



Recruitment Pack for the Post of Chief Technology Officer
Badger 2023

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Welcome Letter

Dear Applicant,

Thank you for your interest in the position of Chief Technology Officer at Badger.

For over 26 years we have been the leading provider of NHS GP out of hours and urgent care in Birmingham and Solihull. We provide excellent NHS services for a population of over 1.6 million, delivered by our dedicated workforce of clinicians and support staff and with the support of a motivated head office team. Badger is a not-for-profit social enterprise that is value-driven and innovative.

This is an exciting and rewarding role with the opportunity to make a real difference in improving the health and wellbeing of our communities.

Rated as 'Good' by the Care Quality Commission (CQC) we have built up a respected reputation throughout Birmingham and the surrounding areas and have a national profile in the sector for being an exceptional organisation where quality service and quality improvement are at the heart of what we do.

We know that the future will be different with continued pressures on health sector services and an increased focus on improving value. However, against this shifting delivery context, one thing remains a constant - our passion to provide care that people can trust.

We are proud that our organisation is one of the most diverse in Birmingham and understand the benefits this brings to the quality of services. We warmly welcome applications from all irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We have a strong and committed board and a leadership team who ensure the organisation holds true to its values and delivers quality services that meet the needs of patients and commissioners. You will be part of our leadership team.

This senior and prestigious position will demand a high level of commitment, skill, and independence of mind. We believe the position will offer the successful applicant the opportunity to bring their own personality and skills to our caring, growing, and forward-thinking organisation.

I encourage you to apply and very much look forward to receiving your application.

Dr Fay Wilson
Executive Chair – Badger Group

About Badger Group

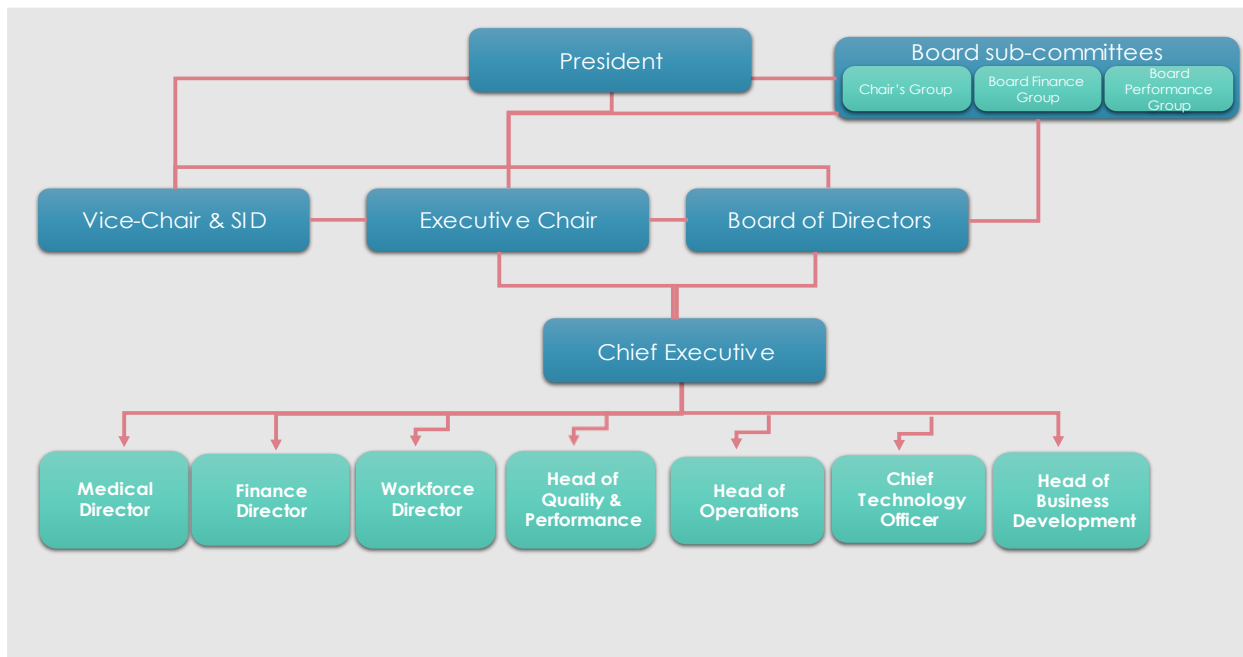
The Birmingham and District GP Emergency Room (Badger) Ltd is a not-for-profit social enterprise healthcare co-operative which includes, as part of its group of companies, Badger Medical Ltd, Badger Healthcare Ltd and Sett Support Partnership Plc. It has an annual turnover of £13 million and currently has a staff population of 422 people. 246 are non-clinical staff members and 176 are self-employed clinicians, the former currently spread across the following departments: Board Leadership; Medical Directorate; Finance; Workforce & HR; Quality & Performance; Operations; IT and Business Development.

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has over 230 opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.6 million. It operates out of four sites in Birmingham located at Bourne Road in Aston, Glover Street, Stockland Green and Hurst Lane. It has received 'Good' rating by the Care Quality Commission (CQC) inspection in all five areas: safe, effective, caring, responsive and well-led.

Renowned for its extensive experience and focus on quality, Badger has built up a respected reputation throughout Birmingham and the surrounding areas and has a national profile in the sector.

Organisational Structure and Governance

At Badger, our Executive Chair, Dr Fay Wilson is the Chair of the Board of Directors and the overall leader of Badger. The Chief Executive manages the top management team and you will be part of that team:



Badger's Vision, Values & Objectives

Vision

Our vision is:

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence – helping all our staff to be effective, efficient and contribute to providing quality service:

Safety: We believe in safety for all.

Efficiency: We eliminate waste and delay for the benefit of our patients.

Respect: We respect diversity in all its forms & treat everyone fairly.

Quality: We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six areas for action for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym. These are:

Build on what we do best

Achieve sustainability & growth

Develop new ways of working

Get our governance in gear

Excel as an employer

Resolve our risks

Job Description – Chief Technology Officer

Badger Health Group provides urgent primary care and GP out of hours services covering a patient base of 1.6 million across Birmingham & Solihull.

An exciting opportunity has arisen to join our organisation as Chief Technology Officer to be responsible for all internal and external electronic communication networks, including hardware and software systems as well as ensuring that all aspects of information technology infrastructure, applications, information governance, and operational communications provision; including telephony, supports and enhances organisational goals whilst minimising information risk.

The successful candidate will be a member of the senior leadership team reporting directly to the chief executive and will play a key role in leading the development, management and support of the IT infrastructure and embedding of digital solutions.

You will bring extensive experience in all aspects of IT and the ability to lead an organisation on an evolutionary digital journey. You will take responsibility for day to day running of the IT service, ensuring our IT systems are secure, consistent and reliable.

You will be collaborative, highly motivated, demonstrate excellent interpersonal skills and an ability to lead, motivate and develop a team.

24 hour support is provided by the department and active participation will be a requirement of the post.

Main Areas of Responsibility

Key responsibilities are as follows:

- Responsible for strategic and operational management of major digital services including systems, infrastructure, business intelligence and digital support.
- Ensure the maintenance and development of appropriate cyber, technical, professional, and quality standards.
- Contribute to the digital agenda in line with Badger's business objectives and transformation programme, reviewing existing systems and practices, recommending and overseeing improvements.
- Responsible for the continuous development, optimal use and delivery of healthcare and business applications, communication technologies and personal computing.
- Monitor network infrastructure and resolve system issues.
- Take a lead role in the transformation of the current digital operating model ensuring that services are optimised to provide excellent customer experience. The scale of this task requires well proven leadership combined with a highly organised approach to operational delivery.
- Work with system suppliers and internal development teams to ensure IT systems meet with national definitions and guidelines.
- To ensure back-up and disaster recovery procedures are in place and effective.

- Development of all IT related policies and protocols.
- Identify the need for upgrades, configurations or new systems and report to senior management.
- You will act with integrity at all times, ensuring motivations are trustworthy and that you respond with respect and act constructively towards others.
- You will build teams based on the values of respect, integrity, openness and the sharing of values, skills and knowledge that underpin Badger.
- You will lead by example, applying lateral and creative thinking to situations and encouraging others to seek solutions and improvements.
- To provide accurate, timely and comprehensive information and data for the purposes of monitoring and other review processes.
- To participate in the organisational senior management on-call system
- Responsible for HR activities of staff members including appraisals and absence management as well as the development and mentoring of staff.
- Uphold the highest professional conduct & our equal opportunities policy.
- Liaise with external organisations and attend local and regional meetings and events, enabling the development and maintenance of robust working relationships.
- To act as an ambassador and promote the good reputation of Badger.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.

Relationship to other roles

The Chief Technology Officer will report to the Chief Executive but work with other members of the Senior Leadership Team.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

Disclosure and Barring Service

This appointment will be subject to a criminal record check from the Disclosure and Barring Service at Enhanced level.

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

Person Specification – Chief Technology Officer

Criteria	Essential	Desirable
Education/Qualification	Holds appropriate degree level qualification in Information Technology or appropriate comparable experience.	Demonstrates a commitment to continuous personal development & learning.
Relevant Experience & Knowledge	<p>Proven experience in all aspects of information technology infrastructure, applications, information governance, and operational communications.</p> <p>Experience with IT performance management, network administration and system security.</p> <p>Experience of project managing implementation of systems.</p> <p>Experience of improving systems and processes, using technology.</p> <p>Experience of trouble shooting, analysis and resolving issues at all levels.</p> <p>Experience of working across organisational boundaries.</p> <p>Experience of leading significant organisational change.</p> <p>An understanding of the importance of continuity of care and the role digital can play in supporting delivery.</p> <p>Knowledge of General Data Protection Regulations (GDPR) and other relevant legislation.</p>	<p>Experience in the healthcare sector.</p> <p>Knowledge and experience of NHS systems.</p> <p>Knowledge of how digital capability can impact on healthcare outcomes.</p>
Skills & Abilities	<p>In-depth knowledge of the practicalities of implementing interoperability at the system level, including understanding of architectures and standards, including new areas such Open Platforms.</p> <p>Clear understanding of digital technology landscape and marketplace.</p> <p>Organised individual with the ability to juggle multiple projects.</p> <p>Significant and proven experience of managerial or leadership role including the development of staff, the co-ordination of teams and the scheduling of workloads.</p>	

	<p>Ability to plan within and across organisations, turning these plans into operational reality.</p> <p>Ability to work autonomously to analyse processes and implement developments.</p> <p>Ability to express complex issues both orally and in writing in an easily understood manner for a range of audiences.</p> <p>Ability to deliver high quality presentations to diverse audiences.</p> <p>Excellent analytical thinking and problem solving skills.</p>	
Personal Qualities	<p>Excellent interpersonal and communication skills with demonstrable ability to engage senior and junior staff.</p> <p>Motivated and confident self-starter.</p> <p>Commitment to equality & diversity and values of Badger Group.</p>	
Other requirements	<p>Required to travel across Badger locations and external meetings</p> <p>Flexible in attendance of meeting out of normal office hours</p>	

TERMS AND CONDITIONS:

Salary: £55 – 60k per annum (negotiable)

Hours: Full time

Contract: 3 years (with possibility of extension depending on performance)

NHS Pension Scheme

Location: Birmingham (in person)

Notice period: 3 months

HOW TO APPLY:

- A CV including details of positions held (and dates), senior experience and key achievements.
- A supporting statement explaining your motivation in applying for this position at **Badger** and also addressing how you meet the requirements of the person specification - maximum of three sides of A4.
- Full contact details (name, job title, organisation, address, phone and email) for two referees (including your current employer if applicable). We will not take up references without your prior agreement.

RECRUITMENT TIMETABLE:

Recruitment Stage	Date
Closing date	12pm Monday 13 th February 2023
Panel interview w/c	28 th February, 1 st & 2 nd March 2023 (in person) at Badger House, Glover Street, Birmingham, B9 4EY

Appendix One Recruitment Advertisement

Chief Technology Officer

Location: Birmingham

Hours: Full time

Salary: £55 – 60k (negotiable) plus NHS pension

Badger is a key part of the NHS in Birmingham and Solihull and is the area's largest and most innovative provider of NHS GP out of hours and Urgent Primary Care. The last two years revolutionised the way we work and we're seeking a special person to be our Chief Technology Officer to lead us into the new healthcare environment.

This exciting opportunity is based in our head office in the new Eastside development area in Birmingham.

We're looking for someone who will be responsible for all internal and external electronic communication networks, including hardware and software systems as well as ensuring that all aspects of information technology infrastructure, applications, information governance, and operational communications provision supports and enhances organisational goals whilst minimising information risk.

You may be an up-and-coming Chief Technology Officer seeking a challenge or an experienced person wanting something different to rejuvenate your career.

The Chief Technology Officer will understand the NHS, relish the pressures facing urgent care services and be passionate about delivering health care in an innovative way.

We seek an exceptional leader who is bold, authentic, resilient, honest, hardworking and emotionally intelligent.

For an information and application pack please email recruitment@badger.nhs.uk

Closing Date: Completed applications to recruitment@badger.nhs.uk
by **12pm Monday 13th February 2023**

Panel Interview: **28th February, 1st & 2nd March 2023 (in person) at Badger House, Glover Street, Birmingham, B9 4EY**