

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Head of IT

Responsible to: CEO

Post Summary

The Head of IT will oversee the delivery of Information Technology (IT) services throughout the Hospice. This newly established role demands a blend of operational and strategic expertise, along with hands-on technical skills. The successful candidate will spearhead service and business enhancements through IT initiatives. They will collaborate with clinical and non-clinical managers to identify opportunities for leveraging IT to drive innovation, enhance service provision, improve clinical outcomes, and boost business efficiency.

KEY PERFORMANCE AREAS

- Act as the primary IT representative for the Hospice, collaborating with the Managed Service Provider and reporting directly to the CEO.
- Provide first through to third-line technical support in relation to desktop and software issues, ensuring end-users receive a prompt and responsive service whilst making sure all stakeholders are kept fully up to date
- Required to setup and configure desktop devices, laptops, tablets and smartphones
- Maintain a good working knowledge of current infrastructure and future digital trends
- Develop and implement the IT Strategy and budget, ensuring alignment with the Hospice's business needs.
- Partner with clinical and non-clinical managers to identify and leverage IT opportunities for innovation, improved service delivery, enhanced clinical outcomes, and increased business efficiency.
- Lead and manage the procurement and implementation of new IT systems, as well as oversee specific IT-related areas.
- Drive innovation and service improvements within the Hospice settings through the effective use of IT.
- 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. Deliver training/upskilling as needed

RESPONSIBILITIES

- Prioritise department workloads and requests to ensure compliance with SLA's
- Maintaining regular contact with the SLT and HLT
- Act as a point of escalation for BAU Operational activities
- Responsibility for IT Service Management, including the IT Service Desk, Incident, Problem, Change Management & Security
- Managing relationships with external suppliers and vendors
- Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve user satisfaction
- Hold regular IT Service Reviews with our IT partners & suppliers
- Produce monthly IT Service Reports & Roadmap updates
- Become an advocate for Continual Service Improvement (CSI) and evolve the service to enhance IT service excellence
- The ability to predict and foresee service delivery issues and how they will impact the delivery of IT and/or business objectives

- The ability to work effectively through the management of an ITIL delivery model
- Developing and maintaining IT-related policies
- Lead large IT projects, including the design and deployment of new IT systems and services
- Monitor the performance of information technology systems to determine cost and productivity levels, and to make recommendations for improving the IT infrastructure
- Help define IT infrastructure strategy, architecture, and processes

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

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 Experience working in structured and unstructured environments E2 Team leadership/management skills E3 Excellent stakeholder management and presentation skills E4 Excellent communication skills, both verbal and written, and experience working with a wide range of people and roles E5 Experience in preparing and managing documentation E6 IT Service Delivery experience in an ITIL-based service management environment and developing and embedding best practice processes and IT controls E7 Strong analytical and problem-solving skills E8 Ability to chair meetings involving multi-technology third parties E9 Determined, can-do attitude	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		All: Application /interview
Qualifications	Q1 Degree in Computer/IT-related discipline Q2 Microsoft Certifications (MCSE) or MCP in relevant subject Q3 AZ-900 Azure Fundamentals ITIL 4 Certified Q4 A minimum of 3 years' experience in an IT Management role	✓ ✓ ✓ ✓		Application/certificates
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. Good reporting and analytical skills 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
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