

JOB DESCRIPTION

JOB DETAILS

Job Title	Digital Infrastructure Network Manager
Reports to	Head of Digital Infrastructure
Band	Band 8a
Department/Directorate	Digital Services

JOB PURPOSE

The Digital Services Division aims to develop a culture of continual service improvement. The post holder will support managers to develop this culture.

The Trust's digital solutions rely on a robust and resilient network infrastructure. The Network Manager is responsible for the design, implementation, and management of the Trust's network infrastructure, ensuring high availability, security, and performance to support clinical and operational services. The post holder will lead the Network Services team, collaborating closely with the wider Digital Services Division, including the infrastructure, cybersecurity, and Business As Usual (BAU) teams, to ensure optimal network performance and alignment with the Trust's digital strategy.

The post holder will also 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.

The post-holder is expected to suggest 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 programme of the NHS through the successful delivery of Digital Services Division's programmes, projects, support and the re-engineering of business processes in conjunction with the service.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead, manage and motivate the Network Services team, ensuring the delivery of highperforming and resilient network infrastructure across the Trust.
- Manage the design, deployment, monitoring, and maintenance of:
 - LAN, WAN, Wi-Fi, and VPN solutions.
 - Network security components, including firewalls, intrusion detection systems (IDS), and secure access controls.
 - IP telephony and VoIP services.
 - Cloud and on-premises network integrations.
- Ensure compliance with industry standards and best practices in network security and data protection.
- Monitor network performance and troubleshoot issues to minimize downtime and disruptions, meeting Trust KPI's and partner SLA's.
- 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.
- Support disaster recovery and business continuity planning concerning network infrastructure.
- Provide technical guidance and input into Trust-wide digital initiatives and IT projects.
- Risk assess technical components of the Technical Design, regularly reporting on issues and resolutions.
- Ensure that Business Continuity Plans associated with the Trust's core systems are maintained, tested and refreshed in line with infrastructure and service changes.

- Work with all Digital Services 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.
- Collaborate with external service providers, NHS Digital, and third-party vendors to optimise network service delivery.
- Maintain accurate network documentation, policies, and procedures.
- Develop and implement network capacity planning and upgrade strategies.
- Participate in the procurement of network-related hardware, software, and services.
- Support the Infrastructure manager in the preparation and submission of business cases to obtain funding for the improvement of the Trust digital Network infrastructure.
- Ensure staff training and development in network operations and security best practices.

KEY WORKING RELATIONSHIPS

No. of Staff reporting to this role: 11

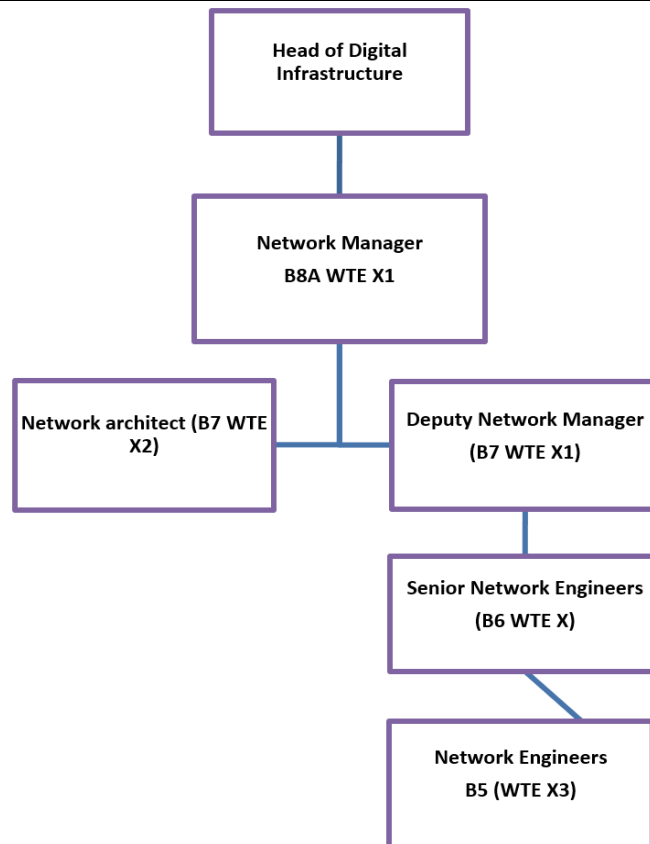
Areas of Responsibility:

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">• Divisional Directors• Trust Service Managers• Information Asset Owners• Digital Services Division• Finance Department• Procurement Department• Internal Committees and Governance• Trust User Base	<ul style="list-style-type: none">• External Clients and Partners• 3rd Party Service and Solution Providers• NHS Digital and NHSX• NHS England and NHS• Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work closely with the Network Services 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 lead the Network Services team, collaborating closely with the wider Digital Services Division, including the infrastructure, cybersecurity, and Business As Usual (BAU) teams, to ensure optimal network performance and alignment with the Trust's digital strategy.
- The post holder will, in consultation with and guided by the Head of Digital Infrastructure, decide how results are best achieved, interpreting broad policies and establishing standards.

COMMUNICATION/RELATIONSHIP SKILLS

- Foster and maintain strong working relationships both with and between internal digital teams and the wider organisation to ensuring seamless network service integration and coordination.
- Collaborate and communicate effectively with cross-functional teams, stakeholders, third parties and clients to understand their IT needs and provide appropriate solutions.
- Influences and negotiates with internal and external stakeholders to support service delivery, project implementation and strategic initiatives.
- Communicate highly complex technical concepts to non-technical stakeholders at all levels to assess and manage risks with Clinical and non-clinical stakeholders.
- Translate highly technical aspects of Digital infrastructure effectively, into understandable concepts and language for a diverse range of stakeholders, in order to overcome barriers to understanding.
- Ensure effective change control procedures are in place and understood across teams.
- Work collaboratively with cybersecurity teams to enforce network security policies.
- Have the ability to handle HR issues with sensitivity and professionalism, dealing with sometimes sensitive and contentious information.
- Manage the relationship with third party suppliers of services to the Network team, utilising persuasion and negotiation skills to obtain the most favourable outcome for maintenance and services where possible.
- Develop, maintain and report on KPIs that reflect service quality, efficiency and user satisfaction.
- Facilitates effective communication during incidents, ensuring timely updates and coordination with relevant stakeholders.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse highly complex data streams in order to monitor and report on system performance.
- Carry out options appraisals of solutions, be they technical or operational in nature, before recommending and delivering an agreed approach.
- 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).
- 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.
- Analyse service requests, system alerts, and risk reports to optimise network operations.
- Risk assess progress and product regularly. Respond to, and escalate, issues as appropriate.
- 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.
- Interpret and analyse complex network performance data to identify trends, anomalies, and opportunities for improvement.
- Exercise sound judgment in decision-making and solution proposals, considering and balancing technical, operational, and business factors.

PLANNING/ORGANISATIONAL SKILLS

- Develop and implement localised plans for the Network service in line with Trust and wider digital long-term strategies and goals.
- Support the wider Digital Service in the strategic planning of the warranted environment to meet the Digital strategy.
- Lead in the planning and allocation of the workload associated with the delivery of the business as usual service, making adjustments to those plans to meet unplanned or unexpected issues.
- Lead and coordinate network projects, ensuring timely delivery within budget.
- Develop and maintain the Business Continuity and Disaster Recovery Plans associated with the service, using established technical knowledge and skills to inform the development.
- Ensure effective resource allocation, budgeting, and scheduling to optimise operational efficiency.
- Responsibility for ensuring that the infrastructure environment is maintained and in active support at all times.

PATIENT/CLIENT CARE

- Indirect patient impact through the provision of secure, reliable, and high-performing network services supporting healthcare delivery.

POLICY/SERVICE DEVELOPMENT

- Responsible for implementing policies for Network Services and proposing policy or service changes which impact beyond own area of activity
- Support the interpretation 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 the network services budget, ensuring cost-effective solutions and resource optimisation.
- Lead procurement activities related to network hardware, software, and service contracts.
- Responsible for the safe use of highly complex equipment, including the installation, maintenance and repair of expensive physical assets.
- Oversee maintenance and upgrades of networking equipment within data centres and remote sites.
- Contribute to the development of the IT infrastructure that will form part of the yearly capital budget bid for the infrastructure team.
- Responsible for management of agency staff costs.
- Assist in preparing business cases for new developments that may arise from the process of delivering Trust solutions.

HUMAN RESOURCES

- Full line management responsibility for the Network Services team, including; Performance management; appraisals; sickness absence; disciplinary and grievance matters; recruitment and selection decisions; personal and career development; departmental workload allocation and reallocation.
- Handle HR issues professionally, sometimes in hostile or antagonistic situations.
- Support new employee integration into the team.
- Foster a culture of innovation, learning, and collaboration within the team.

INFORMATION RESOURCES

- Responsible for the operation, monitoring and management of the network infrastructure.
- Ensure accurate and up-to-date network documentation, i.e. CMDB, network diagrams, run books, and service records.
- Support IT security and governance teams in delivering data protection and compliance initiatives.

- The Network Manager is responsible for the design, implementation, and management of the Trust's network infrastructure, ensuring high availability, security, and performance to support clinical and operational services.

RESEARCH AND DEVELOPMENT

- Stay informed about emerging network technologies, trends, and best practices.
- Technical research will be required on an ad hoc basis.
- Lead testing and validation of new networking solutions before deployment. This will typically be a few times during the course of a year.

PHYSICAL SKILLS

- Developed physical skills using specialised tools, for example Network surveying equipment, RF spectrum analysers etc.
- Requires standard keyboard skills, with the knowledge and use of tools to extract, analyse, manipulate and maintain complex data sets.

PHYSICAL EFFORT

- Office based post with a frequent requirement to sit at display screen equipment.
- Occasional requirement for moderate physical effort, in the movement and installation of IT equipment such as switches and associated equipment (typically up to 10kgs), using mechanical aids as required.
- Ability to travel to and between sites as required.

MENTAL EFFORT

- Frequent concentration is required when working with the team on tickets, developing policies and processes, and analysing technical solution designs for new systems.
- Occasional requirement for prolonged concentration when dealing with significant network issues.
- 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.
- Unpredictable work pattern with frequent interruptions.

EMOTIONAL EFFORT

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

WORKING CONDITIONS

- Uses display screen equipment for substantial proportion of the days.
- Occasional need to work within the data centre which is a noisy environment. • Role is hybrid with a mix of home working, site based and office based work.

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 1:1'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	Digital Infrastructure Network Manager
------------------	--

Requirements	Essential	Desirable
--------------	-----------	-----------

<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Extensive experience in IT support in medium to large organisations, preferable with a multidisciplinary team • Experience of the IT security and other relevant areas of NHS Information Governance and the Data Protection Data Security and Protection Toolkit (DSPT) requirements • Practical application of project delivery methodologies, for example Prince 2 • Management of others in a high performing team environment • Demonstrable experience of implementing & managing change within a challenging environment • Experience of negotiation and contract supplier management • Experience of leading and implementing change management as a 	<p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p>
---	-------------------------------------	----------

<p>result of IT infrastructure implementation and in particular to end users</p>		
--	--	--

<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Demonstrates visionary leadership, with ability to build, nurture and inspire high performing teams • Inspires a shared purpose across diverse individuals to deliver stakeholder benefits • Leads with care, ensuring staff are treated as individuals and are able to focus on delivering an exemplary service • Open and able to evaluate information to develop proposals for improvement • Connects with colleagues to collaborate effectively and recognise different organisational structures and cultures • Shares the service vision in a clear, consistent and honest way, inspiring staff to enhanced performance • Effective engagement, promoting teamwork and a feeling of pride by valuing individuals' contributions and ideas • Holding colleagues to account by creating clarity about expectations and what success looks like in order to focus people's energy • 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 • Influences for results, using sensitivity to plan how to reach agreement about priorities, allocation of resources or approaches to service • Highly effective interpersonal, communication and people management skills when dealing with highly complex information • Innovative, able to problem solve and make decisions • Self-motivated and able to work on own initiative and take responsibility for decisions • Team player • Pragmatic • Logical approach to problem solving • Able to work under pressure with competing priorities • Honesty, openness and integrity 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
---	--	--

	X	
	X	
	X	
	X	
	X	
	X	
	X	
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> • Demonstrates ambition and clear personal career planning • Flexible to the requirements of the role • There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota • Requirement to travel to other sites as required 	X	
	X	
	X	
	X	
	X	
	X	

	FREQUENCY			
	(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				

Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y		X		
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			

Mental Effort	Y		X		X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y		X		