



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

Job Title	Clinical Systems Manager
Department	IT & Digital
Reports to (job title)	Head of IT & Digital
Direct and Indirect Reports	No
Job Grade	C3

Who we are

At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, *“to be the most innovative and best quality provider of niche health and social care services.”*

Our **Purpose** is, *“to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*

We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.

We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.

We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.

We will deliver care and clinical interactions compassionately and tailor them to individual needs.”

We achieve this by living our business **Values** each and every day:

- We are **caring**
- We are **enterprising**
- We are **resourceful**
- We are **authentic**
- We are **accountable**

As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”*



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

What you'll be doing (your job purpose)

As Clinical Systems Manager, you will provide specialist advice and operational support for the effective use of clinical systems across St Hugh's and Sancta Maria Hospitals, with a particular focus on Compucare8. You will work closely with clinical, operational, and IT colleagues to ensure systems are configured, used and developed in a way that supports safe patient care, efficient workflows, high-quality data capture and reliable reporting. The role will lead system development, upgrades, testing, implementation, training and continuous improvement activity, translating user feedback and operational requirements into practical system improvements. You will analyse data quality and performance, enable the production of clear reports, and support evidence-based decision-making. The post requires autonomy, sound judgement, strong communication skills and the ability to bring together technical, clinical and operational perspectives.

Your key accountabilities and responsibilities

- Act as the operational specialist for Compucare8, supporting its configuration, optimisation, day-to-day use and continued development across St Hugh's and Sancta Maria Hospitals.
- Work with clinical, operational, and IT colleagues to ensure clinical systems support safe patient care, efficient workflows, accurate data capture and effective organisational reporting.
- Provide specialist advice on clinical information, system use, data quality and reporting requirements, identifying trends, risks and opportunities for improvement.
- Translate clinical and operational requirements into practical system improvements, ensuring frontline feedback informs system configuration, training, guidance and process development.
- Lead and coordinate Compucare8 system upgrades, patches and configuration changes, including supplier liaison, release planning, structured testing, issue resolution, documentation, go-live readiness and post-implementation review.
- Develop and maintain robust testing plans for system changes, including user acceptance testing, regression testing, data validation and workflow testing before changes are released into the live environment.
- Analyse, investigate and resolve system queries, escalating technical issues where appropriate and ensuring users receive timely and effective support.
- Develop and implement practical processes that improve data quality, system adoption, reporting outputs and workflow efficiency.
- Maintain high standards of data entry, and database management
- Communicate data quality issues and system requirements clearly to non-technical colleagues through training, guidance and knowledge sharing.
- Develop and deliver Compucare8 training, user guidance, process documentation and staff support through face-to-face and electronic formats.
- Support compliance with relevant health information, information governance, data protection and data security policies within the role's area of responsibility.



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

General responsibilities

- Take responsibility for your own health, safety and welfare, and that of colleagues, residents, patients and visitors, escalating any hazards or potential risks in line with HMT policy.
- Remain fully conversant with HMT policies relating to safeguarding, whistleblowing, information governance, data protection and confidentiality.
- Comply with HMT Information Governance Policy, UK GDPR and relevant data security requirements, maintaining appropriate confidentiality in relation to personal, clinical and commercially sensitive information.
- Comply with national and local infection prevention and control guidance, policies and procedures.
- Establish and maintain positive working relationships with colleagues, residents, patients, visitors, health professionals and external agencies.
- Act as an ambassador for HMT's vision, ethos and values.
- Promote equality and diversity at all times, with an emphasis on Fairness, Respect, Equality, Dignity and Autonomy (FREDA).
- Adhere to all relevant HMT policies and procedures.
- Attend mandatory training, whether on or off site, in line with contractual and role requirements.
- Undertake any other lawful, reasonable and appropriate duties or accountabilities required by the role.

Your knowledge, skills and experience

Experience of using, configuring and supporting Compucare8 or a comparable clinical information system	Essential
Knowledge of healthcare performance, reporting and data quality indicators, including how these support operational management, assurance and service improvement.	Essential
Experience of interpreting data in a service context and providing clear analysis, recommendations and practical improvement actions.	Essential
Knowledge of hospital operational structures, clinical workflows and patient pathways.	Desirable
Experience of working with system users, trainers, suppliers and support teams to improve system use, data quality and process robustness.	Essential
Experience of coordinating system upgrades, testing, user acceptance testing or change implementation within a clinical or operational environment.	Essential

Date Choose an item.



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

Experience of developing user guidance, training materials, standard operating procedures or system support documentation.	Desirable
--	-----------

Your training and qualifications

Educated to degree level or equivalent specialist knowledge in information management	Essential
Health systems configuration qualification or equivalent knowledge	Desirable
Training in information governance / data protection	Desirable

Aptitude and Abilities

Excellent verbal and written communication skills with the ability to present information to large groups of staff providing advice and training on information issues	Essential
Excellent presentation skills with the ability to clearly explain complex information to a wide range of staff	Essential
Ability to communicate the implications of results from activity or performance analysis and advise on the conclusions drawn	Essential
Good interpersonal skills, with the ability to form good working relationships	Essential

Disposition / Attitude / Motivation

Analytical and problem solving skills required for the assessment of performance information and data quality	Essential
Investigating and resolving complex analytical queries and problems with a range of solutions	Essential
Data manipulation skills to query and retrieve large complex data sets containing sensitive information	Essential
Excellent data presentation skills including use of MS Excel, Word and PowerPoint	Essential
Able to train staff	Essential

Date Choose an item.



HEALTHCARE MANAGEMENT TRUST

Unit 1 Langdon House, Langdon Road, Swansea SA1 8QY
Telephone: 020 7222 1177 Email: admin@hmt-uk.org
www.hmt-uk.org

The way we do things at HMT (our Behaviours)

**See Appendix 1 attached*

Note: *This job description is an outline of the job, setting out general responsibilities and tasks the job holder may be required to undertake. It is not an entire reflection of the role and you may be required to carry out other duties and responsibilities from time to time. The job description will also be subject to change in-line with the needs of the business.*

Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.

We require that mandatory training is current and will expect you to participate and undertake further developmental training specific to the role.

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed.....

Date.....

Job Holder