identify and manage risk.
- **Confidence and Presentation Skills**– able to deliver messages in a confident manner, with excellent presentation skills and group work skills.
- **Communication skills** – excellent communication skills (both written and verbal) and ability to adjust communication style and content to the audience.
- **Resilience and Workload Management** – able to work under pressure, dealing with peaks and troughs in workload and see tasks through to completion when under pressure.
- **Flexible & Adaptable** – positive attitude to dealing with change; flexible and adaptable, and open to exploring new ideas.
- **Self-awareness** – ability to empathise with others, maturity to admit and rectify mistakes and strong degree of personal integrity to adhere to acceptable standards of behaviour.
- **Motivated** – highly motivated and reliable and organised to plan and meet deadlines and manage time effectively.

Compass Values:

The post holder must demonstrate exemplary behaviour in all Compass values, personifying the values and inspiring all colleagues to do the same:

We are Solution Focused

We believe in the art of the possible
We believe in being courageous and collaborative

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We Act with Integrity

We believe our actions speak louder than words
We believe in asking for and offering help

We are Consistent & Reliable

We believe tenacity leads to success
We believe that no effort goes to waste

We Value Each Other

We believe in treating others as we expect to be treated
We believe everyone has something to contribute regardless of role

Safeguarding:

The post holder must demonstrate and share our commitment to Safeguarding:

- Work proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

Equality, Diversity & Inclusion:

The post holder must demonstrate and share our commitment to EDI:

- Actively support a safe, inclusive team culture where colleagues and service users of all backgrounds feel respected and empowered.

Compass is committed to promoting the welfare of all those we serve, as well as complying with best practice in the application of safeguarding and we expect all staff and volunteers to share our commitment. As part of our safer recruitment process, an enhanced DBS check will be undertaken before appointment as part of our pre-employment checking process and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Compass is also committed to equal opportunities and expects all those employed or who volunteer to share our commitment.

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