Job Title:	Regional Head of IT
Reports to (job title):	Head of IT Operations
Line Manager to:	N/A

Job purpose

We are seeking a Regional Head of IT to serve as the key link between our national IT function and the Bath, Swindon & Wiltshire (BSW) service. This strategically vital role ensures IT services are effectively aligned with local operational priorities and that commitments made during mobilisation and bidding processes are delivered as expected.

Acting as the regional IT lead, the post focuses on relationship management, service assurance, and the coordination of IT support across the BSW region. While the role does not include direct line management of IT teams, it is critical in bridging local operational teams, regional leadership, and national IT services to drive alignment and accountability.

A key element of this role involves close collaboration with IT leaders from other organisations within the BSW Integrated Care System (ICS). The successful candidate will play a pivotal role in ensuring that technology initiatives and strategies are developed and delivered collaboratively, supporting interoperability and shared goals across the wider health and care system.

The post holder will represent IT at regular service and governance meetings, provide visible leadership for IT in the region, and ensure that local priorities are clearly understood and championed across internal teams, transformation programmes, and the broader IMT landscape.

Key responsibilities

- **Strategic Engagement & Partnership**
  - Act as the dedicated Regional Head of IT for the BSW service, building strong relationships with operational leaders, service managers, and the wider BSW ICS.
  - Understand local business plans, service priorities, and challenges to ensure IT services are aligned with operational needs.
  - Represent IT at regional governance boards, service reviews, and programme discussions.

- **Service Assurance & Operational Support**

  - Provide oversight of IT service performance across the BSW region, ensuring agreed SLAs and service standards are maintained and communicated.

  - Coordinate with internal IT teams to resolve service issues, manage escalations, and deliver high-quality support.

  - Ensure local services are fully supported in mobilisations, service changes, and transformations.

- **Communication & Visibility**

  - Enhance communication between IT and regional services by acting as a trusted point of contact and conduit for updates, planning, and feedback.

  - Proactively communicate planned IT changes, ongoing initiatives, and improvement work to local stakeholders.

  - Raise awareness of the value and impact of IT projects that support BSW services, ensuring visibility of outcomes and progress**.**

- **Governance & Risk Management**

  - Maintain oversight of regional IT risks and dependencies, escalating issues where necessary and contributing to risk mitigation planning.

  - Support local compliance with information governance, cyber security, and IT policy requirements.

  - Contribute to IT reporting and provide regular updates to senior leadership and service leads.

- **Continuous Improvement & Transformation Support**

  - Capture and share feedback from the region to inform service development, transformation, and digital initiatives.

  - Identify opportunities to improve IT service experience for end users across the region.

  - Support the delivery of transformation programmes by ensuring local IT considerations are understood and represented.

Proposed Job Plan

- Act as the key IT point of contact for the Bath, Swindon and Wiltshire (BSW) service, ensuring strong and consistent communication between regional stakeholders and national IT teams.

- Represent HCRG Care Group in local IT leadership forums, working collaboratively with IT leaders across the BSW ICS.

- Attend and contribute to regular service meetings, operational boards, and project discussions to represent IT services and ensure alignment with local priorities.

- Monitor and review the performance of IT services within the BSW region, escalating issues and working with internal teams to drive resolution and service improvements.

- Support the transformation and implementation of service changes, projects, and digital initiatives across the region, ensuring local IT requirements are captured and delivered.

- Facilitate regular service reviews, working closely with Service Delivery and BSW operational leads and ICB representatives to assess performance, discuss upcoming changes, and address any concerns.

- Maintain visibility of ongoing and upcoming IT programmes of work, ensuring regional teams are informed and engaged where relevant.

- Identify opportunities to enhance the IT user experience, drawing on local feedback to inform service improvement and digital strategy.

- Liaise with information governance, security, transformation, and infrastructure teams to ensure regional services comply with relevant policies, standards, and requirements.

- Provide local leadership in navigating IT processes, change requests, and escalations, acting as a trusted advisor to operational and clinical teams.

- Represent regional priorities to the central IT Operations leadership team and contribute to the overall improvement of national IT services.

Education & Qualifications

- Educated to degree level in IT, Business, or a related discipline, or equivalent relevant experience.

- ITIL Foundation certification or working knowledge of IT service management frameworks.

Experience

- Proven experience in IT relationship management, business partnering, or service delivery roles within a complex environment.

- Strong background in stakeholder engagement and managing service expectations.

- Experience in healthcare or public sector organisations is highly desirable.

Skills & Attributes

- Excellent relationship-building and stakeholder engagement skills.
- Strong understanding of IT operations, service management, and digital transformation.
- Effective communicator with the ability to tailor messages to technical and non-technical audiences.
- Strong coordination and organisational skills; able to manage competing demands and regional priorities.
- Politically astute, with the ability to influence without direct authority.

Key Relationships

- BSW service managers and operational leads
- BSW ICS representatives
- Head of IT Operations and wider IT and Security teams
- Digital transformation and project teams
- Information governance team

Personal Attributes

- Passionate about delivering high-quality services and driving improvement.
- Proactive and positive communicator who enjoys building relationships.
- Strong problem-solving skills with a continuous improvement mindset.
- Calm under pressure and able to manage through uncertainty.
- Able to work independently and collaboratively across teams and locations.
- Willing to travel nationally for service reviews, stakeholder meetings, or mobilisation support.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been

defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

care·think·do
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- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

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HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that

are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Employee signature

Manager signature