

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: IT Team Leader

Responsible to: CEO

Post Summary

The post holder will be responsible for managing the delivery of Information Technology (IT) services across the Hospice. This is a new role for the Hospice and requires someone with both operational and strategic skills. They will be the driver for service and business improvement using IT. You will be the lead IT representative for the hospice with regard to IT Strategy, working with the managed service provider but with accountability ultimately to the CEO. This will include responsibility for ensuring the development and implementation of the IT Strategy and budget are in line with business needs. They will have responsibility for working with clinical and non-clinical managers to identify opportunities to use IT to drive innovation and improvements in service provision, clinical outcomes and business efficiency. In addition, the post holder will be responsible for the leadership and management of the procurement and implementation of any new IT systems and / or management of specific areas related to IT.

KEY PERFORMANCE AREAS

INTERNAL IT PROCESS

- Support the development, implementation and monitoring of the IT strategy to ensure that the IT infrastructure meets the current and future requirements of the Hospice
- Put in place a system for logging of IT issues from ELH staff / volunteers (up to completion) working with managed service provider
- Prioritise, diagnose and resolve software and hardware incidents escalating where necessary to managed IT service provider (msp)
- Manage the day to day operational IT services of the Hospice with support from the managed service provider where necessary to ensure the networks and systems meet the needs of the end users.
- Supporting new starters – equipment, use of the systems and basic IT setup
- Identify training needs – issues in the system via monthly reports

EDUCATION / UPSKILLING

- To develop and deliver any IT education and upskilling required by the Hospice end user to carry out their roles including creating “how to guides”.
- You will need to be an excellent communicator at all levels and able to adapt to varied learning styles and technical abilities

RESPONSIBILITY

- You will have responsibility for working with clinical and non-clinical managers to identify opportunities to use IT to drive innovation and improvements in service provision, clinical outcomes and business efficiency
- Responsibility for developing and maintaining an IT Governance framework including security of all systems, compliance with GDPR, information governance, health checks and information storage including running regular checks on network and data security
- Develop, Implement and monitor all IT policies and procedures
- Working with your line manager develop Key Performance Indicators (KPIs)

SECURITY

- Maintaining up to date compliant contracts with third party suppliers, ensuring compliance with Data Protection Act 2018 and UK GDPR legislation. (PEN testing etc.)
- To ensure that there are robust business continuity, cyber security and disaster recovery plans in place for critical information technology systems.

MANAGED IT SERVICE PROVIDER

- Working with the managed service provider, maintain, set up and delete access passwords and email accounts for new starters and leavers (employees and volunteers)
- Prepare items and agenda / works required for the monthly performance and review meeting / on site visit from managed IT service provider
- Monitor quality of service from managed IT service provider – escalating any issues to your line manger

EQUIPMENT

- Contribute to procure all IT related support services, hardware and software, managing variances as appropriate and monitoring to ensure they are meeting the requirements of the Hospice and offer value for money
- Management of the IT Hardware Asset Register and mobile phones
- Have in place a process for the safe destruction of all obsolete IT hardware / mobile phones, meeting required legislation standards and capturing evidence for DSPT submission

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values: to care, listen, respect and work together to support people to live well until they die and support those affected by death

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice PDR system and access training opportunities to improve own knowledge and skills
- Participate in the education and training of others as appropriate to the role
- To develop links with other Hospice IT departments to share ideas and good practice examples on both IT and information governance issues.

MANAGING SERVICES

- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget

MANAGING PEOPLE

- Contribute to recruiting of staff and volunteers in accordance with hospice policy and procedures
- Contribute to induct new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Contribute to ensure all staff have an annual PDR to assess performance and identify development needs
- Contribute to staff development to enhance service delivery
- Contribute to manage staff in accordance with hospice policies and procedures

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grow
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

PRINT NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Person Specification

Date	Post: IT Team Leader	Recruiting manager: Hilary Barrett		
	Criteria	Essential	Desirable	Tested By
Experience	E1. A successful track record in excellent fault finding and diagnostic skills E2. Experience of Hardware Maintenance E3. Experience of Software installation and configuration E4. Previous experience of working in a team E5. Clear understanding of NTFS file and folder permissions E6. Experience of working in a Hospice / health service environment E7. Understanding of secure IT practice E8. Experience of working with M365	✓ ✓ ✓ ✓ ✓	 ✓ ✓ ✓	All: Application /interview
Qualifications	Q1 Microsoft Qualifications to MCSE level or equivalent working experience Q2 IT qualifications	✓		Application Application
Knowledge	K1. Proven capability of issue project ownership from design through deployment and completion K2. Excellent technical working knowledge of Network and IT systems including: Microsoft Server OS and Active Directory K3. Desktop Operating System Management K4. General Networking Hardware K.5 General Networking Protocols K6. Ability to lead and motivate others to achieve success	 ✓ ✓ ✓ ✓ ✓	✓	All: Application /interview
Skills	S1. Excellent communication skills to support the resolution of issues S2. A successful track record in excellent fault finding and diagnostic skills S3. Ability to understand user requirements and to assess needs, likely outcomes, and where necessary determine cost-effective solutions.	✓ ✓	 ✓	All: Application /interview
Personal Attributes	PA1. Willingness to work flexibly to fulfil the requirements of the post PA2. Self-motivated, proactive and able to use initiative PA3. Able to plan, manage and prioritise own workload, working on a number of projects simultaneously PA4. A commitment to the vision and values of East Lancashire Hospice	✓ ✓ ✓ ✓		All: Application /interview