

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.

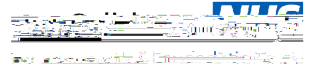
To contribute to the development and implementation of a strategy for the on-going support and development of the business critical IT infrastructure and security that, within the overall framework of national strategies and guidance, meets the business needs and priorities of the Trust, maximising the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

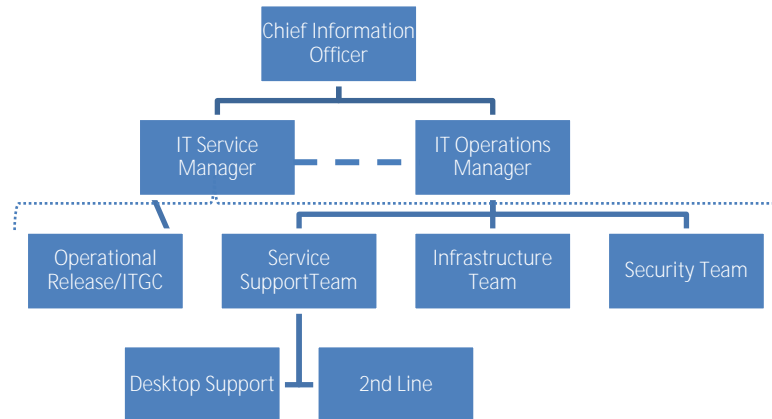
3. SCOPE OF THE JOB

Ensure the focus of the IT Operations remains optimal through the delivery of metrics, service standards and performance management.

Manage the procedure



4. ORGANISATION CHART



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

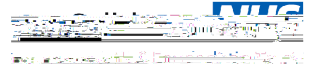
5. QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

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

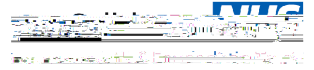
Ability to motivate self and others to achieve success

Highly developed interpersonal and communication skills

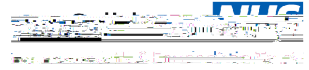
Negotiating and influencing skills

Ability to define and influence performance targets across the Informatics department

Excellent



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



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

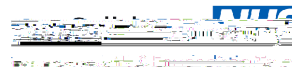
CONTINUOUS IMPROVEMENT

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

IT Service



Salisbury NHS Foundation Trust

IT Service Manager Person Specification

Criteria Qualifications &	Essential	Desirable	Evidence
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