



JOB DESCRIPTION

Job Title: Clinical Systems Manager

Department: Clinical Services

Reports To: Clinical Quality Lead

Responsible For: Clinical systems including SystmOne and associated applications

Hours: Core hours 8:00am – 4:00pm, flexible working arrangements supported

The Role

The Clinical Systems Manager ensures clinical systems are reliable, accessible and configured to support safe, high-quality and efficient patient care. The role works collaboratively with colleagues across the hospice to meet clinical, operational and regulatory requirements.

Key Outcomes and Responsibilities

- Clinical systems are maintained, configured and optimised to support patient care and service delivery.
- Colleagues are confident, supported users of clinical systems through inclusive training and accessible guidance.
- Clinical data is accurate, secure and managed in line with information governance and regulatory standards.
- Clear documentation and standard operating procedures support consistent and safe system use.
- Improvements are identified collaboratively and implemented to enhance service quality.

Risk Management including Health & Safety

The postholder follows all health and safety policies, completes mandatory training and contributes to a safe and supportive working environment.



Team Working and Conduct

The role requires respectful, inclusive and collaborative team working across disciplines and departments. All duties are carried out in line with St Oswald's Hospice values, People Charter and Respect at Work Policy.

Confidentiality

The postholder maintains strict confidentiality of patient, staff and organisational information in accordance with information governance policies and GDPR legislation.

New Tasks

Duties may evolve over time in response to service needs. Any additional responsibilities will be appropriate to the scope and level of the post and discussed with the postholder.

PERSON SPECIFICATION

Qualifications, Training and Education

- NVQ Level 3 or equivalent, or diploma level qualification (essential).
- Degree-level qualification in Information Management or a related subject (desirable).

Experience

- A minimum of 2 years' experience working with clinical systems, ideally SystmOne.
- Experience designing and delivering training or guidance for system users.
- Experience producing procedural documentation or training materials.
- Experience working in a healthcare environment (desirable).
- Experience demonstrating compliance against standards (desirable).

Knowledge

- Clinical systems and electronic patient record systems.
- Patient confidentiality, data protection and information governance.
- Clinical governance principles (desirable).

Skills and Abilities

- Strong analytical and problem-solving skills.



- Clear, inclusive verbal and written communication skills.
- Ability to prioritise work and respond to changing service needs.
- Ability to work independently and collaboratively.
- Ability to build effective working relationships with a range of stakeholders.

Personal Qualities and Values

- Demonstrates St Oswald's values: Safe and Supportive; Positive and Can Do; Accountable and Authentic; Caring and Compassionate; Excellence and Innovation.
- Approaches work in a calm, professional and respectful manner.
- Acts with integrity, discretion and reliability.
- Open to learning, feedback and continuous improvement.

Working Arrangements

Flexible working between home and hospice is supported and agreed in line with service needs and hospice priorities.

Applying for this Role

We welcome applications from people from all backgrounds. You do not need to meet every requirement listed to apply. Selection will be based on skills, experience and potential, and reasonable adjustments will be supported throughout the recruitment process.