

# JOB DESCRIPTION

| JOB DETAILS                   |                           |
|-------------------------------|---------------------------|
| <b>Job Title</b>              | Deputy Network Manager    |
| <b>Reports to</b>             | Network Manager           |
| <b>Band</b>                   | 7 (subject to matching)   |
| <b>Department/Directorate</b> | Digital Services Division |

| JOB PURPOSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>The Deputy Network Manager in collaboration with the network manager is responsible for the strategic design, development, support, maintenance, governance and continual service improvement of the Trust's network support team. The post holder will provide staff and technical leadership across all aspects of the Trust enterprise network services; security, WAN, LAN, wireless, datacentre and cloud connectivity services. They will ensure that the Trusts network is secure, resilient, performant, scalable and aligned to organisational and NHS England strategies.</p> <p>The post holder will work to ensure that network services comply with national and industry standards, including the Data Security and Protection Toolkit (DSPT), Cyber Essentials, and NHS Information Governance policies.</p> <p>The post-holder is expected to suggest and implement improvements to the service and infrastructure systems, to monitor and maintain those systems, and to provide leadership to the team. The post-holder will make a significant contribution to service development and modernisation of the NHS through the successful delivery of programmes, projects, support and the re-engineering of business processes in conjunction with the service.</p> |

| KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>• Lead, manage and motivate the Network Services team, ensuring the delivery of high performing and resilient network infrastructure across the Trust.</li> <li>• Ensure compliance with industry standards and best practices in network security and data protection.</li> <li>• Lead the design of complex network solutions supporting clinical and business-critical services.</li> <li>• Ensure network infrastructure aligns with NHS, Cyber Security and Digital Transformation strategies.</li> <li>• Review and approve high-impact infrastructure designs before implementation.</li> <li>• Establish design principles that promote resilience, scalability, service continuity and information security.</li> <li>• Evaluate emerging technologies and assess their applicability within the Trust environment.</li> <li>• Ensure maximum operational efficiency of systems and infrastructure, keeping downtime to an agreed minimum, including introduction of new technologies as solutions are developed.</li> <li>• Produce and review High-Level Designs (HLDs) and Low-Level Designs (LLDs).</li> <li>• Ensure documentation remains accurate and aligned with governance requirements.</li> <li>• Maintain technology roadmaps, service models and infrastructure standards.</li> <li>• Monitor industry trends, NHS technology developments and emerging networking technologies.</li> <li>• Evaluate new products and solutions through proof-of-concept activities.</li> <li>• Identify opportunities to improve service delivery, resilience and security through innovation.</li> <li>• Support strategic digital transformation initiatives through technical research and architectural guidance.</li> <li>• Provide technical input into infrastructure procurement and investment planning.</li> </ul> |

- Develop technical specifications for replacement and expansion programmes.
- Assess cost-benefit and total-cost-of-ownership impacts of proposed solutions.
- Support budget forecasting for infrastructure lifecycle management initiatives.

## KEY WORKING RELATIONSHIPS

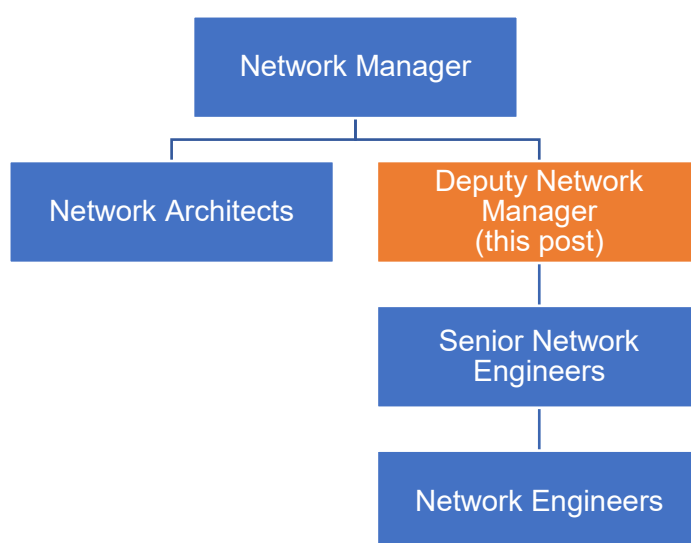
Areas of Responsibility: Network

No. of Staff reporting to this role: 10

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

| Internal to the Trust                                                                                                                                                                                                                                                 | External to the Trust                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Divisional Directors</li> <li>• Trust Service Managers</li> <li>• Information Asset Owners</li> <li>• Digital Services</li> <li>• Trust User Base</li> <li>• Finance department</li> <li>• Procurement Department</li> </ul> | <ul style="list-style-type: none"> <li>• External Clients and Partners</li> <li>• 3rd Party Service and Solution Providers</li> <li>• NHS England</li> <li>• NHS colleagues in other NHS and social care organisations</li> </ul> |

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder will work closely with the network manager and team to ensure the network infrastructure meets agreed standards.
- The post holder will lead on network design, implementation, and optimisation within the Trust's digital framework
- The post holder will be responsible for achieving agreed objectives and determining how these are delivered, working within established professional, departmental and organisational policies and procedures.
- Responsible for the voice and data networks for the RDUH, where the Network team has responsibility for providing these services
- Provides technical leadership by making informed, timely decisions that support service continuity and operational performance.

- Acts as an escalation point for complex issues requiring expert judgement.

### **COMMUNICATION/RELATIONSHIP SKILLS**

- Develop and maintain effective working relationships with a wide range of stakeholders, using tact, diplomacy and persuasive skills to communicate technical information and support the resolution of issues.
- Communicate with both internal and external personnel up to board/executive level.
- Uses influence and persuasion skills to secure agreement/co-operation
- Provide regular structured reporting to the Network Manager on the status of programmes including risks, changes and progress.
- Communicate highly complex solution designs referencing topologies and technical details to various stakeholders, tailoring the approach to suit the audience.
- Work effectively with RDUH programme stakeholders to ensure programme delivery and benefits realisation
- Builds strong working relationships with clinical directorates, Estates, Digital, suppliers and programme teams to support service delivery, manage expectations and maintain trust.
- Provides guidance, mentoring and technical briefings to colleagues, supporting capability development across the wider Digital Infrastructure team
- Ensure all solutions and designs are aligned to support models within the Network BAU Team future strategies
- Train and support the Trust Networks BAU team with new complex systems and processes.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Analyse complex scenarios such as system failures, fault-finding, or non-optimal performance where solutions require detailed analysis and evaluation of multiple options/solutions.
- Use judgement to identify and recommend preferred options/solutions taking into account clinical and operational impact
- Ensures robust management of errors and “problems”.
- Responsible for interpreting complex datasets, identifying trends, and translating findings into actionable insights while managing frequent interruptions and competing priorities.
- Assess multiple technical options, considering cost, resilience, security, interoperability and NHS governance requirements to recommend optimal solutions.
- Evaluates technical risks, service impacts and patient-safety implications, making sound, evidence-based decisions during incidents, planned changes and infrastructure upgrades.
- Analyses network telemetry, logs, packet captures and performance metrics to identify root causes, emerging trends and potential vulnerabilities.

### **PLANNING/ORGANISATIONAL SKILLS**

- Develop and implement localised plans for the Network service in line with Trust and wider digital long-term strategies and goals.
- Plans and leads complex technical implementations that have significant clinical and operational impact, ensuring safe, efficient, and high-quality delivery across multiple services.
- Oversee end-to-end project activity from requirements gathering and risk assessment to deployment, validation, and post-implementation review while coordinating with clinical, operational, and digital stakeholders.
- Applies advanced technical expertise and structured project-management approaches to ensure that changes are robust, compliant, and aligned with organisational priorities. This work ranges from system upgrades and integrations to the introduction of new digital capabilities that directly support patient care and operational performance.
- Manage complex workstreams involving multiple parties and/or technical disciplines
- Maintain agility of approach in response to changing priorities and developing situations
- Keep relevant documentation up to date and published in the correct format.
- Identify areas of operational risk in the day-to-day running of the Network infrastructure function. Reporting of risks to the Network Manager and or Head of Digital Infrastructure.

- Working autonomously to plan and organise workload to meet multiple and often conflicting deadlines
- Responsible for leading and developing work packages/plans that deliver enhancements to project or programme deliverables.

#### **PATIENT/CLIENT CARE**

- Patient contact is incidental.

#### **POLICY/SERVICE DEVELOPMENT**

- Ensure departmental and Trust policies are adhered to by team members and that technical design choices are aligned with such policies
- Develop and propose changes to policies which may have an organisation-wide impact and are of a critical security nature e.g. access control, firewall policies for the overall Trust Network
- Develop and implement service standards such as Standard Operating Procedure
- Work with RDUH programme management to ensure programme governance is provided with accurate and timely performance monitoring data

#### **FINANCIAL/PHYSICAL RESOURCES**

- Ensure the safe and competent use/management of high value and service-critical equipment such as firewalls, core networking equipment, wireless controllers etc across the Trust systems.
- Lead departmental procurement activities, selecting best-value suppliers to support network service delivery and enhancement.
- Use Trust finance system to place and receipt orders
- Monitor and review budget for RDUH programme enhancement to ensure that Programmes are delivered within budget.

#### **HUMAN RESOURCES**

- Line management and leadership of a team of Communications Specialists/ Comms Infrastructure Specialists. This will include recruitment, PDRs, performance management, managing grievance and disciplinary procedures, technical and professional development, mentoring and coaching
- Develop a personal development plan annually as part of the personal development review process and continuation of such through appropriate formal training as and when necessary.
- Use available resources (Intranet, internet, reading materials, conferences) to keep abreast of technical developments and look for opportunities to use these developments.
- Support Management to ensure the function is fully cross-trained.
- Manage and escalate any workforce planning issues, concerns, or problems which negatively impact the team's ability to deliver service to the timelines required by stakeholders to the Network Manager.
- Assign specific tasks/technical deliverables to appropriately skilled team members
- Ensure that the BAU network team have the appropriate skills to discharge their duties

#### **INFORMATION RESOURCES**

- Responsible for installation, maintenance and upgrades of complex networking equipment and underlying software
- Quality assure the documentation related to the Programmes are ready for submission to Technical Design Authority for approval.
- Use ESR and Health Roster to update staff information
- Take responsibility for the quality, accuracy and timely maintenance of all written and electronic records, ensuring documentation generated by both self and the designated team is fit for purpose and retained in accordance with departmental and Trust standards.
- Input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/templates.
- Produces and reviews high-quality technical documentation, network diagrams, risk assessments and change communications that meet governance and audit requirements.

- Maintain highly specialised knowledge of voice & data networking theory and concepts, and maintain awareness of technological trends and emerging concepts/capabilities
- Compile data to evidence progress against project timelines.

## **RESEARCH AND DEVELOPMENT**

- Stay informed about emerging security risks, network technologies, trends, and best practices.
- Regularly carry out equipment testing, upgrade and adaptation
- Undertake surveys, audits and research to monitor performance and compliance of technical infrastructure
- Work with providers to research available solutions within technologies

## **PHYSICAL SKILLS**

- Advanced keyboard skills are required, to support the operation and interaction with a number of complex systems at the same time.

## **PHYSICAL EFFORT**

- Moderate light physical effort carrying network equipment
- Occasional heavy physical effort carrying network equipment.
- Car driving for deployment of Network equipment between sites and on-call duties.

## **MENTAL EFFORT**

- Frequent concentration when undertaking detailed analytical tasks, system diagnostics, or high-risk technical changes, ensuring accuracy, safety, and adherence to governance standards.
- Act as an escalation point for complex technical issues as well as from a management perspective, requiring focus and concentration across the organisation.
- The postholder will be required to write process and procedural documentation, deliver training, and provide support to the team where they require assistance to resolve issues.

## **EMOTIONAL EFFORT**

- Frequently respond to concerns and questions from a wide range of people, who may be anxious or distressed relating to IT problems, incidents or changes.
- Requirement to deal with pressurised situations arising from the failure of critical systems which impact on the delivery of healthcare services to individual patients
- Occasional exposure to emotional or distressing circumstances due to them being a line manager and having to deal with staff issues.

## **WORKING CONDITIONS**

- Occasional exposure to noisy/dirty/dusty environments
- Continuous use of computer to perform required duties

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

#### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are.

#### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

|                  |                        |
|------------------|------------------------|
| <b>Job Title</b> | Deputy Network Manager |
|------------------|------------------------|

| Requirements                                                                                                                                                                                                                       | Essential | Desirable |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>QUALIFICATION/ SPECIAL TRAINING</b>                                                                                                                                                                                             |           |           |
| <ul style="list-style-type: none"> <li>Educated to degree level or relevant equivalent experience</li> </ul>                                                                                                                       | ✓         |           |
| <ul style="list-style-type: none"> <li>Evidence of additional specialist knowledge in a relevant field gained through postgraduate study, professional qualifications, vendor certifications, or equivalent experience.</li> </ul> | ✓         |           |
| <ul style="list-style-type: none"> <li>ITIL Foundation certification</li> </ul>                                                                                                                                                    |           | ✓         |
| <ul style="list-style-type: none"> <li>Network Expert qualification or relevant equivalent experience</li> </ul>                                                                                                                   |           | ✓         |
| <ul style="list-style-type: none"> <li>CWNA accreditation or ECSE</li> </ul>                                                                                                                                                       |           | ✓         |
| <b>KNOWLEDGE/SKILLS</b>                                                                                                                                                                                                            |           |           |
| <ul style="list-style-type: none"> <li>Proven leadership experience and line management experience</li> </ul>                                                                                                                      | ✓         |           |
| <ul style="list-style-type: none"> <li>Knowledge of all aspects of data networking &amp; voice</li> </ul>                                                                                                                          | ✓         |           |
| <ul style="list-style-type: none"> <li>Knowledge of network security devices such as firewalls and Policy Management Platforms</li> </ul>                                                                                          | ✓         |           |
| <ul style="list-style-type: none"> <li>Knowledge of TCP/IP networking and associated network addressing issues, including addressing issues specific to the NHS</li> </ul>                                                         | ✓         |           |
| <ul style="list-style-type: none"> <li>Knowledge and skills associated with legacy network devices and protocols</li> </ul>                                                                                                        | ✓         |           |
| <ul style="list-style-type: none"> <li>Knowledge of packet switching networks and topologies</li> </ul>                                                                                                                            | ✓         |           |
| <ul style="list-style-type: none"> <li>Network IP Telephony and Voice Routers</li> </ul>                                                                                                                                           | ✓         |           |
| <ul style="list-style-type: none"> <li>Load-balancers and Application Delivery Controllers</li> </ul>                                                                                                                              | ✓         |           |
| <ul style="list-style-type: none"> <li>Proven experience of Network Monitoring software</li> </ul>                                                                                                                                 | ✓         |           |
| <ul style="list-style-type: none"> <li>In depth knowledge of Service Management and ITIL best practice</li> </ul>                                                                                                                  |           | ✓         |
| <b>EXPERIENCE</b>                                                                                                                                                                                                                  |           |           |
| <ul style="list-style-type: none"> <li>Experience working with EPIC EPR deployments</li> </ul>                                                                                                                                     |           | ✓         |
| <ul style="list-style-type: none"> <li>Proven data communications experience</li> </ul>                                                                                                                                            | ✓         |           |
| <ul style="list-style-type: none"> <li>Proven experience of data cabling infrastructure delivery including Copper and Fibre technologies</li> </ul>                                                                                | ✓         |           |
| <ul style="list-style-type: none"> <li>Proven experience in IT support in medium to large organisations.</li> </ul>                                                                                                                | ✓         |           |
| <ul style="list-style-type: none"> <li>Experience of working in a multidisciplinary team.</li> </ul>                                                                                                                               | ✓         |           |
| <ul style="list-style-type: none"> <li>Experience of working with leading technology vendors IE: CheckPoint, Fortinet, Palo Alto &amp; Cisco Firewall Technologies</li> </ul>                                                      | ✓         |           |
| <ul style="list-style-type: none"> <li>Experience of working with Network Policy Management tools including implementation and management</li> </ul>                                                                               | ✓         |           |
| <ul style="list-style-type: none"> <li>Experience of working with Aruba ClearPass</li> </ul>                                                                                                                                       |           | ✓         |
| <ul style="list-style-type: none"> <li>Experience in supporting business critical systems to a high standard</li> </ul>                                                                                                            | ✓         |           |
| <ul style="list-style-type: none"> <li>In-depth experience in Enterprise Firewall technologies</li> </ul>                                                                                                                          | ✓         |           |
| <ul style="list-style-type: none"> <li>In-depth experience in Fortinet Firewall technologies</li> </ul>                                                                                                                            |           | ✓         |
| <ul style="list-style-type: none"> <li>Experience with Aruba OSCX and Central</li> </ul>                                                                                                                                           |           | ✓         |
| <ul style="list-style-type: none"> <li>Experience with Wireless design and troubleshooting</li> </ul>                                                                                                                              | ✓         |           |
| <b>PERSONAL ATTRIBUTES</b>                                                                                                                                                                                                         |           |           |
| <ul style="list-style-type: none"> <li>Ability to deal with sensitive situations with tact and diplomacy</li> </ul>                                                                                                                | ✓         |           |
| <ul style="list-style-type: none"> <li>Excellent organisational skills and the ability to work under pressure</li> </ul>                                                                                                           | ✓         |           |
| <ul style="list-style-type: none"> <li>Enthusiasm and commitment to learning new technical skills</li> </ul>                                                                                                                       | ✓         |           |



|                                                                                                                           |   |   |
|---------------------------------------------------------------------------------------------------------------------------|---|---|
| • A logical approach to problem solving and prioritisation                                                                | ✓ |   |
| • Ability to quickly assess severity of problems and prioritise workload to provide a responsive resolution               | ✓ |   |
| <b>OTHER REQUIREMENTS</b>                                                                                                 |   |   |
| • Demonstrates drive to acquire technological advances and commitment to CPD                                              |   | ✓ |
| • Flexible to the requirements of the role with regards to travelling to other sites and locations with limited notice    | ✓ |   |
| • Ability to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota                | ✓ |   |
| • Full UK driving license as essential                                                                                    | ✓ |   |
| • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | ✓ |   |



|                                                                                        |   | FREQUENCY<br>(Rare/ Occasional/<br>Moderate/ Frequent) |   |   |   |
|----------------------------------------------------------------------------------------|---|--------------------------------------------------------|---|---|---|
| WORKING CONDITIONS/HAZARDS                                                             |   | R                                                      | O | M | F |
| <b>Hazards/ Risks requiring Immunisation Screening</b>                                 |   |                                                        |   |   |   |
| Laboratory specimens                                                                   | N |                                                        |   |   |   |
| Contact with patients                                                                  | N |                                                        |   |   |   |
| Exposure Prone Procedures                                                              | N |                                                        |   |   |   |
| Blood/body fluids                                                                      | N |                                                        |   |   |   |
| <b>Hazard/Risks requiring Respiratory Health Surveillance</b>                          |   |                                                        |   |   |   |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |                                                        |   |   |   |
| Respiratory sensitisers (e.g isocyanates)                                              | N |                                                        |   |   |   |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)                | N |                                                        |   |   |   |
| Animals                                                                                | N |                                                        |   |   |   |
| Cytotoxic drugs                                                                        | N |                                                        |   |   |   |
| <b>Risks requiring Other Health Surveillance</b>                                       |   |                                                        |   |   |   |
| Radiation (>6mSv)                                                                      | N |                                                        |   |   |   |
| Laser (Class 3R, 3B, 4)                                                                | N |                                                        |   |   |   |
| Dusty environment (>4mg/m3)                                                            | N |                                                        |   |   |   |
| Noise (over 80dBA)                                                                     | N |                                                        |   |   |   |
| Hand held vibration tools (=>2.5 m/s2)                                                 | N |                                                        |   |   |   |
| <b>Other General Hazards/ Risks</b>                                                    |   |                                                        |   |   |   |
| VDU use ( > 1 hour daily)                                                              | Y |                                                        |   |   | X |
| Heavy manual handling (>10kg)                                                          | Y | X                                                      |   |   |   |
| Driving                                                                                | Y |                                                        | X |   |   |
| Food handling                                                                          | N |                                                        |   |   |   |
| Night working                                                                          | Y | X                                                      |   |   |   |
| Electrical work                                                                        | N |                                                        |   |   |   |
| Physical Effort                                                                        | Y |                                                        |   | X |   |
| Mental Effort                                                                          | Y |                                                        |   |   | X |
| Emotional Effort                                                                       | Y |                                                        |   | X |   |
| Working in isolation                                                                   | Y | X                                                      |   |   |   |
| Challenging behaviour                                                                  | Y |                                                        | X |   |   |