

Job Description

Job Details:	
Job Title:	IT and Systems Support Lead
Grade:	Croner – IT – Rank 4
Department:	Digital
Directorate:	FIBR
Reporting to:	Digital Portfolio and Service Manager
Responsible for:	Systems Admin and IT Support Service (ext)
Job Summary / Main Purpose: - To lead, manage, support and enable the delivery of IT and Systems support that meets the current and future needs of the organisation - To establish and maintain strong relationships with internal and external stakeholders in relation to IT, Clinical systems and Business Systems - To be responsible for overall delivery performance, receiving and evaluating user requests, concerns and complaints - To support the implementation of digital services across DH (Dorothy House), ensuring performance is in line with the user requirements	
Principal Duties and Responsibilities Support team leadership and management - Develop an effective IT and Systems Support team providing strong, engaging and motivating leadership and line management - Support the team to deliver a positive and seamless user experience ensuring that the service provided to our end users is to the highest standard according to requirements and budgets - Manage the day-to-day prioritisation and co-ordination of systems support and admin tasks within the team, delegating appropriately in line with staff skills and experience - Manage and monitor the reliable delivery and performance of core systems to agreed business-as-usual standards IT Support Vendor management - Facilitate the smooth running of all ICT systems and infrastructure via our Managed Service Provider, ensuring the security of data from internal and external threats, patching and upgrades and high availability of services through appropriate resilience to ensure continuity and disaster recovery - Manage partnerships with external vendors to ensure an effective service and technical delivery - In line with ITIL service management principles, own the IT and System support capabilities across business-as-usual functions and processes ensuring continued value for money and improvement - Acting as an escalation point providing sufficient levels of technical know-how to assist in root cause identification and permanent resolution of issues - Raise and communicate effectively incidents and resolution plans with third party vendors and service providers - Source and manage external support organisations and contracts in the delivery of	

ICT services ensuring that services and contracts are delivered to the required standard to meet the business needs, provide value for money and return on investment

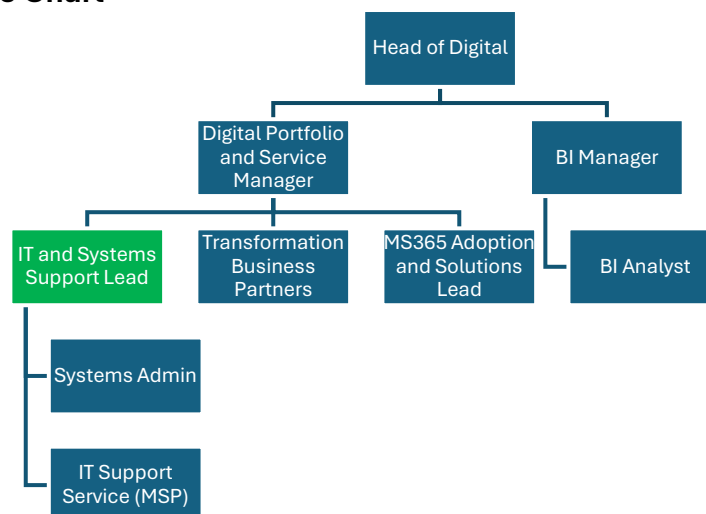
Governance, Innovation and Continuous Improvement

- Monitor and manage staff adherence to policies, procedures and frameworks, in particular ensuring effective and efficient incident, problem and change management
- Proactively seek out new and innovative solutions to deliver efficient and cost-effective systems to meet evolving business needs
- Act as the internal escalation contact when service delivery slips, or when critical incidents require higher-level coordination between the business and the MSP's remote desk
- Ensure that software licensing laws are adhered to and to keep organisation up to date with the latest technologies appropriate to the business
- Provide regular reports on IT incidents, activities and response timescales as required
- Assist in the development of business continuity management arrangements
- Provide infrastructure and cyber security insight to the organisation
- Act as the DH Information Security Officer
- Keep up to date with Microsoft 365 developments and emerging technologies.
- Support the development of standards, templates and best practice guidance.
- Contribute to the Digital Strategy, organisational change initiatives and digital transformation programmes.

General Responsibilities

- Provide effective Volunteer management for Digital Volunteer effort on projects
- Maintain effective relationships with colleagues, volunteers, partners and suppliers.
- To undertake, any reasonable travelling requirements, in order to fulfil the tasks and responsibilities of the role
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Structure Chart



Contacts

- Internal and external stakeholders
- External suppliers
- Partnership organisations

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose “**to empower, collaborate and deliver so that no one faces death alone**”.

As part of our Manager Role Profile, this role is identified as a “**Team Leader**”. This means that you will commit to:

Lead Me Well:

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.
- Tend to difficulties early - don’t escalate issues that are yours to hold.

Support My Development and Wellbeing:

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

Listen to Me and Keep Me Informed:

- Keep to regular check-ins - don’t cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
A graduate or equivalent in a business/IT related discipline together with experience in a similar role	x	
Experience of managing and leading a support team including simple knowledge of ITIL methodologies and best practise	x	
Demonstrable experience of managing internal and external relationships and contracts	x	
Experience of supporting or leading the support of a variety of corporate systems e.g. CRM, Incident Management, Clinical, Finance, HR	x	
Strong understanding of Information Security, Cyber and Data Protection practises	x	
Flexible approach to problem solving with experience of defining recommendations and driving solutions	x	
Experience of budgetary planning, managing budgets and negotiating competitive prices with external suppliers		x
Knowledge of SystmOne patient record system		x
Experienced or qualified in Project management and/or continuous improvement methodologies		x