

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Technical Services Manager
<b>Reports to</b>	Solution Architect
<b>Band</b>	Band 8a
<b>Department/Directorate</b>	Digital Services

JOB PURPOSE
<p>The Trust's digital solutions rely on a solid hardware and infrastructure foundation and the Technical Services Team will ensure that systems are designed and maintained for high levels of availability and performance. The Technical Services Manager is responsible for the Technical Services team, and for the implementation and management of the underlying infrastructure and platforms that provide the foundation for the secure and safe operation of all Trust applications.</p> <p>Close communication with the entirety of the infrastructure and Business As Usual (BAU) teams are critical to ensuring that the environments and subsystems are appropriately supported and managed. They will assist the Solution Architect in providing assurance to the organisation that the Trust's core solutions fully compatible with the Trust specifications and have full redundancy to ensure 99.99% up time.</p> <p>The post holder will ensure that services comply with national standards, in particular, as detailed in the Data Security and Protection Toolkit (DSPT), ISO27001, BS7799, Cyber Essentials and Information Governance. and make the Solution Architect aware of any risk in the event of non-compliance.</p> <p>The post holder will review business processes in conjunction with the service.</p> <p>The post holder will work closely and co-operatively with the Digital Services Division teams to ensure that the Trust warranted environment and associated applications are consistent with the overall technical infrastructure of the IMT digital strategy. The post holder will provide operational support for smooth transition from programme and project implementations to BAU.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>• Promote and secure credibility and confidence in the Digital Services Division actively at all levels, through the timely delivery of the warranted environment that will become a key enabler of the Trust's digital strategy.</li> <li>• Complete all required application courses and certifications.</li> <li>• Manage the Technical Services team and ensure the delivery of:             <ul style="list-style-type: none"> <li>○ servers, networks, storage, backup, operating systems, virtualisation platforms to support the service;</li> <li>○ application deployment to all platforms that serve production, reporting, disaster recovery, training, and non-production needs;</li> <li>○ effective change control to deliver updates, upgrades and fixes.</li> </ul> </li> <li>• Provide the Solution Architect with appropriate metrics to monitor the technical delivery.</li> <li>• Support the design, planning, procurement, installation, maintenance, availability and development of all IT hardware to support all Trust systems.</li> <li>• Ensure maximum operational efficiency of systems and infrastructure, keeping downtime to an agreed minimum (99.99% availability), including introduction of new technologies as solutions develop.</li> <li>• Risk assess technical components of the Technical Design regularly; reporting on issues and resolutions to the Solution Architect.</li> <li>• Ensure that Business Continuity Plans associated with the Trust's core systems and WES are</li> </ul>

maintained, tested and refreshed in line with infrastructure and service changes.

- Work with the Solution Architect to maintain an IT asset register of central systems and core infrastructure across the service.
- Work with all Digital Services Division teams to ensure that delivery is integrated and co-ordinated.
- Ensure that delivered services comply with National and Local standards, in particular, as detailed in the Data Security and Protection Toolkit (DSPT), ISO27001, BS7799, Cyber Essentials and Information Governance, and risk assess non-compliance.
- Undertake additional, specific project work in support of the Digital Services Division delivery.

## KEY WORKING RELATIONSHIPS

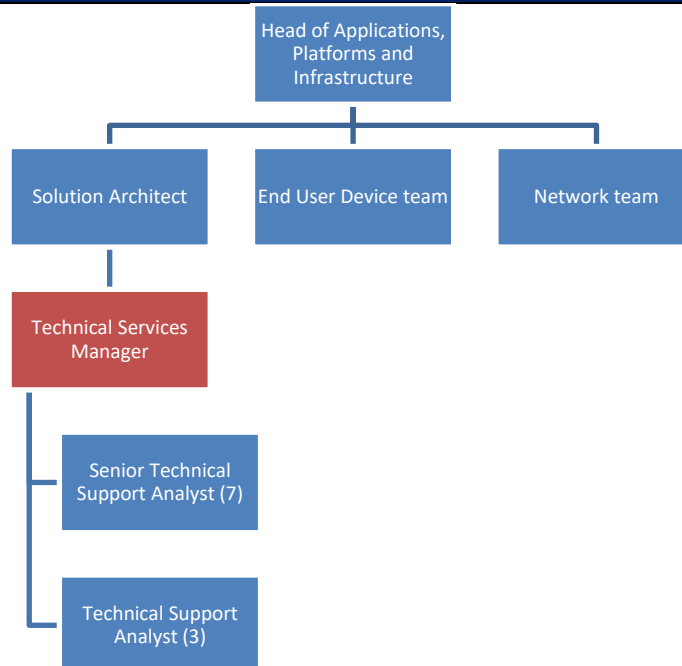
No. of Staff reporting to this role: 10

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 and external organisations. 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 Division</li> <li>• Finance Department</li> <li>• Procurement Department</li> <li>• Internal Committees and Governance meetings</li> <li>• Trust User Base</li> </ul>	<ul style="list-style-type: none"> <li>• External Clients and Partners</li> <li>• 3rd Party Service and Solution Providers</li> <li>• NHS Digital and NHSX</li> <li>• NHS England and NHS Improvement</li> <li>• Colleagues in other NHS and Social Care organisations</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder will work closely with the Technical Services Team to ensure that agreed standards are met.
- The post holder will, in consultation with and guided by the Solution Architect, decide how results

are best achieved, interpreting broad policies and establishing standards.

### **COMMUNICATION/RELATIONSHIP SKILLS**

- Lead and maintain an excellent, productive working relationship with the delivery teams to ensure that the technical elements of the Service are integrated and co-ordinated.
- Be able to negotiate agreement between disparate teams, both internal and external, leading to a common goal.
- Establish and maintain close communication with the application, platforms and infrastructure teams, together with external solution providers.
- Ensure that change control procedures are communicated effectively.
- Translate highly technical aspects of the core infrastructure effectively, into understandable concepts and language for other members of the Service teams, in order to overcome barriers to understanding.
- Work with Business As Usual (BAU) teams to ensure they understand the requirements of all core Trust systems and work closely to ensure successful operation, helping develop and influence their skills accordingly.
- Have the ability to handle HR issues with sensitivity and professionalism, dealing with sometimes sensitive and contentious information.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Analyse highly complex data streams in order to monitor and report on system performance.
- Gather information from service requests, action lists, risks and exception reports to inform discussions with the suppliers and designers to optimise the technical and operational environment.
- Analyse and act upon staffing performance metrics (sick leave, absence, training attendance).
- Carry out options appraisals of solutions, be they technical or operational in nature, before recommending and delivering an agreed approach.
- Review and assess technical solution designs delivered by the Business As Usual team in response to Trust requests for new systems.
- The post holder will be required to analyse problems in an agile and highly logical manner in order to troubleshoot technical failures and support the operational team.

### **PLANNING/ORGANISATIONAL SKILLS**

- Support the Solution Architect in the strategic planning of the warranted environment to meet the Digital Services Division strategy.
- Lead in the complex planning and allocation of the workload associated with the delivery of the service; making agile adjustments to those plans to meet any unplanned or unexpected demand.
- Identify when change analysis, training and other skills are required for particular component of the Trust applications and infrastructure, ensuring that the appropriately skilled staff are involved.
- Risk assess progress and product regularly. Respond to, and escalate, issues as appropriate.
- Assist in the development and maintenance of the Business Continuity and Disaster Recovery Plans associated with the service, using established technical knowledge and skills to inform the development.

### **PATIENT/CLIENT CARE**

- Patient Contact in this role is incidental.

### **POLICY/SERVICE DEVELOPMENT**

- Responsible for policy and process development and implementation, not only in relation to the Technical Services team but also where those policies and processes cross departmental boundaries.
- Interpret policies for day to day operational processes and ensure that staff and clients abide by them.
- Recommend, direct, manage and deliver technical solutions as required to meet the Service needs.

### **FINANCIAL/PHYSICAL RESOURCES**

- Delegated responsibility for management of Technical Services budget, primarily around review

and approval of recurring invoices.

- Responsibility for management of the maintenance of physical assets within the Data Centres, including procurement of replacement hardware as required.
- Responsible for management of agency staff costs.
- Assist the Solution Architect in preparing business cases/CRICS for new developments that may arise from the process of delivering Trust solutions.

### **HUMAN RESOURCES**

- Line management of allocated staff: conduct PDRs for direct reports, manage recruitment, disciplinary actions as well as development.
- Chase team members, colleagues and Trust staff proactively to provide information in a timely fashion to ensure deadlines are met.
- Handle HR issues professionally, sometimes in hostile or antagonistic situations.

### **INFORMATION RESOURCES**

- Responsible for operation and management of the infrastructure that supports all Trust IT systems.
- Ensure that appropriate support documentation, policies, and processes are in place prior to the go-live of any new IT system.
- Responsibility for ensuring that the infrastructure environment is maintained and in active support at all times, escalating where appropriate.
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner.
- Support the Information Governance Manager and Cyber Security Manager in delivering the DSPT.
- Occasional report writing to support and promote the service the team delivers.

### **RESEARCH AND DEVELOPMENT**

- Technical research will be required on an ad hoc basis.
- Ensure regular audits of server and database licenses are undertaken and reported to comply with legislation and regulations.
- Ensure that there are on-going audits and secure management of end user devices.
- Participate in the testing and assurance of the warranted infrastructure.

### **PHYSICAL SKILLS**

- Desk based job requiring sitting and/or standing for long periods of time.
- Requires advanced keyboard skills, with the knowledge and use of tools to extract, analyse, manipulate and maintain complex data sets.

### **PHYSICAL EFFORT**

- Ability to lift and carry IT equipment on a rare basis.
- Ability to travel to site as onsite work may be required on occasion.

### **MENTAL EFFORT**

- Frequent concentration is required for both short and extended periods of time when working with the team on tickets, developing policies and processes, and analysing technical solution designs for new systems.
- 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.
- Act as an escalation point for complex technical issues as well as from a management perspective, requiring focus and concentration across the organisation.

### **EMOTIONAL EFFORT**

- Occasional exposure to emotional circumstances when supporting staff through sickness, work and personal issues.
- Occasional need to deal with people external to the team and understand their concerns.

## WORKING CONDITIONS

- Role is predominantly working from home, with a majority of the team remote.
- Occasional need to work within the data centre which is a noisy environment.
- VDU use.

## 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 (DES) 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 1:1's / 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

Job Title	Technical Services Manager	
Requirements	Essential	Desirable
<p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <ul style="list-style-type: none"> <li>• Degree in a relevant subject or extensive equivalent experience</li> <li>• Professional qualification at masters level or equivalent experience to Masters level (gained at senior digital/management level)</li> <li>• Management/Supervisory skills qualification or equivalent experience</li> <li>• ITIL Service Management qualification</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>
<p><b>KNOWLEDGE/SKILLS</b></p> <ul style="list-style-type: none"> <li>• Skilled team leader</li> <li>• Knowledge of NHS Information Standards and their application in technical infrastructure</li> <li>• Highly developed technical skills in at least one aspect of infrastructure delivery</li> <li>• Uses a combination of general and specialist IT knowledge and understanding to optimise the application of existing and emerging digital technology</li> <li>• Application of appropriate theoretical and practical methods to the analysis and solution of digital problems</li> <li>• Provide technical and commercial leadership</li> <li>• Demonstrate effective interpersonal skills</li> <li>• Demonstrate a personal commitment to professional standards, recognising obligations to society, professional institutions and the environment</li> <li>• Evidenced skills in highly complex solution design, costing, deployment and support</li> <li>• Evidence of successful programme/project delivery</li> <li>• Effective team manager</li> <li>• Evidence of managing change in a technical environment and its impact upon users and our patients</li> <li>• Ability to analyse &amp; interpret highly complex information</li> <li>• Excellent communication skills</li> <li>• Advanced IT skills (MS Office applications)</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p>
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience of managing a Technical digital service at a senior level including the design of datacentres/infrastructure delivery</li> <li>• Experience of the IT security and other relevant areas of NHS Information Governance and the Data Protection Data Security and Protection Toolkit (DSPT) requirements</li> <li>• Practical application of PRINCE2 methodology</li> <li>• Management of others in a high performing team environment</li> <li>• Demonstrable experience of implementing &amp; managing change within a challenging environment</li> <li>• Experience of negotiation and contract supplier management</li> <li>• Experience of leading and implementing change management as a result of IT infrastructure implementation and in particular to end users</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	<p style="text-align: center;">X</p>

<p><b>PERSONAL ATTRIBUTES</b></p> <ul style="list-style-type: none"> <li>• Demonstrates visionary leadership, with ability to build, nurture and inspire high performing teams</li> <li>• Inspires a shared purpose across diverse individuals to deliver stakeholder benefits</li> <li>• Leads with care, ensuring staff are treated as individuals and are able to focus on delivering an exemplary service</li> <li>• Open and able to evaluate information to develop proposals for improvement</li> <li>• Connects with colleagues to collaborate effectively and recognise different organisational structures and cultures</li> <li>• Shares the service vision in a clear, consistent and honest way, inspiring staff to enhanced performance</li> <li>• Effective engagement, promoting teamwork and a feeling of pride by valuing individuals' contributions and ideas</li> <li>• Holding colleagues to account by creating clarity about expectations and what success looks like in order to focus people's energy</li> <li>• Champions learning and capability development so that staff and others gain the skills, knowledge and experience they need to meet the future needs of the service</li> <li>• Influences for results, using sensitivity to plan how to reach agreement about priorities, allocation of resources or approaches to service</li> <li>• Highly effective interpersonal, communication and people management skills when dealing with highly complex information</li> <li>• Innovative, able to problem solve and make decisions</li> <li>• Self-motivated and able to work on own initiative and take responsibility for decisions</li> <li>• Team player</li> <li>• Pragmatic</li> <li>• Logical approach to problem solving</li> <li>• Able to work under pressure with competing priorities</li> <li>• Honesty, openness and integrity</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	
<p><b>OTHER REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Demonstrates ambition and clear personal career planning</li> <li>• Participation in Leadership Assessment Centre, 360 Degree Appraisal and Professional Registration Processes</li> <li>• Flexible to the requirements of the role</li> <li>• There may be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota</li> <li>• Requirement to travel to other sites as required</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	

		FREQUENCY			
		(Rare/ Occasional/ 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)	Y	X			
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	N				
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		