

1. JOB DETAILS

Job Title:	IT Service Manager
Grade:	8a
Location:	Salisbury NHS Foundation Trust
Directorate:	Transformation and Informatics

2. JOB PURPOSE AND FREEDOM TO ACT

To ensure that the IT infrastructure and supporting services are performing as efficiently and optimally as possible on a 24x7, 365 day basis.

To implement industry standard IT general controls (based best practice Service Management processes) across operational IT aligned to the Salisbury digital strategy. This includes ensuring standard operating procedures are in place and adhered to within operational IT.

In conjunction with the IT Operations Manager, to develop performance monitoring within IT operations as part of IT general controls including the overall management of IT service desk and IT request management systems (House on the Hill) and request delivery. Be the first senior manager point of escalation for operational IT issues and outstanding requests for stakeholders, holding IT operations to account for resolution of IT requests.

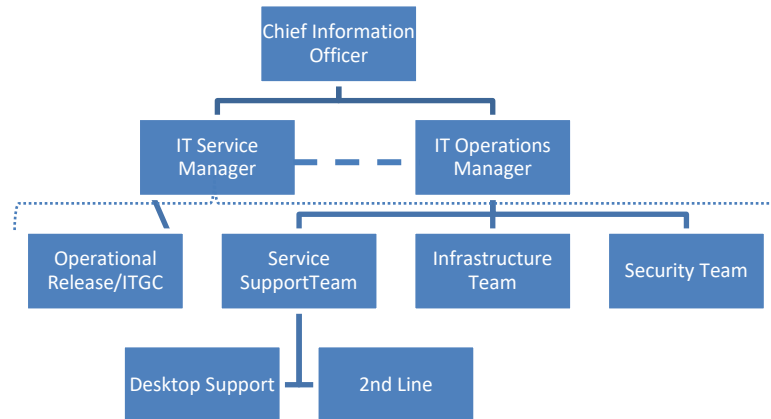
To contribute to the development and implementation of a strategy for the on-going support and development of the business critical IT infrastructure and security that, within the overall framework of national strategies and guidance, meets the business needs and priorities of the Trust, maximising the clinical, financial, efficiency and quality benefits of a reliable and resilient Infrastructure.

The post holder has freedom to take action based on their own interpretation of Trust Policies with support from the Chief Information Officer.

3. SCOPE OF THE JOB

- Ensure the focus of the IT Operations remains optimal through the delivery of metrics, service standards and performance management.
- Manage the procedure manager role including full HR processes
- Ensure IT requests are dealt with in a timely way to the benefit of the organisation, escalating issues as required to internal informatics management.
- Delivery of project outcomes to achieve stated benefits identified across the organisation.
- Representing the Trust at local, regional and national level.
- In conjunction with the IT Operations Manager, represent, negotiate and hold to account suppliers and other NHS organisations.

4. ORGANISATION CHART



The post holder will work very closely with the Chief Information Officer and IT Operations manager.

5. QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

QUALIFICATIONS

- Educated to degree level, with further evidence of postgraduate qualifications in related subjects or equivalent experience
- Evidence of relevant continued professional development, ideally at Masters Level or equivalent
- At least two years' experience working within the complex IT operations arena
- PRINCE 2 at foundation certificate level at least
- ITILv3 at foundation certificate level at least

KNOWLEDGE

- Exceptional IM&T knowledge and skills reinforced by ability to explain key concepts in non-technical language
- Clear understanding of NHS patient activity information, statutory data requirements and performance measures
- Highly developed specialist knowledge in any area of IT operations
- Advanced practical knowledge of ITIL, Service Delivery and customer support that help to underpin the delivery of a performance managed and effective IT infrastructure and developmental programme of work.

PLANNING & ORGANISATIONAL SKILLS

- Demonstrate the ability to provide professional leadership to staff within the technical support function.
- Manage complex and conflicting workloads
- Ability to motivate self and others to achieve success
- Highly developed interpersonal and communication skills
- Negotiating and influencing skills
- Ability to define and influence performance targets across the Informatics department
- Excellent staff management, development and motivational skills
- Delivery of projects to time, cost and quality ensuring the full delivery of benefits.
- Highly developed personal organisational skills - advanced email management will be expected of this role and will be a measured deliverable.

ANALYTICAL & JUDGEMENT SKILLS

- Ability to think strategically and contribute to development of corporate objectives
- Ability to apply information systems to deliver strategic benefit
- Excellent numeracy and data analysis skills
- Good problem solving skills
- Ability to understand information needs and deliver the necessary solutions in a rapidly changing environment
- Ability to quantify and measure performance
- Ability to provide judgements based on the interpretation of highly complex facts and situations which require the analysis, interpretation and often the comparison of a range of options delivered either via any number of systems or situations.

EXPERIENCE

- Experience of leading a complex programme of work with conflicting priorities.
- Experience of working with disparate clinical stakeholders and a track record of their successful engagement in projects and programmes of work.
- Evidence of commitment to delivering high quality service to customers
- Using technology to achieve efficiency savings
- Leading and effecting successful change
- Experience of leading in support work for complex Information systems – including the Lorenzo EPR solution.
- Proven experience of resolving complex information issues and communicating these to staff at all levels
- Evidence of implementation of best practice in IT service management and project management.

6. KEY “TASKS” (KEY RESULT AREAS)

STRATEGY AND STRATEGIC LEADERSHIP

- To lead in the optimisation of the IT Operations function performance that will reflect the Trust’s business and informatics strategies both within the Trust and also the STP footprint and to ensure that the Trust has the necessary systems to deliver effective patient care.

- Working with the Chief Information Officer and IT Operations Manager to ensure that the Operations function remains performant and makes a significant contribution to the Trust's overall strategy through the effective use of technology to deliver benefits, improve the patient experience, improve quality and outcomes of care, reduce clinical risk and facilitate service improvement practice.
- To ensure that the Trust has effective working arrangements with external stakeholders in the implementation of technology.

SERVICE DESIGN

- Ensure that the IT operations team delivers against agreed service standards, designing and monitoring reporting associated with this and ensure that best practice is adhered to as closely as resources will allow.
- Develop close working relationships with clinicians and users of Trust systems to ensure engagement with the adoption of technologies and systems to make the delivery of patient care more effective.
- Support close working relationships with systems suppliers and other NHS entities to ensure the core systems are enhanced and developed to meet Trust goals and objectives
- Assist in ensuring best value in all procurements and contractual negotiations within the IT operations department.
- Responsible for the development of policies for IT operations function and the implementation of relevant policies impacting wider stakeholders as requested by the Chief Information Officer.
- Responsible for service development and improvement impacting outside of own area of activity.
- Implementation of IT General Controls within IT operations, supporting the IT Operations Manager in maintaining these controls going forward.

SERVICE CHANGE

- Implement an ongoing complex programme of systems support and service change relating to the all of the IT Operations team.
- To contribute to organisational-wide change through the delivery of a high quality and performant IT Operations service.

SERVICE OPERATION

- Ensure a responsive, customer-orientated IT Operations function in order to meet the business requirements of the Trust and to support the Trust in developing services for patients.
- Hold IT operations to account for resolving IT requests in a timely fashion with clear communications with requestors on timeframes for resolution.
- Assure that the IT infrastructure supports the operations of the Trust to agreed priorities supporting and empowering clinical progress, improving the availability of information and enhancing knowledge transfer.
- Hold and manage the Informatics Release oversight function revenue budget to ensure that financial balance is maintained.
- There may be occasion to provide day to day management of the staff within the IT Operations function in accordance with Trust policies and procedures and support staff's personal development through the appraisal process.

- Responsible for the measurement and delivery of a performant IT operations function across the organisation as a major job responsibility.
- Responsible for the day to day management of several Information systems as a major job responsibility including the Helpdesk system, the account management system and will be responsible for the design, specification and implementation of a Trust wide configuration management information system.
- Responsible for the safe and effective handover of new or updated Informatics services or systems into the live environment.
- Ensure all IT operations adhere to Trust agreed testing and release methodologies

CONTINUOUS IMPROVEMENT

- Work with the IT Operations Manager, Chief Information Officer and other senior stakeholders to exploit and harness technology and to deliver improvements to how services are designed and organised to increase the organisational efficiency of the Department and Trust to improve patient safety
- Contribute to maximising the benefit from the Trust's investment in technology through the application of good practice in design and ongoing use and development.
- In conjunction with the IT Operations Manager, take responsibility for the continuous development of the IT operational functions to ensure the delivery of a combination of best value with best practice and aligned to the section, Informatics and Trust strategies.
- Regularly supervise and co-ordinate the adaption and testing of the all IT systems and equipment and ensure their safe progression into normal IT Operations function.
- Occasional exposure to distressing or emotional circumstances when dealing with staffing or customer care issues.

OTHER

- This role requires the ability to juggle complex issues whilst dealing with demands from Executive Directors, clinicians and Senior Managers
- The role requires flexibility in approach with working hours with occasional evening and weekend working being required
- The role requires communication with external contacts of high profile
- High levels of concentration and mental effort required whilst handling frequent interruptions to answer complex queries from stakeholders and staff members
- The role is primarily office based and there is a requirement to use VDU equipment more or less continuously on most days
- The post holder may also be asked to act as a point of escalation or project lead when a task sits outside the standard incident management cycle but does not form part of the standard change process and has no formal Project manager assigned. This could include overseeing high priority calls and those calls raised by senior staff in the organisation
- Cross cover the IT Operations Manager in times of absence
- Act as an Information Asset Administrator as requested by the Chief Information Officer

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

Skilled in communicating highly complex and often contentious information to large members of staff, project teams and boards and to the Executive board.

Maintain good working relationships with clinical and non-clinical staff at all levels within the Trust and externally.

- CCIOs and CNIOS
- Clinicians
- Trust Board
- Executive Directors
- Directorate Management Teams
- Procurement
- Chief Information Officer
- Finance Department
- Administrative Staff
- External Suppliers
- Commissioners
- EPR system supplier
- Other system suppliers
- National IT stakeholders
- Others as required

8. WORKING TO THE TRUST'S VALUES AND BEHAVIOURS

Patient centred and safe

1. You will put patients and carers at the centre of your thinking, however indirectly you work for them, remembering the overall Trust aim to provide high quality local services for the population.
2. You will adopt a positive approach to change, offer ideas for improving services and direct or indirect patient experience in a collaborative manner.
3. This role will be required to sit on the Customer care helpdesk as part of a rota which will involve direct contact with patients and their relations

Professional

1. You will understand your own emotions and recognise the impact on others.
2. You will behave in an open, honest, professional and inclusive manner, upholding personal and organisational values and acting as a role model to others.
3. If using a social networking site or other on line forum you will act responsibly at all times and uphold the reputation of your work area and the organisation.

Friendly

1. You will show warmth and empathy towards your colleagues and other agencies, making it clear you are always happy to help.
2. You will show compassion and kindness towards others, giving time to listen before responding to need
3. You will show respect to colleagues, treating them equally regardless of their background.

Responsive

1. You will approach your duties and tasks in an organised, planned and structured way.

2. You will use every opportunity to communicate with your team and other colleagues as appropriate.
3. You will always challenge unacceptable practice and know how to raise concerns.

9. MOST CHALLENGING PART OF THE JOB

Negotiation of regular day to day pressures of an Informatics section versus ensuring that a section maintains focus on efficiency, measuring and achieving realistic targets whilst continually improving and learning.

Negotiate with system suppliers and other domain stakeholders to ensure that systems meets the specific diverse needs of the Trust, staff and stakeholders in the Trust.

10. CONDITIONS OF SERVICE

Full time contract – 37.5 hours per week

Hours: Full time

Holidays: As per Agenda for change

Salary: AFC Band 8a

This job description is intended as a guide to the general duties required of this post, which may vary from time to time. It does not form part of the terms and conditions of employment

Employees are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Act

This post is bound by the Trust regulations on confidentiality

This post is subject to an Exception Order under Section 4(2) of the Rehabilitation of Offenders Act 1974.

The postholder is required to maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention and control

Safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

11. JOB DESCRIPTION AGREEMENT

**Job Holder's
Signature**

Date:

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**Senior Officer/Head of Department Date:
Signature**

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Salisbury NHS Foundation Trust

IT Service Manager Person Specification

Criteria	Essential	Desirable	Evidence
Qualifications & Education	<ul style="list-style-type: none"> ▪ Degree level or equivalent qualification ▪ Evidence of continuing professional development ▪ Prince 2 Foundation Certificate ▪ ITILv3 Foundation Certificate 	<ul style="list-style-type: none"> ▪ Postgraduate qualification in relevant discipline ▪ ITIL expert (working towards and will be required within 12 months of starting) 	Application/CV
Knowledge	<ul style="list-style-type: none"> ▪ In depth knowledge of information systems ▪ Knowledge of complex system design and configuration ▪ Knowledge of Clinical Governance and Information Governance ▪ A good understanding of the NHS, in particular the NHS organisational culture and strategic aims 	<ul style="list-style-type: none"> ▪ 	Application/Interview
Experience	<ul style="list-style-type: none"> ▪ Recent substantial experience (2 years +) leading a technical IT function within IM&T, NHS environment. ▪ Experience and competence in implementing and managing significant cross-organisational change ▪ Extensive experience of implementing best practice in IT Service Management. 	<ul style="list-style-type: none"> ▪ Familiar with acute hospital environment 	Application/Interview
Skills & Abilities	<ul style="list-style-type: none"> ▪ Good analytical skills; the ability to learn quickly, to synthesise diverse information, and to make decisions from a range of options. ▪ Strong communication skills; credibility at Board level and with all staff with whom the post-holder is likely to work; the ability to communicate complex ideas and information to audiences with differing levels of understanding. ▪ Innovation and imagination in devising solutions to 	<ul style="list-style-type: none"> ▪ Project management skills ▪ Statistical skills ▪ Advanced modelling skills ▪ Performance management skills 	Interview / Presentation

Criteria	Essential	Desirable	Evidence
	<p>problems in novel and complex situations</p> <ul style="list-style-type: none"> ▪ Ability to work under pressure to meet deadlines and prioritise workloads. ▪ Ability to contribute to the long-term health informatics needs of the organisation and to design effective medium and long-term strategies and feasible plans which involve uncertainty and impact across the organisation. ▪ Ability to communicate effectively, both orally and in writing, at all levels in a complex multi-disciplinary environment ▪ Advanced keyboard skills including the ability to manipulate complex data at speed. 		
Attitude	<ul style="list-style-type: none"> ▪ Keen interest in the healthcare process and enthusiasm for innovations which will improve patient safety/patient experience. ▪ Understanding of the importance for success of process and people change being given at least equal prominence with technology change; ability to explain this credibly to different audiences ▪ Strategic thinking, a 'whole system' perspective and ability to help make productive connections between separate activities or processes 		Interview / Presentation