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Job Description

JOB TITLE: ICT Support Services and Telecommunications Manager

BAND: Band 8a

BASE: Blackpool Victoria Hospital

RESPONSIBLE TO: Head of ICT

ACCOUNTABLE TO: Chief Information Officer

DBS: 'This post is subject to a DBS Check **or** 'This post does not require a DBS check'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

Take overall management responsibility for all aspects of the ICT Service Desk, ICT Support Function, ICT Continual Service Improvement and the Switchboard function. Put in place and monitor arrangements for partnership working among the functions; Lead the development of ICT Support and take a lead role in the development of the teams you are responsible for. Work towards the agreed service model, developing structures, recruiting staff and constant redesigning of the service to support its ever changing customer needs. Develop and implement integrated working between other ICT teams, specifically enhancing the support provided to customers.

The postholder will be part of "IT Manager on call" and "out of hours" arrangements for the Trust.

Take overall responsibility for the provision of ICT Support delivery and implementation of strategic directives within ICT Service Desk, ICT Support Function, ICT Continual Service Improvement and the Switchboard function;

Take executive decisions within available resources with no immediate supervision; Able to produce and manage projects and directives, delivering within agreed deadlines.



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DUTIES AND RESPONSIBILITIES

- 1 Responsible for the formulation and execution of Trust IM&T policies as required;
- 2 Responsible for the delivery of local action plans;
- 3 Delegation of appropriate duties and projects to relevant personnel;
- 4 Fully involved in the recruitment of all staff below from a structure perspective;
- 5 To provide project management expertise using Prince 2 project management methodology in all aspects of systems management and implementation.
- 6 Overall management and accountability for the Incident, Problem Management processes for all IT incidents and problems, along with Continual Service Improvement function, liaising with the Change Management function, user departments and other IT staff as appropriate;
- 7 Overall management and accountability for the Switchboard function.
- 8 Liaise with other managers and senior staff within the IT Department to ensure:
 - That calls are prioritised and allocated to support staff appropriately
 - That support staff resolve and document the closure of all calls
 - That data held within the Service Desk System is maintained accurately and effectively
- 9 Perform regular customer satisfaction surveys, the findings of which are to be reported to the Trust.
- 10 Expanding the range of functions provided by the ICT Service Desk, to include new applications and services to an ITIL standard
- 11 Provide a senior management response, support and presence for impromptu situations and emergencies as they arise;
- 12 Participate in the Manager On-Call Rota as required.
- 13 Be accountable for ensuring that the ICT Service Desk, ICT Support Function, ICT Continual Service Improvement and the Switchboard function within the job remit are



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compliant and conversant with Health & Safety procedures as defined by the Health & Safety Act 1974.

- 14 Ensure that effective risk management processes including documentation and audit are adhered to within the Locality Team areas.
- 15 Monitoring and analysis data, identifying trends or areas of exception and formulating action plans to promote a better service for customers.
- 16 Delivery of Department and Trust wide Health and Safety compliance needs.
- 17 Responsible for the coordination and management of the team in providing a safe, effective team ensuring the delivery of Support to our customers.
- 18 Actively support individual continuous professional development in staff in partnership with appropriate leads;
- 19 Manage any disciplinary or performance situations that arise within the teams, including chairing of panels
- 20 Provide, maintain and develop support to the optimum standard possible within the resources provided.
- 21 Regular communication with:
 - Service Users;
 - Professional staff of all grades and seniority;
 - Non-clinical support services within the Trust ie Human Resources, Estates;
 - Trust Executive and Non-Executive Directorate;
 - External agencies as required.
- 22 Present and discuss complex issues and concepts in a coherent format;
- 23 Production of performance reports against Service Level Targets
- 24 Support the Head of ICT in meeting Infection Control, Health & Safety and Workforce Development directives
- 25 Provide managerial supervision and mentorship
- 26 Lead and/or chair any ICT meetings.



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- 27 Take responsibility for ensuring own professional competence is maintained with the support the Head of ICT;
- 28 Ability to understand data and processes and communicate same in written, oral and electronic form that is understandable at a level appropriate to its recipients;
- 29 Have a full understanding of the Trust's complaints procedure and demonstrate the ability of effective complaint resolution;
- 30 Able to produce complex reports eg High Severity Incidents, Human Resources investigations within short deadlines;
- 31 Have full awareness of current developments within their profession and the corporate identity of the Trust;
- 32 Prioritise competing demands of equal importance effectively;
- 33 Demonstrate fair and appropriate delegation skills.
- 34 Work in partnership with key agencies to support our customers' requirements;
- 35 Build strong strategic and operational relationships with other ICT teams.
- 36 Keep up to date with legislation, evidence-based practice and have a clear understanding of good practice.
- 37 Follow guidelines and Codes of Practice as laid down by the Trust.
- 38 Plan and manage the budget for all services within the ICT Support and Telecoms departments to ensure that resources are optimised.
- 39 Responsible for ensuring that all agreed standards and performance measures are met and that there is a constant thrust for service improvement.
- 40 Coordinate and investigate complaints and high severity Incidents.
- 41 Deputise for the Head of ICT when required.
- 42 Produce monthly performance and progress reports for the Head of ICT;



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43 Monitor financial expenditure for your responsible teams.

44 Contribute and participate in the provision of mandatory training programmes and development programmes for all staff.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Data Protection/Freedom of Information Acts

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

4. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.



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5. Equality & Diversity

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

6. Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. Harassment & Bullying

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

8. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

9. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

9. Flexibility



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This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

10. **Smoke-free Policy**

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

13. **Safeguarding** (do **NOT** change this section)

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.