

JOB DESCRIPTION

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| JOB TITLE: | INFRASTRUCTURE & UNIFIED COMMUNICATIONS LEAD |
| BAND: | 8C |
| DEPARTMENT: | INFRASTRUCTURE & UNIFIED COMMUNICATIONS |
| DIRECTORATE: | DIGITAL |
| REPORTING TO: | ASSOCIATE DIRECTOR – DIGITAL OPERATIONS |
| ACCOUNTABLE TO: | CHIEF TECHNICAL OFFICER |

JOB SUMMARY

The role is a key member of the digital leadership team, working closely with the Associate Director (Digital Operations) to ensure effective delivery of technology and infrastructure services to the Trust. The role is highly autonomous, requiring the ability to take a judgement call on decisions at a senior level and with the engagement of internal and external stakeholders at varying seniority, including the Trust Executive. The post holder is accountable for the delivery and performance of technology and professional services relating to the digital infrastructure and unified communications platform.

Working in a matrix management arrangement and responsible to the Associate Director (Digital Operations), the post holder will support the execution of the technology strategy and be responsible for day to day operational matters. This includes providing advice on and managing complex technology issues or developments across the entire Trust.

This role is responsible and accountable for:

- a number of complex technical services and their delivery or performance.
- driving transformational change within the Infrastructure & Unified Communications service, ensuring behaviours and processes are appropriate to the overall culture and values that the department is aiming to achieve.
- the effective technology performance of the Infrastructure & Unified Communications service, ensuring that technology and devices are fit for purpose and aligned to the Trust's requirements
- the formation of the Infrastructure & Unified Communications service roadmap to include the critical upgrade path and retiring of services and components
- the delivery of the Infrastructure & Unified Communications service portfolio and act as SRO for the portfolio
- ensuring Infrastructure & Unified Communications technology is up to date and secure, following best practice guidance and policy
- the management of Infrastructure & Unified Communications service, licensing, support, maintenance costs and contracts including appropriate cost saving initiatives
- working with partner organisations within the NHS to share and gain best practise and explore avenues for cost efficiencies
- the development of reports for relevant boards and onward governance structures
- operational teams being held to account for performance, influencing and negotiating on the delivery of services

KEY RESPONSIBILITIES

- Lead, manage and motivate staff within the Infrastructure and Unified Communication service to deliver and improve services and meet performance standards.
- Delivering large scale technology and infrastructure upgrades and replacements
- Responsible for the development of a renewal and upgrade schedule for Digital Infrastructure and Unified communications platform
- Direct and support the implementation of Digital Infrastructure or Unified Communications platform upgrades
- Infrastructure Services; operational services, architecture and security operations
- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands
- New strategies and Digital policies or procedures to increase efficiency, enhance workflow and improve customer satisfaction
- Infrastructure & Unified communication elements of each project's life cycle from conception to completion, with an emphasis on technical soundness and resource efficiency
- Coordinate the needs of in-house Digital experts, remote employees, vendors and contractors
- Communicate clearly with administrative and health care staff as well as patients and vendors when required
- Work closely with business leads to determine the technical Infrastructure maintenance and growth needs
- Provide the expert technical advice or guidance to the business, the technical teams and the programme teams
- Deputise for the Associate Director (Digital Operations) when required

MAIN DUTIES AND RESPONSIBILITIES

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| <p>Management/ Leadership</p> | <ul style="list-style-type: none"> • Provide visible operational leadership and promote continual improvement in quality, performance and delivery of Trust objectives • Lead the establishment of accountability structures within the Infrastructure & Unified Communications service ensuring that responsibility is delegated appropriately so decisions are able to be taken close to service provision. • Lead, manage and motivate staff within the Infrastructure & Unified Communications service to deliver and improve services • Line management of expert technical leads and staff within the Infrastructure & Unified Communications service, either directly or through delegated responsibility. • Develop the business and planning processes throughout the Infrastructure & Unified Communications service to deliver services to required standards and within the available |
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| | <p>resource base</p> <ul style="list-style-type: none"> • Develop processes for the entire Infrastructure & Unified Communications service to jointly manage the business, delivery and development of services |
| Human Resources | <ul style="list-style-type: none"> • Work collaboratively with the Digital leadership team to ensure effective workforce planning that meets the needs of both current or future service developments, and to ensure that staff receive appropriate education and training opportunities which supports the workforce strategy and therefore, the strategic aims of the Trust • Overall responsibility for ensuring adherence to Trust HR policies within the Infrastructure and Unified Communications Team and that appropriate action has been taken when necessary |
| Performance and Quality | <p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Ensure the efficient organisation of Infrastructure & Unified Communications service, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources • Review national and local policies and assess local service delivery against these - where necessary, develop and implement action plans to ensure service models meet recommendations and standards • Operate as the champion for service modernisation and change sharing best practice, successes and learning across the functions or services. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • With other leaders across the Trust, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed • Ensure that effective governance arrangements and performance management systems are in place • Ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce risk profile • Ensure all complaints and incidents are addressed accordingly and that learning from such events is achieved across the department. <p>Corporate</p> <ul style="list-style-type: none"> • With other service leaders, provide public interest entrepreneurial leadership of the trust, within a framework of prudent and effective controls which enable risk to be assessed and managed • Use expert, specialist knowledge and experience to assist the relevant Board in consideration of strategic issues, and ensure that decisions taken are in the Trust's best interests • Work with service leads and other colleagues to facilitate |



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| | <p>corporate and service line performance through realistic, cross referenced and measurable objectives</p> <ul style="list-style-type: none"> • Put the interests of the Trust before any interest specific area of responsibility, and to lead the departments collective decision making rather than as a functional or professional advocate • Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines the ways of working between service lines and shapes individual and joint roles across the organisation • Support the Executive Management team in assessing the impact of specified local, regional or national issues in the Trust and provide, prepare and present briefing papers, undertaking necessary action as appropriate |
| <p>Financial and Physical Resources</p> | <ul style="list-style-type: none"> • Operate as accountable budget holder and be accountable for all Infrastructure & Unified Communications service pay and non-pay expenditure • Delegate responsibility for budget management to appropriate expert technical leads, and team leaders • Ensure that budgets are managed in accordance with the Trust's Standing Financial Instructions, working collaboratively with the Finance lead, taking action where necessary to prevent or address variance in performance, and to incorporate recommendations of internal and external audit • Ensure the Infrastructure & Unified Communications service meets the required performance standards • Share and communicate performance indicators and level of performance throughout the Infrastructure & Unified Communications service, taking action where required to address variance from the standard/milestone • Ensure that unplanned variation in service delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken • Work collaboratively with the Associate Director (Digital Operations) and Digital Leadership Team in the development of cost improvement plans and their implementation as part of financial recovery processes • Develop capital and/or revenue business cases in line with governance standards and in preparation for presentation at the relevant boards |
| <p>Personal Skills and Qualities</p> | <ul style="list-style-type: none"> • Good analytical and problem solving skills – ability to analyse highly complex data/information and make judgements/draw conclusions – including ability to respond to unexpected demands • Ability to work independently and make autonomous decisions • Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders • Ability to embrace, lead and drive change • Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and |



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| | long term <ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the role • Demonstrates a strong desire to improve performance and services |
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JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

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| Health and Safety | Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. |
| Equal Opportunities | <p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p> |
| Dealing With Harassment/ Bullying In The Workplace | <p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p> |
| No Smoking | To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.' |
| Alcohol | To recognise that even small amounts of alcohol can impair work |



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| | performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted. |
| Confidentiality | As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff. |
| General Data Protection Regulation (GDPR) | To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department. |
| Safeguarding | All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role. |
| Service User and Carer Involvement | ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work. |
| Personal Development | Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews. |
| Quality Improvement | The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance. |
| Professional Standards | To maintain standards as set by professional regulatory bodies as appropriate. |
| Conflict of Interests | You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager. |
| Risk Management | Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy. |
| Personal and Professional Development/Investors in People | The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan. |
| Infection Control | Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the |



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| | <p>burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p> |
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PERSON SPECIFICATION

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| BAND: | 8C |
| DEPARTMENT: | INFRASTRUCTURE & UNIFIED COMMUNICATIONS |
| DIRECTORATE: | DIGITAL |
| REPORTING TO: | ASSOCIATE DIRECTOR – DIGITAL OPERATIONS |
| ACCOUNTABLE TO: | CHIEF TECHNICAL OFFICER |

| ATTRIBUTES | CRITERIA | ESSENTIAL/ DESIRABLE | SELECTON METHOD (S/I/T) |
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| Education/ Qualification/ Training | • Educated to Master’s level or equivalent level of experience | E | S/I |
| | • Formal management or business qualification or equivalent experience | E | S/I |
| | • Formal Technical qualification or equivalent relevant experience | E | S/I |
| | • Evidence of continued professional development | E | S/I |
| | • MCSE (Microsoft) | D | S/I |
| | • CCA-V (Citrix) | D | S/I |
| | • ITIL | D | S/I |
| | • VCP (VMware) | D | S/I |
| | • Networking certification | D | S/I |
| • MSP(Managing Successful Programs) | D | S/I | |
| Experience | • Proven experience of leading technical teams running Microsoft backend and frontend infrastructure, including design, implementation, configuration, management and maintenance | E | S/I |
| | • Evidence of delivering and implementing strategic plans | | |
| | • Presenting complex plans at Board level | E | S/I |
| | • NHS Experience at senior management | | |



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| | <ul style="list-style-type: none"> level • Experience of Citrix Virtual Desktop Infrastructure • | <p>E D</p> <p>D</p> | <p>S/I S/I</p> <p>S/I</p> |
| Knowledge and Skills | <ul style="list-style-type: none"> • Proven knowledge of network concepts, including design, implementation, configuration, management and maintenance • Negotiating and influencing skills at senior management level • Proven budget management skills and financial acumen with experience of delivering CIPs within an organization with a £multi-million turnover • Knowledge of NHS Trust working practices • Good project management skills • Understanding of issues facing the NHS | <p>E</p> <p>E</p> <p>E</p> <p>E E D</p> | <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I S/I S/I</p> |
| Personal | <ul style="list-style-type: none"> • Excellent organisational skills, and evidence of these in a multi-disciplinary environment • Excellent communication and interpersonal skills in complex settings, managing multi-dimensional issues • Excellent facilitation and presentation skills • Strong analytical and problem solving skills • Commitment to, and demonstration of organisational behaviours and values • Credible and persuasive in operation with senior colleagues negotiation skills • Ability to lead a number of complex work streams simultaneously and deliver to agreed timescales • , • Flexible approach to working and hours of work • Resilient with confident ability to work alone and equally as a team player • Highly motivated | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E E</p> <p>E</p> <p>E</p> <p>E</p> | <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> |

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