CWM TAF NHS TRUST

JOB DESCRIPTION

JOB DETAILS

Job Title: Head of IT Infrastructure

Grade:

Salary Scale: Band 8b

Hours of Work: 37.5

Department / Ward: Information Technology Department

Directorate: Performance and Information

Base: To be determined

ORGANISATIONAL ARRANGEMENTS

Accountable to: 1. (Managerially) Head of ICT

2. (Reporting) Head of ICT

3. (Professionally) N/A

Responsible for: Supervising and/or Managing

1. Managing all aspects of infrastructure support
2. Supervising all IT staff.

JOB PURPOSE

The post holder will be responsible for the management of the Trust’s IT resources including technical development, ICT security, Voice and Data communications, implementation and technical review of the IM&T Strategy. Responsible for maintaining the delivery of high quality IT systems and services to the Trust. In addition, the post holder will contribute to the development of Directorate plans and support IM&T projects as required. To deputise for the Head of ICT, within the areas covered by the role profile, during periods of absence.
DUTIES AND RESPONSIBILITIES
Principal Responsibilities:

Management (Operational)

1) Manage the IT Infrastructure department and its staff highlighting the level of resources required for the provision of a quality service.

2) Oversee the implementation and use of ITIL processes throughout the department.

3) Ensure the timely implementation of ICT operational plans.

4) Plan and manage the timely implementation of National electronic systems, both clinical and administrative.

5) Ensure that, through careful planning, adequate, appropriate and cost effective maintenance is available for all information systems, including both software and hardware.

6) To oversee the timely deployment of the Trust’s rolling replacement plans.

7) Manage the IT revenue budget, ensuring that expenditure does not exceed income identifying a budget that accurately reflects the Trust’s requirements.

8) Manage IT capital, both discretionary, badged schemes and end of year.

9) Investigate alternative funding streams particularly in those areas that information is being shared with external agencies or Primary care.

10) Facilitate, monitor and review all Trust’s IT SLAs with other Trusts and organisations ensuring that they meet the required standards and balance both costs and benefits.

11) Ensure that ICT plans, including IT Infrastructure and the training programme, contribute to the development of the clinical governance agenda.

12) Ensure that IT audit, both externally and internally is undertaken at appropriate intervals and to act as the main point contact person for external audit.

13) Responsible lead for all matters relating to health and safety and risk management within the ICT department.

14) Compliance with the Trust Standing Orders, to avoid the possibility of bringing the Trust’s reputation into disrepute.

Management (Planning)

15) Assist the Head of ICT and Head of Information Services in the development of the ICT operational plans and IM&T strategy.
ensuring appropriateness to the Trusts requirements, taking full advantage of all emerging technologies and provides a path to achieve national objectives.

16) Provide timely advice relating to the provision of new Infrastructure within departments by maintaining a watching brief on new technology, by visiting other sites, appropriate training and attendance at appropriate conferences, whilst ensuring that agreed developments are in line with the National programme or support it.

17) Ensure that new Infrastructure has resilience appropriate to the business criticality of the systems supported and identification of the alternative forms of provision including managed services and the use of commercial data centres.

18) Provide advice, suggestions and representation to securing funding necessary to underpin the Trust’s operational plan.

19) To develop the Trust replacement plans ensuring that they are refined using evidence based approach as equipment reliability changes.

20) Develop business cases in support of securing capital moneys, or alternatives funding streams, for the development of IT systems.

21) Promote improved communications between the Trust and its partners through the use of Information Communication Technology leading to improved and secure transfer of clinical information.

22) Work with the System and Software heads to promote the integration of existing systems and ensure that appropriate integration is considered at all times throughout the development and procurement of new systems.

23) Co-ordinate seamless information systems by promoting integration of existing systems and ensuring that all new systems are integrated during commissioning.

24) Plan and manage links with external partnerships and promote the development of common systems across statutory agencies, i.e. social services.

25) Participate in National programmes, at a high level, including infrastructure replacement programmes and in an advisory capacity at specialist IT groups.

Management (Confidentiality and Security)

26) Manage technical areas relating to Information security, ensuring appropriate levels of staffing to enable the Trust continues to achieve the National requirements and that all systems comply with current baseline security standards, BS7799, ISO 27001 and the NHS code of connection.
27) Review the technical content of the Trust information security policy as required.

28) Investigate breaches of Trust information security policies. The post-holder is authorised to access sites otherwise prohibited by the Trust policy in the course of any such investigation with the exception of those considered to be of an illegal nature.

**Leadership**

29) Plan and manage appropriate accommodation for the development of the department, including service reconfiguration, homeworking etc. as appropriate.

30) Ensure, through the use of reviews such as KSF, that all members of staff are able to develop to their potential and exercise their responsibilities effectively.

**Skills**

31) Provide detailed complex technical advice for all areas of ICT, including hardware to component level, software configuration and network communications.

32) Provide high level technical support including network, hardware, software configuration, compatibility and interaction issues.

33) Interpret complex technical information to produce easily understood high level reports for senior management.

34) Advice and configuration relating to continuity planning and appropriate resilience dependant on business criticality.

35) Provide technical support to the Information Security Group and the information governance manager ensuring that appropriate Standard Operating procedures (SOPs) are maintained.

**Research**

36) Research and develop those areas of infrastructure support that will both improve the quality of service provision and reduce costs.

37) Provide support to other research projects that rely on the use of IT.

38) Support research and to provide specialist and local knowledge to the national programme as required by Informing HealthCare.

**Training**
39) To ensure that all staff are adequately trained, both statutory and specialist areas, as appropriate to their role, as part of the ongoing KSF process.

40) Fulfilling personal responsibilities for all matters relating to health and safety and risk management.

**Communication**

41) Contributing to the annual clinical governance report with regard to the influence of ICT development and its impact on clinical care processes.

42) Contribute to the Trust annual report and AGM as appropriate.

43) Ensuring that all members of the ICT department understand their role in relation to clinical governance and effectively contribute to the provision of high quality services for patients.

44) Provide corporate brief to all IT staff.

45) Liaise with other Trust IT managers regularly, sharing experience and skills as appropriate.

46) Highlight those areas where local developments may conflict with the IHC agenda and ensure that appropriate business cases are able to support this development.

**External Responsibilities**

47) To participate in appropriate national committees/meetings as required, such as Welsh Health ICT managers, ISO27001, IHC Service Desk and Telecoms & Messaging groups etc.

48) Technical representation at appropriate national groups.

---

**COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager / supervisor.

---

**REGISTERED HEALTH PROFESSIONAL**

All employees of the Trust who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
SUPERVISION
Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

RISK MANAGEMENT
It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT
As an employee of Cwm Taf NHS Trust, you are legally responsible for all records that you gather, create or use as part of your work within the Trust (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS
All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT
The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

CONFIDENTIALITY
All employees of the Trust are required to maintain the confidentiality of members of the public (patients, well women and service users etc.) and members of staff in accordance with Trust policies.

Date prepared:
Cwm Taf NHS Trust is a non-smoking environment.
CWM TAF NHS TRUST

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, other requirements, which as post holder requires to perform the job to a satisfactory level.

**Job Title:** Head of IT Infrastructure

**Qualifications**

<table>
<thead>
<tr>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
<th><strong>METHOD OF ASSESSMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant MSc or equivalent in an IT related subject</td>
<td>Qualifications relating to other areas of health.</td>
<td>Certificates</td>
</tr>
</tbody>
</table>

**Experience**

<table>
<thead>
<tr>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
<th><strong>METHOD OF ASSESSMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum of 5 years Senior managerial experience within an NHS arena including managing the introduction of at least one new or replacement system</td>
<td>Past experience introducing a variety of hardware and software systems</td>
<td>Application Form Interview References</td>
</tr>
</tbody>
</table>

**Skills**

<table>
<thead>
<tr>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
<th><strong>METHOD OF ASSESSMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad range of skills based on all areas of ICT and the ability to communicate simply and effectively to a range of staff. Good keyboard skills essential.</td>
<td>In depth knowledge in at least one area of IT e.g. Data communications</td>
<td>Application Form Interview References</td>
</tr>
</tbody>
</table>

**Knowledge**

<table>
<thead>
<tr>
<th><strong>ESSENTIAL</strong></th>
<th><strong>DESIRABLE</strong></th>
<th><strong>METHOD OF ASSESSMENT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Broad knowledge of Clinical areas within the Trust. Good knowledge of the organisation of the NHS and current policy initiatives. Up to date awareness of NHS IT strategy (IHC) and readiness plans.</td>
<td>Broad knowledge of the structure and working practises of the NHS.</td>
<td>Application Form Interview References</td>
</tr>
<tr>
<td><strong>PERSONAL ATTRIBUTES</strong> <em>(Demonstrable)</em></td>
<td>Be comfortable working with all levels of organisation. Sense of humour, self starter, ability to work comfortably within resource constraints and deadlines, and to an agreed specification. Be able to work as part of a team, or as an individual. Energy, resilience and flexibility.</td>
<td>Application Form Interview References</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>INTERESTS</strong></td>
<td></td>
<td>Application Form Interview References</td>
</tr>
<tr>
<td><strong>OTHER</strong> <em>(Please Specify)</em></td>
<td>Must have own transport available throughout the day to provide a prompt service to a range of sites.</td>
<td>Application Form Interview Document Check</td>
</tr>
</tbody>
</table>

Date reviewed:  
Agreed by:  
Employee:  

Reviewed by:  
Agreed by:  
Manager  

Date agreed:  
Date agreed: