JOB DESCRIPTION

JOB TITLE:	**SENIOR UNIFIED COMMUNICATIONS SPECIALIST**
BAND:	**7**
DEPARTMENT:	**INFRASTRUCTURE & UNIFIED COMMUNICATIONS**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**UNIFIED COMMUNICATIONS MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS**

JOB SUMMARY

The Unified Communications specialist is a key member of the Unified Communications team. The post will work closely with the Unified Communications Manager to deliver Unified Communications management, support or advice to the Trust

The post holder is highly technical and provides design, support or advice to the Unified Communications manager. The post holder is expected to be the knowledge repository or "go-to-person" for support, maintenance, installations or configuration, and the relevant Unified Communications management tools or technologies.

The post is a lead technical role in the Unified Communications team and includes customer care, vendor or relationship management, operations and Communications co-ordination. For all of these functions, the post holder is expected to understand, meet or exceed their customers' requirements and have the ability to explain complex Unified Communications related issues to non Digital staff.

The post holder is a source of knowledge and advice for project teams, providing expertise on licensing, ongoing support, resource projections or costs, timelines and advising on business case development. The post holder will take a lead role in specialist projects, will support the programme teams in the planning of projects, and liaise or work alongside internal stakeholders and other technical experts to do so.

KEY RESPONSIBILITIES

- Management of IP Telephony platforms including associated peripherals
- Unified communications deployment, maintenance & development
- Security, patching and monitoring of Unified Communications platforms
- Integration of UC platform with legacy communications platforms
- Business Continuity & Disaster Recovery
- Resolving complex technical issues or problems quickly and efficiently
- Managing supplier relationships to ensure that the Trust optimises support and value for money.
- Monitor the performance of the Unified Communications platforms, scrutinising reports for emerging trends
- Analyse and interpret emerging highly complex problems, escalating and recommending corrective action
- Lead on the delivery of day to day maintenance activities including pro-active maintenance to ensure high availability of systems
- Rigorous documentation, and organisation of Unified Communications assets to

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ensure that service levels are optimised

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	• Provide visible operational leadership and promote continual improvement in quality, performance and delivery of Trust objectives • Maintain a working knowledge of systems in use within the Trust, provide guidance to other technical staff as required and lead in the resolution of complex issues or solutions design • Develop the business and planning processes throughout department to deliver services to required standards and within the available resource base • Responsible for managing aspects of service delivery within the Unified Communications team to agreed quality standards and within the resource or income base available • Develop processes in collaboration with the Unified Communications manager to jointly manage the business, delivery and development of services • Lead on the development, implementation, establishment and review of performance management systems within the Unified Communications team, it is critical that this is done collaboratively with other leads within the Infrastructure & Unified Communications service and across the Digital department. • Prioritise workload for the Unified Communications team as required to meet business needs and customer requirements • Responsible for the development of specialist training materials and documentation for the training of own team members and other members of the Digital Department as appropriate, for example Digital Service desk staff. • Develop & coach less experienced members of the team when required • Provide support for the induction of new starters to the team • Deputise for the Unified Communications Manager as required
Human Resources	• Work collaboratively with the Unified Communications manager and the Digital leadership team to ensure effective workforce planning that meets the needs of both current and future service developments
Performance and Quality	**Service Delivery and Improvement** • Ensure the efficient organisation of the services within the Unified Communications team, making best use of capacity to deliver activity within the terms of Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources • Ensure that service delivery standards are achieved

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- Deal with a range of varied and complex calls. Able to translate and explain complex situations in simple terms to all levels of staff.
- Escalate to Line Manager any service impacting or critical issues, give clear updates of progress to resolution for staff at all levels
- Log faults with 3rd party vendors as required, ensuring that the sufficient technical information is provided for each call logged
- Ensure regular communication is maintained with external vendors and technical staff, ensuring complex issues are resolved
- Work collaboratively with the Unified Communications Manager, the Digital Leadership team or other colleagues to ensure that service delivery and improvement plans are developed, implemented and reviewed
- Utilise expert technical knowledge to manage and resolve issues or developments associated with the unified communication platform
- Utilise expert technical knowledge to suggest and implement improvements to the Trusts unified communications platform
- Ensure that the overall Unified Communications landscape is proactively monitored and appropriate alerting mechanisms are in-place and fully functional.
- Supporting all Trust Sites you will be required to manage unified communications systems across multiple platforms
- Ensure systems availability targets are maintained and unplanned downtime is minimised
- Exercise expert professional judgment when dealing with highly complex technical issues.
- Diagnoses of technical issues using knowledge and assimilated knowledge from a variety of other sources including third party support organisations, resulting in the swiftest resolutions to issues or problems and the most beneficial deployment of technologies
- Utilise technical and physical skills required in order to setup, configure install or move Unified Communications equipment
- Monitor outstanding incidents and service requests against Service Level Agreements (SLAs), prioritising workload effectively
- Correctly record and update asset information
- Liaise with external companies providing 3rd party support.
- Propose changes to and implement new procedures when introduced

Risk Management and Governance
- 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

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	• 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 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 divisional 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 • 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
Financial and Physical Resources	• Ensure that budgets are managed in accordance with the Trust's Standing Financial Instructions, working collaboratively with the unified communications manager and Finance lead, taking the necessary actions 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 standards or milestones • Ensure that unplanned variation in service delivery (activity, income, expenditure, capacity, performance) is identified and appropriate, timely action taken • Work collaboratively with the Unified Communications Manager to lead the Unified Communications team in the development of cost improvement plans and their implementation as part of financial recovery processes • Develop capital and/or revenue business cases for submission to the relevant Boards • Ensure that financial controls are established and maintained within the Unified Communications team
Personal Skills and Qualities	• Personal presence and positive representative for the trust/department.

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- Ability to give clear, effective and customer sensitive advice.
- Ability to communicate complex technical issues to non-IT staff.
- Enthusiasm for working collaboratively with other leads, business owners and other technical experts.
- A willingness to maintain and acquire new skills in the area of Unified Communications management or support.
- Ability to develop effective working relationships with peers and management across the organisation.

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 be transgressing the Dignity at Work Policy.

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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 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

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	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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BAND:	**7**
DEPARTMENT:	**INFRASTRUCTURE & UNIFIED COMMUNICATIONS**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**UNIFIED COMMUNICATION MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS LEAD**

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Degree level or equivalent experience	E	S/I
	• Digital Service management qualification or equivalent experience	E	S/I
	• Evidence of continued professional development	E	S/I
	• A recognised advanced professional qualification	E	S/I
	• CCNA, CCNP, CCENT (Cisco)	D	S/I
	• Microsoft Office 365 qualification or formal training such as MS900, MS030, or MS600	D	S/I
	• CompTIA Network+	D	S/I
Experience	• Unified Communications maintenance and support	E E	S/I S/I
	• Ability to analyse problems and develop effective solutions	E	S/I
	• Unified Communications Security and Monitoring including encryption	E	S/I
	• Experience of providing Unified		

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	Communications support for at least 3 years	E	S/I
	• Experience of taking a lead role in developing and implementing Unified Communications related systems and services	E	S/I
	• Experience of dealing with customers face to face and on the telephone.	E	S/I
	• Experience of facilitating change in practice to improve services	E	S/I
	• Financial procedures including budgetary management	E	S/I
	• Business planning / annual planning	E	S/I
	• Risk management and governance Experience of implementing and supporting modern healthcare information systems.	E	S/I
	• Experience of working in a project management environment, also working with multi-vendor teams, on and off-shore.	E	S/I
	• Relevant Information Technology service design, planning, development, deployment, operations and technical support experience.	E	S/I
	• Experience of working within an NHS Digital Department environment.	D	S/I
	• Technical lead in a team providing Unified Communications within a healthcare setting	D	S/I
	• Utilising Microsoft office 365 platform for Unified Communications, ATOS Unify platform and associated software within a corporate environment	D	S/I
Knowledge and Skills	• ITIL Foundation Methods to Foundation level	E	S/I
	• Knowledge Unified Communications technologies	E	S/I
	• Practical knowledge of Unified Communications maintenance and support	E	S/I
	• Ability to provide specialist knowledge and advice within department and other organisations regarding technical environment.	E	S/I
	• In-depth knowledge of one or more of Unified Communications management platforms.	E	S/I
	• Good understanding of change management	E	S/I
	• Understanding of the NHS and current agenda	E	S/I
	• Demonstrable knowledge of service improvements and project delivery	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 complex data/information and make judgements/draw conclusions	E	S/I
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation	E	S/I
	• Ability to embrace and drive change	E	S/I

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	• Ability to organise and prioritise own workload and that of 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

S: Shortlisting   I: Interview   T: Test

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