

Job Description

Job Title:	Senior Data and Clinical System Lead
Responsible to:	Lead for Governance, Quality Assurance and Compliance
Accountable to:	Director of Care

Job Purpose:

The Senior Data and Clinical System Lead plays a critical role in supporting safe, high-quality, and effective care at Acorns Children's Hospice by developing, optimising, and maintaining care-related digital systems- primarily, but not limited to, SystmOne and leading the interpretation and analysis of clinical and operational data.

The postholder will work closely with the Clinical Data Performance Analyst, Contract Reporting Officer and Data Quality Administrator to:

- > develop and improve digital workflows and templates
- > ensure high-quality, accurate clinical documentation
- > translate care activity data into meaningful insight
- > develop dashboards, metrics and reports for governance, quality improvement, safeguarding, patient safety, and commissioner assurance

This role sits at the intersection of clinical systems optimisation, data analysis, and care governance, supporting both frontline clinical teams and the wider Care Directorate.

Main Duties:

Systems Development & Optimisation

- > Develop, maintain, and optimise SystmOne templates, workflows, forms, reports, and data capture tools to improve clinical documentation, safety, and efficiency.
- > Collaborate with clinical teams, Clinical Education, and SystmOne Superuser(s) to ensure system design aligns with care pathways, quality standards, and data requirements.
- > Test and deploy system changes safely, ensuring proper validation, permissions, and configuration management.
- > Support the introduction of new functionality within SystmOne and other digital tools, ensuring staff are trained and supported in their use.
- > Monitor system usage patterns to identify gaps, errors, or opportunities for improvement.
- > Work with the SystmOne Superuser(s) and external system partners to support Acorns' participation in Shared Care Records (ShCR) and interoperability initiatives.
- > Ensure clinical documentation templates and data capture processes within SystmOne are aligned with the data requirements of the wider healthcare system, including ShCR, ICS/ICB datasets, and partner providers.
- > Support the safe and appropriate sharing of information with NHS partners by ensuring data is accurate, complete, and coded consistently according to national or regional standards.
- > Provide analytical and system expertise to ensure Acorns input into shared or federated care records reflects clinical pathways, safeguarding needs, and multi-agency communication requirements.

- > Participate in regional interoperability working groups or user forums where required, representing Acorns' care pathways and digital priorities.

Data Analysis & Insight

- > Interpret and analyse clinical and operational datasets to produce high-quality insight for governance committees, clinical leaders, safeguarding reviews, quality improvement (QI), and strategic decision-making.
- > Support in the development and maintenance of Power BI dashboards and analytical views, working with the wider data team to ensure reliable underlying datasets.
- > Provide analytical narrative for Care KPIs, variation trends, performance metrics, and exception reports.
- > Support QI projects by developing measurement plans, running SPC charts (and supporting SPC analysis), and assisting with evaluation of interventions.
- > Work with the Contract Reporting Officer to ensure commissioner reports are accurate, consistent, and aligned to contractual definitions.

Data Quality, Governance & Assurance

- > Supported by the Data Quality Administrator, lead operational data quality improvement activities, including data quality audits, error identification, root cause analysis, and feedback loops into Education or clinical teams.
- > Support the maintenance of the Care Data Dictionary, helping define data fields, business rules, and clinical/system terminology.
- > Ensure robust standards of data accuracy, completeness, and consistency, particularly for safeguarding, incidents, care activity, community contacts, and patient outcomes.
- > Contribute to DSPT, Caldicott, GDPR and clinical governance requirements by ensuring system data is captured and used responsibly.

Cross-Directorate and Multi-Disciplinary Collaboration

- > Work with Safeguarding, Children, Young People and Family Services, Practice Education, Clinical Governance, and other directorates to meet insight, reporting and system-development needs.
- > Provide subject-matter expertise to support service design, clinical pathway development, and new digital initiatives.
- > Liaise with IT, IG, and external partners (including but not limited to Vantage and SystmOne/TPP) to resolve system issues, escalate configuration changes, and support secure system access.
- > Support preparation for CQC assurance by producing system evidence, usage reports, and data summaries.

Training, Support & Continuous Improvement

- > To support the Clinical Data performance Analyst to provide training, guidance, and advice to staff on effective and accurate clinical system usage.
- > Contribute to digital literacy and data literacy across the Care Directorate.
- > Participate in structured delivery cycles (e.g., backlog refinement, prioritisation meetings), ensuring timely delivery of system updates and analytical products.
- > Recommend improvements that enhance documentation quality, reduce manual burden, or increase reporting reliability.
- > Stay up to date with SystmOne developments, NHS data standards, coding changes, and emerging digital opportunities.

Three overlapping circles in light green, light blue, and light purple are positioned to the left of the 'Infection Prevention and Control' header.

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It is everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment, the post-holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk; staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.


Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Three overlapping circles in light green, light orange, and light purple are positioned to the right of the 'Equality, Inclusivity and Diversity' header.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age,

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disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service meets the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

Other Duties:

- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
- > To carry out any other reasonable duty as requested by your line manager.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

Person Specification: Senior Data and Clinical System Lead

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> > Degree (or equivalent experience) in Health Informatics, Data/Computer Science, Information Systems, or related field. > Training in Information Governance / UK GDPR. 	<ul style="list-style-type: none"> > SystmOne training, certification or specialist modules. > Power BI, SQL, or similar analytical tool certification. > Training in quality improvement (QI) methods (e.g., PDSA, SPC). > Project / Agile delivery training.
Experience	<ul style="list-style-type: none"> > Experience developing or configuring clinical systems (ideally SystmOne). > Proven experience producing high-quality analysis, reports, or dashboards. > Experience working with clinical or sensitive data. > Experience supporting data quality improvement. > Demonstrated ability to interpret complex information and provide clear analytical narrative. > People management experience 	<ul style="list-style-type: none"> > Experience in a clinical, hospice, charity, or NHS environment. > Experience working with ICB/commissioner datasets. > Experience supporting safeguarding, governance, or QI reports. > Experience designing or improving digital clinical workflows.
Skills and Ability	<ul style="list-style-type: none"> > Strong analytical and problem-solving skills. > Skill in developing or modifying system templates, forms, and workflows. > Proficiency in Power BI, SQL, or data analysis tools. > Ability to explain technical or data concepts to non-technical colleagues. > Excellent communication and relationship-building skills. > Strong attention to detail, accuracy, and documentation. > Ability to manage multiple priorities and meet deadlines. 	<ul style="list-style-type: none"> > Ability to automate small reporting tasks or processes. > Skills in data validation, metadata, or coding standards. > Ability to facilitate training sessions or group learning. > Understanding of care pathways, clinical terminology, or NHS data standards.
Other	<ul style="list-style-type: none"> > Interest in digital transformation and service improvement. > Ability to represent Acorns in system user groups or external networks. 	
Behaviours	<ul style="list-style-type: none"> > Will challenge the status quo > Positive, enthusiastic approach & can-do attitude > Curious, always seeking to understand and improve experience of customers > Open to change and continuous improvement > Innovative mindset and passionate about learning > Commitment to the Acorns strategy & its success 	

Terms and Conditions of Employment

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Job Title:	Senior Data and Clinical System Lead
Responsible To:	Lead for Governance, Quality Assurance and Compliance
Accountable To:	Director of Care
Location:	Nearest Acorns Hospice (Birmingham, Walsall or Worcester)
Salary:	Band E £41,500 to £45,000 per annum
Notice:	12 weeks
Hours:	37.5 hours per week Monday to Friday 9am to 5pm but with some flexibility to do some evenings and weekends if service needs require it.
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme).
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.