

## 1. JOB DETAILS

|                     |                                |
|---------------------|--------------------------------|
| <b>Job Title:</b>   | Infrastructure Architect       |
| <b>Grade:</b>       | 8b                             |
| <b>Location:</b>    | Salisbury NHS Foundation Trust |
| <b>Directorate:</b> | Corporate Development          |

## 2. JOB PURPOSE AND FREEDOM TO ACT

Responsible for ensuring that the IT infrastructure is designed, planned and implemented to meet current and future Trust IM&T requirements in a secure and responsive manner.

Responsible for researching, appraising and costing options with regards to major Informatics infrastructure projects.

Solely responsible for the production of business cases to obtain capital funding for major Informatics infrastructure projects.

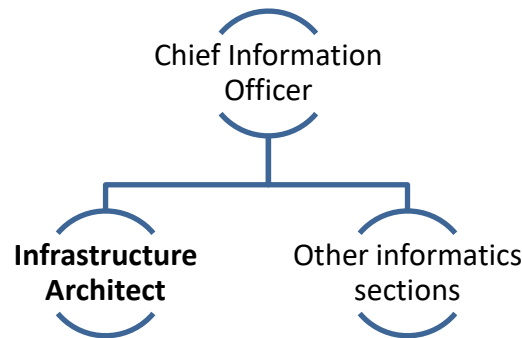
Responsible for the overall management of technical resources to support projects, ensuring a comprehensive resource management plan is maintained. Responsible for scoping our requirements with key stakeholders when new requests come in to help manage expectations on timeframes and ensure realistic prioritisation and planning of technical activities is undertaken.

The post holder is responsible for the interpretation of highly complex NHS security and Infrastructure guidelines and is required to present the interpretations to the Informatics Management team and is expected to set standards and guidelines for others to follow.

## 3. SCOPE OF THE JOB

- Responsible for the delivery of all Infrastructure capital projects and budgets
- Responsible for leading the technical negotiations of contracts for network, server and other infrastructure maintenance contracts up to the value of £500,000 per annum.
- Managing projects which span the whole organisation
- Responsible for managing and overseeing the overall asks of projects on technical resources, maintaining a resource plan including the scoping, prioritising and planning of new asks.
- Act as the technical lead for all Informatics Transformation projects including the provision of highly complex and often contentious information to the Informatics management team and the Trust Executive team.
- Act in a technical assurance role with regards to all Infrastructure works undertaken within the Informatics department.
- Responsible for strategic planning across a range of specialised areas

#### 4. ORGANISATION CHART



#### 5. QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

##### QUALIFICATIONS

- Educated to degree level, with further evidence of postgraduate qualifications in related subjects.
- At least five years' experience working in managing complex technology departments in a large multi-disciplinary organisation.
- PRINCE 2 at foundation certificate level at least
- ITILv3 at foundation certificate level at least

##### KNOWLEDGE

- A highly developed specialist technical and detailed knowledge of all current and emerging technologies and best practices which can be found in the IM&T infrastructure of a medium sized organisation.
- A specialist working knowledge of the requirements of security, information governance and other NHS regulations that apply to the Trust

##### PLANNING & ORGANISATIONAL SKILLS

- Demonstrate the ability to provide professional leadership to staff within the department and within the wider organisation
- Highly developed interpersonal and communication skills especially with regards to translate highly complex technical requirements into simple language both via written reports and verbal discussions.
- Negotiating and influencing skills
- Delivery of projects to time, cost and quality
- Highly developed personal organisational skills
- Ability to formulate long term strategic plans which impact the entire organisation due to the projects/plans being IT Infrastructure related plans. Often these involve uncertainty due to the constant changing horizon of IT technologies.

##### ANALYTICAL & JUDGEMENT SKILLS

- Ability to think strategically and contribute to development of corporate objectives
- Ability to apply infrastructure systems to deliver strategic benefit
- Good problem solving skills

- Excellent technical troubleshooting skills
- Ability to understand technical needs and deliver the necessary solutions in a rapidly changing environment
- Skilled in the presentation and interpretation of highly complex information.
- Ability to judge, evaluate and present highly complex facts which require in-depth analysis and interpretation often involving the comparison of a wide range of options.

## EXPERIENCE

- Infrastructure design experience for at least 5 years in a complex environment
- 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
- Effecting successful change
- 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 ensure the Trust’s Informatics infrastructure is a key enabler for both the Informatics and Trust strategies.
- To act as a senior technical resource and mentor within the Informatics department together with the day to day management of seconded resources within specialist project groups.

### SERVICE DESIGN

- Ensure that the Trust has robust IT systems with a technical infrastructure which complies with established best practice, including system security, confidentiality, data protection and disaster recovery.
- To be responsible for the configuration management processes within the Informatics department including full documentation and version controls.
- To contribute to the design and implementation of the internationally recognised IT service management best practice framework ITILv3.
- Lead in the management of the Informatics capital projects ensuring that they are both delivered to time and within budget.
- Responsible for the service development for the hardware within the IT Infrastructure.
- Responsible for the management and development of information systems (the whole IT Infrastructure) across the organisation as a major job responsibility.

### SERVICE CHANGE

- Implement complex infrastructure projects to contribute to the overall Informatics and Trust Strategies.
- Retain responsibility for the overall Informatics infrastructure improvement programme ensuring individual projects deliver value for money and benefits as described in original business cases and move the Trust forward towards an electronic patient record.
- To contribute to organisational-wide change through the delivery of high quality IT services.
- Maintain contact with other NHS organisations to ensure there is a robust method of sharing best practice and to maximise the shared learning opportunities.
- Lead on the development and maintenance of the project resource planning process for IT technical staff. Work closely with the IT Operations Manager to ensure technical elements of projects are clearly scoped, prioritised and planned in within existing resource.
- Responsible for identifying additional resource requirements to support projects as part of a holistic oversight of technical requirements of projects across the Trust, including transformation projects.
- Responsible for managing stakeholder expectations on delivery timeframes of technical activities associated with projects to ensure a realistic delivery plan is agreed and delivered. Be the lead conduit for transformation staff into IT technical teams.

## **SERVICE OPERATION**

- Direct service provision in line with ITIL standards for which this role will be responsible for the configuration management within the department
- Ensure the department can attain Information Governance standards, including compliance with Data Protection Act, Freedom of Information and other relevant legislation within the Trust's overarching governance structure.
- Member of the Informatics Management Team
- The post holder is required to have highly developed and accurate advanced keyboard skills.
- The post holder is responsible for the maintenance of key IT Infrastructure physical assets.
- The post holder may be required to assist in trouble shooting Informatics incidents and issues and may be expected to play the role of incident co-ordinator.

## **CONTINUOUS IMPROVEMENT**

- Contribute to maximising the benefit from the Trust's investment in information and technology through the application of good practice in procurement, implementation and ongoing use of infrastructure and network systems
- Regularly undertakes the adaptation of equipment to ensure that the department knows the 'art of the possible' with new technologies.

## **OTHER**

- 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
- Frequent exposure to unpleasant working conditions due to routinely having to work within server rooms and switch cabinets.

## 7. COMMUNICATIONS AND WORKING RELATIONSHIPS

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

- |                                 |                                   |
|---------------------------------|-----------------------------------|
| ▪ Clinical lead for Informatics | ▪ Finance Department              |
| ▪ Clinicians                    | ▪ Administrative Staff            |
| ▪ Trust Board                   | ▪ External Suppliers              |
| ▪ Executive Directors           | ▪ Commissioners                   |
| ▪ Directorate Management Teams  | ▪ National IT stakeholders        |
| ▪ Procurement                   | ▪ Informatics Infrastructure team |
| ▪ Chief Information Officer     | ▪ 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. There may be a requirement for this role to undertake sessions on the Customer Care helpdesk.

### *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**

Providing an effective strategic lead whilst managing a rapidly changing environment to meet the 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:** 25 days, 8 bank holidays, and 2 statutory leave days

**Salary:** AFC Band 8b

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.

### **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

**11. JOB DESCRIPTION AGREEMENT**

**Job Holder's  
Signature**

**Date:**

.....

.....

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

.....

.....

## Salisbury NHS Foundation Trust

### Infrastructure Architect Person Specification

| Criteria                   | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Desirable                                                                                                                                                                       | Evidence                 |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Qualifications & Education | <ul style="list-style-type: none"> <li>▪ Degree level or equivalent qualification in relevant subject</li> <li>▪ Evidence of continuing professional development</li> <li>▪ Prince 2 Foundation Certificate</li> <li>▪ ITILv3 Foundation Certificate</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>▪ Postgraduate qualification in relevant discipline</li> <li>▪ Prince 2 Practitioner</li> <li>▪ ITIL expert (working towards)</li> </ul> | Application/CV           |
| Knowledge                  | <ul style="list-style-type: none"> <li>▪ Advanced knowledge of NHS security practices</li> <li>▪ In depth knowledge of healthcare information systems</li> <li>▪ Expert working knowledge of relevant infrastructure technologies</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                 | Application/Interview    |
| Experience                 | <ul style="list-style-type: none"> <li>▪ Recent substantial experience (5 – 10 years) managing and working at a senior level within IM&amp;T.</li> <li>▪ Experience and competence in implementing and managing significant cross-organisational change</li> <li>▪ Extensive experience of effective management of major infrastructure projects.</li> </ul>                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>▪ Familiar with acute hospital environment</li> </ul>                                                                                    | Application/Interview    |
| Skills & Abilities         | <ul style="list-style-type: none"> <li>▪ Good analytical skills; the ability to learn quickly, to synthesise diverse information, and to make decisions from a range of options.</li> <li>▪ 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.</li> <li>▪ Innovation and imagination in devising solutions to problems in novel and complex situations</li> <li>▪ Ability to work under pressure to meet deadlines and prioritise workloads.</li> <li>▪ Ability to contribute to the long-term health informatics</li> </ul> | <ul style="list-style-type: none"> <li>▪ Project management skills</li> </ul>                                                                                                   | Interview / Presentation |



| Criteria | Essential                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Desirable | Evidence                 |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------------------------|
|          | needs of the organisation and to the design effective medium and long-term strategies and feasible plans <ul style="list-style-type: none"> <li>▪ Ability to communicate effectively, both orally and in writing, at all levels in a complex multi-disciplinary environment</li> </ul>                                                                                                                                                                                                                                                          |           |                          |
| Attitude | <ul style="list-style-type: none"> <li>▪ Keen interest in the healthcare process and enthusiasm for innovations which will improve patient safety/patient experience.</li> <li>▪ 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</li> <li>▪ Strategic thinking, a ‘whole system’ perspective and ability to help make productive connections between separate activities or processes</li> </ul> |           | Interview / Presentation |