



NHS

**Great Ormond Street
Hospital for Children**

NHS Foundation Trust

JOB DESCRIPTION & PERSON SPECIFICATION

Job title: EPR Senior Configuration Analyst (Genetics)

GOSH profile

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) is an international centre of excellence in child healthcare. GOSH is an acute specialist paediatric hospital with a mission to provide world-class care to children and young people with rare, complex and difficult-to-treat conditions.

Together with our research partner, the UCL Great Ormond Street Institute of Child Health, we form the UK's only academic Biomedical Research Centre specialising in paediatrics. Since its formation in 1852, the hospital has been dedicated to children's healthcare and to finding new and better ways to treat childhood illnesses.

Great Ormond Street Hospital receives nearly 300,000 patient visits (inpatient admissions or outpatient appointments) every year (figures from 2018/19). Most of the children we care for are referred from other hospitals throughout the UK and overseas. There are 60 nationally recognised clinical specialities at GOSH; the UK's widest range of specialist health services for children on one site. More than half of our patients come from outside London and GOSH is the largest paediatric centre in the UK for services including paediatric intensive care and cardiac surgery.

Through carrying out research with the UCL Great Ormond Street Institute of Child Health, University of London and international partners, GOSH has developed a number of new clinical treatments and techniques that are used around the world.

The UK's only academic Biomedical Research Centre (BRC) specialising in paediatrics is a collaboration between GOSH and UCL Great Ormond Street Institute of Child Health. We are a member of University College London (UCL) Partners, joining UCL with a number of other hospitals – an alliance for world-class research benefitting patients.

In partnership with six other NHS trusts, we are the lead provider for North Thames Genomics Medicine Centre, part of the national 100,000 Genomes Project.

Great Ormond Street Hospital at a glance

GOSH provides over 60 different specialist and sub-specialist paediatric health services. This was the widest range on any single site in the UK.

GOSH had more than 60 YPF members, who were involved in 89 activities.

GOSH employed an average of 5,357 full time equivalent staff in 2022/23.

By the end of 2022/23 GOSH had stopped purchasing Desflurane anaesthetic medical gas, contributing to lower emissions.

2022
/23

GOSH had 50 YPAG members, who gave feedback and had input into 45 research projects.

GOSH had 2,217 participants in 933 active research studies.

The GOSH Learning Academy offered over 17,000 additional learning opportunities, more than 10 times the target.

98% of inpatients and 95% of outpatients would recommend GOSH.

Volunteers contributed 10,260 hours, equating to approximately £123,000 of donated time.

GOSH had 44,994 inpatient and day cases. And 238,719 outpatient attendances.

Great Ormond Street Hospital Culture and Values

The Trust has developed the Always Values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other.

Our Always Values are that we are:



Diversity & Inclusion

Here at GOSH, we believe that improving lives for our patients begins with improving how we learn, work and grow as colleagues. So, we're changing. We know that we need to develop a more inclusive culture where everyone feels seen and heard. By growing an ever more diverse workforce, we'll have a greater range of perspectives and knowledge in our GOSH community, meaning that we can provide the children and young people at our hospital with even better care. At GOSH we have opportunities for our staff to engage with colleagues through the following networks: REACH (Race, Ethnicity and Cultural Heritage) ENABLED (Enhancing Abilities & Leveraging Disabilities Network), PRIDE & Women's networks.

Job title	
Directorate	Genetics
Band	7
Supervised by	EPR Configuration Manager/NTGLH Senior Project Manager
Type of contract	Fixed-Term
Hours per week	37.5
Location	Great Ormond Street Hospital
Budgetary responsibility	N/A
Manages	EPR Configuration Analysts

Main purpose of the job

As an EPR Senior Configuration Analyst the post holder is responsible for:

- Assisting on the National Genomic Order Management System (NGOMS) project with NHS England.
- Assisting Ongoing optimisation of the Trust's new electronic patient record (EPR) system within a designated team
- Assisting with the ongoing end user training and support of the Trust's end users; at times providing on-call support
- If required, gaining an additional Epic qualification through successfully completing Epic's training programme (certified or proficient)
- Working on several integrated areas to ensure a coordinated approach across all teams
- Analysing and suggesting ways to improve current workflows and working practices
- Facilitating agreement for changes in working practices with appropriate stakeholders
- Matching agreed workflows with those already built into Epic's EPR system and/or configuring the Epic EPR system using configuration tools to tailor the system
- Assisting with testing of the systems to ensure it is safe, usable, secure and robust.
- Lead on Quality for the Beaker team, including attending LM Quality Group meetings and maintaining the teams quality documentation in Q-Pulse.

Key working relationships

Internal: EPR Deputy Head of Design and Delivery, EPR Beaker Configuration Manager, North Thames Genomic Lab Hub Senior Project Manager.

External: EPR supplier, NHS England, other suppliers to the EPR team.

Main duties and responsibilities:

1. Work with NTGLH, NHS England, EPR Team and Epic to support delivery of the NGOMS.
 2. Where required supervise and provide day to day line-management to the Configuration Analysts within the team.
 3. Analyse and document simple to highly complex clinical and administrative workflows, information, data collection and/or reporting requirements.
 4. Investigate end users' preferences and populate databases as part of the configuration process.
 5. Be an expert in the application area, troubleshoot problems and address questions from end users regarding the application.
 6. Ensure that the Epic system is configured to meet new 'best practice' ways of working, to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks.
 7. Log issues as they arise and liaise with colleagues and the supplier to achieve resolution and update the systems accordingly. Escalate unresolved issues through the Configuration Manager or Deputy Head of Design and Delivery as appropriate.
 8. Follow-up with colleagues and Trust staff to provide information in a timely fashion to enable deadlines to be met.
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9. Negotiate and persuade senior staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience.
 10. Report configuration progress on a weekly basis to the Configuration Manager, Senior Project Manager and/or Deputy Head of Design and Delivery.
 11. Work with the BI/Reporting team to ensure reporting needs for departments under your remit are met.
 12. Maintain regular communication with other configuration teams and relevant supplier staff.
 13. Where required ensure that build changes are reflected in the Master System Training (MST) system and work with Training & Support Leads and Analysts to ensure awareness of system updates.
 14. Work with Training & Support Leads and Analysts to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate.
 15. Work autonomously to plan, organise, and prioritise workload to meet multiple and often conflicting deadlines.
 16. Initiate, arrange, chair and/or participate in meetings between senior Trust staff and/or Programme colleagues to discuss workflows and/or areas of concern and/or take notes of any action points.
 17. Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and/or wider Trust audience.
 18. Handle change management issues professionally and sometimes in hostile or antagonistic situations.
 19. Demonstrate/present complex build work in the EPR system in an easy to understand format to individuals and/or groups of staff, including at senior and director level.
 20. To undertake training (in the UK and overseas) and, within 3 months of start date, become qualified in at least one Epic application.
 21. Undertake self-learning from various sources to solve problems in build/reporting/testing.
 22. Ensure end-users are given the appropriate levels of access and security to the EPR system as defined by their job role.
 23. Work with the testing team to develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Testing Lead's instructions.
 24. Ensure testing activity is completed, tracked and is consistent with published deadlines.
 25. Analyse and review test progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level.
 26. Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase.
 27. Ensure compliance to programme changes and change control mechanisms.
 28. Act as an ambassador for the Trust's EPR and Genetics Programmes at all times.
 29. Meet regularly with the Configuration Manager, NTGLH Senior PM and/or Deputy Head of Design and Delivery to plan, negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Programme plans.
 30. Ensure that all generated documentation is fit for purpose, accepted and retained in line with EPR Programme Office processes.
 31. Input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/templates.
 32. To manipulate data and/or run and collate reports or other documentation as required for the EPR Programme team, board meetings or events.
 33. Work in a complex and unstructured multi-disciplinary environment, be able to act with minimum guidelines and set standards for others.
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34. Develop and maintain effective networks and relationships with internal and external contacts.
35. Undertake additional, specific project work in support of the GOSH Genetics and EPR programmes under the direction of the Head of EPR, Deputy Heads of Design and Delivery, and/or Configuration Manager.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

Other information

Great Ormond Street Hospital for Children NHS Foundation Trust is a dynamic organisation, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment.

The GOSH Learning Academy (GLA)

Staff education and training influences every stage of the patient journey. Be it the communication skills of the medical secretary planning a patients' stay, the multi-professional team caring for them on the ward, the leadership skills of our corporate and operational teams, or the administrator planning their transport home – each member of staff needs the up-to-date knowledge, skills, and capabilities to provide our patients with exceptional care. We have a number of opportunities for staff available through the [GOSH Learning Academy](#):



PERSON SPECIFICATION

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements. Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

GOSH Culture and Values	Essential	Desirable	Assessment method
Our Always values <ul style="list-style-type: none"> • Always welcoming • Always helpful • Always expert • Always one team 	E	D	A/I
1) Experience of working as part of a diverse team. 2) Experience of contributing to an inclusive workplace culture. 3) Knowledge and Understanding of diverse backgrounds and perspectives. 4) Understanding of Diversity and Inclusion challenges in the workplace. 5) Demonstrable contribution to advancing Equality, Diversity and Inclusion in the Workplace	E		A/I
Academic/Professional qualification/Training			
1) Educated to degree level or equivalent experience	E		A/I
2) Maths and English GCSE grade C or above or equivalent qualification	E		A/I
3) Post graduate qualification or equivalent relevant experience	E		A/I
4) Continuing Professional Development	E		A/I
5) IT qualification in MS Office or equivalent experience		D	A/I
6) PRINCE2 Foundation level		D	A/I
7) Epic Certification		D	A/I
Experience/Knowledge			
1) Epic Certification/Proficiency		D	A/I
2) Previous Laboratory Experience		D	A/I
3) Knowledge / experience of EHR	E		A/I
4) Experience of supervising or line-managing staff, including contributing to or performing appraisals		D	A/I
5) Excellent operational or clinical knowledge of one or more specific areas including knowledge of relevant operational policies and procedures	E		A/I

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6) Experience of supporting change management		D	A/I
7) Understanding of Information Governance		D	A/I
Skills/Abilities			
1) Excellent organisational and planning skills	E		A/I
2) Excellent written and verbal communication with the ability to communicate with staff at all levels in the organisation, including clinical staff and managerial staff as well as with external suppliers	E		A/I/T
3) Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint	E		A/I/
4) Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions	E		A/I/T
5) Ability to impart knowledge and/or present to others in a clear and concise manner	E		A/I
6) Able to cope with unpredictable and intense situations	E		A/I
7) Able to lead meetings, resolve conflicts, maintain issues lists and work to a project plan	E		A/I
8) Able to work collaboratively with own team members as well as those in other application teams	E		A/I
9) Good analytical and project management skills	E		A/I/T
10) Confident in working with, negotiating with and motivating clinical staff, medical consultants and/or other senior managers	E		A/I
11) Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison of a range of options	E		A/I/T
12) Ability to present and argue a case confidently and persuasively		D	A/I

Criteria Key:**Review Method:**Essential: **E**Application form: **A**Desirable: **D**Interview: **I**Test: **T**