CLEO systems

JOB DESCRIPTION	
Job title:	Software Developer
Team/Department:	CLEO SOLO EPS
Location:	Hybrid (Ashford). As agreed, and in accordance with the contract of employment.
Hours of work:	37.5 hours (plus systems out of hours on call)
Job title the post holder will report to:	Software Development Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	May 2024

JOB PURPOSE

CLEO Systems is part of the IC24 Group, and we have a suite of solutions that include the full integrated CLEO CORE, CLEO FLEX & CLEO SOLO EPS products to deliver safe and efficient patient management in an out of urgent care settings.

We develop based on the principle of 'interoperability' which is why we can add elements such as Electronic Prescribing or Digital Appointment Booking into the 'host' systems of clinical software providers.

Due to our rapid growth, we now have a number of opportunities for experienced Developers to join the IC24 development team developing Enterprise based health care solutions for the IC24 / CLEO product family. As a member of the Product Development Team you will perform complex professional work in systems development, including some strategic and administrative duties.

We are looking for a developer with a can-do attitude who is happy to roll up their sleeves and pitch in even if it takes them outside their comfort zone.

From day one, you will be given real responsibility and will start working on live projects, where you will apply your existing knowledge and skills in an interesting, challenging, and fast-paced industry.

KEY RESPONSIBILITES AND ACCOUNTABILITIES

- Contribute to the design, development, and optimization of software solutions, ensuring applications perform efficiently and effectively.
- Participate in the development of complex systems, integrating databases, APIs, and other components to deliver reliable and scalable software.
- Assist in enhancing application performance, maintaining data integrity, and implementing security measures to protect sensitive information.

- Collaborate with team members to define architecture, interfaces, and data models, aligning with project specifications and organizational goals.
- Support efforts to ensure data accuracy and integrity, especially in critical data records, through robust data validation and quality control processes.
- Engage in front-end development tasks, working towards a seamless user experience and intuitive user interfaces.
- Keep updated with industry standards and new technologies to continually improve software development practices in line with the organization's needs.
- Support the maintenance of software systems' performance, reliability, and security, contributing to issue resolution and minimizing disruptions.
- Help in developing and maintaining detailed documentation to aid knowledge transfer and information sharing within the team.
- Contribute to the professional growth and development of the team, sharing knowledge and collaborating effectively with peers.
- Undertake On-call sessions defined in the IT out of hours on call rota.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a 'challenger' to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.

The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click here.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	Educated to degree level or equivalent professional experience		Application/ Certificates
Experience	5+ years' experience as a Software Developer Sound knowledge and understanding of C# and the .NET Framework, and experience of TDD and Unit Testing (using NUnit or similar) Sound knowledge and experience of development of Web Services using WCF and WebAPI (SOAP & REST) Sound knowledge of design patterns and practices such as OOP, MVC, MVVM, CI and CD Use of ALM toolsets such as JIRA, & Github for work item tracking, source control and continuous integration Sound knowledge and understanding of Web technologies, specifically HTML5, JavaScript and jQuery Knowledge and experience of development on a Windows	Knowledge of defensive coding techniques and security concepts such as OWASP Knowledge of CI/CD using tools such as Git, Octopus Knowledge of the Health Level 7 (HL7) messaging standards Experience in leveraging Federated Authorisation using OAuth using OpenID, ADFS or similar Good knowledge of Windows Server and related components such as IIS Experience in integrating with 3rd party solutions via API libraries, messaging, and\or web services	Application/ Interview

Requirements	Essential	Desirable	How identified
	platform using WPF with a MVVM framework Proficient in MSSQL database management, including schema development, using comparison tools, and script creation Experienced in SPROC analysis and optimization		
General	A passion for Software Development with an eye for detail Skilled in application or web development using suitable IDE and programming language Ability to work to tight deadlines Excellent planning skills Ability to communicate effectively and clearly with staff at all levels on complex business or clinical processes Ability to learn new technologies and IT systems quickly and through specialist training courses and self-study Ability to organise own work effectively and work on own initiative Ability to analyse and resolve complex IT issues	Understands the Data Protection Act and its implications for the holding of patient information Ability to innovate and provide functional applications with intuitive interfaces	Application/ Interview

Requirements	Essential	Desirable	How identified
	Ability to liaise with stakeholders to understand business processes and requirements in order suggest solutions that offer meaningful improvement and return on investment

Professional, positive, confident and flexible approach to work and able to work under own initiative, whilst being an effective member of a Multi-disciplinary team

Able to establish good working relationships with people at all levels

A determined and self-motivated individual

Able to work with a number of Projects within agreed time scales

Mentor Junior Developers and other team members

Attention to detail is crucial

Ability to adapt to rapidly changing business environment which will include learning new technologies | | 8 |