JOB DESCRIPTION

JOB TITLE:	MOBILE DEVICE MANAGER
BAND:	8A
DEPARTMENT:	SERVICE & DESKSIDE TEAM
DIRECTORATE:	DIGITAL
REPORTING TO:	SERVICE & DESKSIDE LEAD
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Mobile Device Manager is a key member of the Service and Deskside team. The role is responsible for the management and delivery of operational services to the Trust, ensuring the mobile device function is delivered in accordance with Service Level Agreements whilst maintaining high levels of system availability and customer satisfaction.

The Mobile device functions include:
- Management of IOS devices including IPads, IPod & IPad mini's
- Mobile device deployment, maintenance & development
- Mobile security and monitoring mobile devices
- Mobile App deployment, development and testing
- Vendor management
- Specialist Digital Staff

The post holder is guided by national policy and regulations with responsibility to interpret the policy and ensure compliance. Working with the Service & Deskside Lead to implement best practice and act as the process owner for key processes relating to mobile device team in line with service level agreements, these include:

- Call management
- Change Management
- Problem Management
- Incident Management
- Asset Management

KEY RESPONSIBILITIES

- Act as the overall owner of the Mobile device function including development of the service.
- Responsible for providing technical support, security, maintenance, deployment and management of mobile devices across the Trust
- Resolving challenging and highly complex issues that have been raised through the Digital Service desk.
- Escalate incidents to other support teams, applications owner's groups for software vendors depending on the issue, ensuring an explanation of attempted fixes is detailed and users are made aware and kept updated.
- Ensure new knowledge is created, detailing the steps taken to apply the workaround

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or fix to ensure any additional incidents reported are resolved as soon as possible

- Ensure the efficient organisation of Mobile device functionality within department, 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
- Ensure that service delivery standards are achieved
- Work collaboratively with the Service and Deskside lead, other Operational leads, and other colleagues to ensure that service delivery and improvement plans are developed, implemented and reviewed
- Ensure that financial controls are established and maintained within the Mobile device function
- Work in partnership with colleagues across the Trust to drive the achievement of the Trust's corporate goals and business plan, including the achievement of all the relevant performance standards incorporating quality, safety, contractual, financial and people
- Act as an ambassador for the Trust, ensuring the positive development of the Trust brand, championing the Trust's values

Management/ Leadership	- . - Evaluate usage patterns and recommend methods for improving the information on the incident and problem resolution knowledge base - Create and promote an environment of pro-active support and remote management, actively reducing incidents and problems. - Develop the business and planning processes throughout department to deliver services to required standards and within the available resource base - Develop processes in collaboration with other team leads to jointly manage the business, delivery and development of services - Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms. - Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary - Work with the Service & Deskside lead to define the Digital strategy and manage continual service improvement - Deputise for the Service and Deskside Lead as Required
Human Resources	- Work collaboratively with the Digital Leadership team to ensure effective workforce planning that meets the needs of both current and future service developments. - Ensure that all staff receive appropriate education or 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 Deskside team and that appropriate action has been taken when necessary
Performance and	**Service Delivery and Improvement**

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Quality	- Ensure the efficient organisation of Mobile device team within department, 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 - Testing and implementing new releases and providing team training on operating the upgraded service. - Monitor outstanding incidents and service requests against Service Level Agreements (SLAs), prioritising workload effectively - Ensure that calls are proactively monitored and appropriate alerting mechanisms are in-place and fully functional. - Manage changes or service levels in line with pre-defined targets and Key Performance Indicators (KPIs and SLAs). - Produce reports for senior management and review a range of complex technical problems, developing appropriate solutions. - Work with the programme teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support. - Supporting mobile devices and associated MDM platforms across all Trust Sites - Responsible for the provision of new equipment associated with mobile devices across the Trust - Propose changes to and implement new procedures when introduced. - Responsible for managing on a regular basis the testing and trialing of new equipment or mobile App's as required - Correctly record and update asset information - Keep up to date with all Trust Policies and working practices. - Liaise with external companies providing 3rd party support. **Risk Management and Governance** - Lead a culture within mobile device team that ensures that all technical and operational employees comply with Trust policies and guidelines - Support the Service & Deskside lead and other team leads in the delivery of the governance plan for the department - Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place - Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile - Work collaboratively with colleagues to address complaints and incidents appropriately, lead the learning from such events to ensure that learning is achieved across the department **Corporate** - 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

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	assessed and managed
	• Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests
	• Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives
	• Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate
	• Hold a 'corporate' leadership role for delivery of cross cutting agendas that defines ways of working between directorates and shapes individual and joint roles across the organisation
Financial and Physical Resources	• The role has budget responsibility in relation to the management of operational activities and is responsible for ensuring sufficient resource is forecast and budgeted by the Innovation and Transformation Lead for new services, initiatives or systems
	• Responsibility for monitoring expenditure to ensure budget compliance
	• 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 department meets the required performance standards
	• Share and communicate performance indicators and level of performance throughout the department, 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
	• Ensure that hardware associated with mobile devices is proactively monitored and appropriate alerting mechanisms are in-place and fully functional
	• Work collaboratively with the Service & Deskside Lead to lead the department in the development of cost improvement plans and their implementation as part of financial recovery processes
	• Develop capital and revenue business cases for submission to the relevant Boards.
Personal Skills and Qualities	• 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

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	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 long term
	• Able to work flexibly to meet the demands of the role
	• Demonstrates a strong desire to improve performance and services

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:-	
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	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. For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	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. 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. Disciplinary action will be taken against any member of staff found to

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	be transgressing the Dignity at Work Policy.
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 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	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access

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People	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 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. 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.

PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Masters level or equivalent experience	E	S/I
	• Management/leadership qualification or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• Microsoft qualification or equivalent experience	E	S/I
	• Mobile Device Management qualification or equivalent experience	E	S/I
	• A+ qualification	D	S/I
	• Digital Service Management qualification or equivalent experience	D	S/I
Experience	• Experience of utilising MDM software, and its implementation within a corporate environment	E	S/I
	• Proven experience of working in a		

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	management/leadership role	E	S/I
	• Experience of managing, leading and motivating a team	E	S/I
	• Leading service changes to improve performance	E	S/I
	• Responsible for a budget and budget setting	E	S/I
	• Identifying and interpreting national policy and implementing required changes	E	S/I
	• Business case development and annual planning, longer term planning	E	S/I
	• Proven experience of working in a management/leadership role	E	S/I
	• Financial procedures including budget setting and working knowledge of financial processes	E	S/I
	• Business planning /annual planning/long term planning	E	S/I
	• Risk management and governance	D	S/I
	• Experience of working within a Health or social care Digital Department environment.	D	S/I
	• Leading a team providing MDM within a healthcare setting	D	S/I
	• Utilising Air watch, Citrix MDM or Microsoft MDM, for management of a large scale deployment of Mobile devices in a corporate environment	D	S/I
Knowledge and Skills	• In depth knowledge of MDM tools and their correct usage	E	S/I
	• Highly developed specialist knowledge of working in a Digital Support environment.	E	S/I
	• In depth understanding of change management	E	S/I
	• Knowledge of service improvements/transformation and project management	E	S/I
	• Good understanding of the current NHS agenda and healthcare policy	E	S/I
Personal	• 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	E	S/I
	• Ability to work independently and make autonomous decisions	E	S/I
	• Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and	E	S/I

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	use persuasion, influencing and negotiation with individuals and groups including stakeholders		
	• Ability to embrace, lead and drive change	E	S/I
	• Ability to organise and prioritise own workload and direct the work others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role	E	S/I
	• Demonstrates a strong desire to improve performance and services	E	S/I

S: Shortlisting   I: Interview   T: Test

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