



Wakefield Hospice

ICT Manager

Salary: £32,306 PA

37.5 hours per week, full time, permanent.

Responsible for: IT provider (outsource company) - For day to day IT support

Wakefield Hospice is committed to providing the highest level of symptom management and care for people who have advanced active, progressive and life threatening illness.

The Hospice endorses a holistic approach in promoting quality of life for patients as well as in the continuing support that is offered to families and carers throughout the period of illness and into bereavement.

We are now urgently seeking an ICT Manager to join the busy and successful team. We are looking for a committed and dedicated individual to help us manage our operations as we embark on our new exciting ventures.

You will join a fun and vibrant team of talented individuals, with a passion for the work of the Hospice and a desire to provide an exceptional supporter experience.

For more information, please see attached Job Description and Person Specification for the role.

Closing date:

26 Sep 2021. We reserve the right to close this vacancy when we are in receipt of sufficient applications. Should you wish to apply for this post you are advised to submit your application as soon as possible.

To apply:

Applications are subject to DBS enhance check and right to work in the UK. Due to the urgency to fill this role, applications will be reviewed on a rolling basis and we reserve to close this advert before the confirmed closing date when we are in receipt of sufficient application. Please send your CV and supporting statement to recruitment@wakefieldhospice.co.uk

Privacy Policy:

In order to process job applications, Wakefield Hospice collects personal information submitted by applicants. By applying for this role, you are consenting to that processing. All personal information is processed in line with our GDPR policy.

Job Purpose

Acting as a key team member in the development, maintenance and support of the Wakefield Hospice's key business applications and systems.

The use of technology and IT provision at Wakefield Hospice may evolve as new needs are identified. Flexibility over time to adjust to these changes is therefore an integral aspect of the role which includes:

1. To develop and manage the IT and data management function within the Hospice.
2. To be responsible for identifying and supplying timely, detailed, high quality and accurate information to support all Hospice's activities.
3. To ensure all staff and volunteers are adequately trained and software is used to its maximum potential.
4. To ensure Data Security compliance and act as first point of contact for GDPR enquiries.

Duties and Responsibilities

Information and Data Analysis

1. Utilise knowledge and understanding of information management systems to support all IT projects undertaken by the Hospice, offering advice and guidance where necessary, ensuring systems are integrated and efficiencies maximised, including moving towards a paperless based organisation.
2. Provide timely, detailed, high quality and accurate information to support the Hospice's business planning, service delivery, contract validation, activity monitoring, and fundraising processes.
3. Provide ad-hoc information analysis services as required.
4. To assist and advise in the design, analysis and reporting of clinical audits.
5. Provide support and advice in use of Microsoft Office applications, SystmOne, Donorflex, Sage 50, HR Database Cascade and website.
6. Design, plan and organise market research opportunities.
7. Responsible for handling of patient related data in accordance with Data Protection policies, maintaining knowledge of and adhering to current national and local policies and procedures.
8. Understand the concept of relational databases and possess the technical skills to import and manipulate data using MS Access e.g. construct advanced queries, use inbuilt functions and calculations to derive reports.
9. Assist with the implementation of the Networks Information Strategies.
10. Work with IT service provider to support move to office 365 and SharePoint, MS AZURE Cloud Server.

Quality Performance & Compliance

1. To be responsible for the management of the IM&T Security policy and contribute to the management of IM&T policies.
2. Adherence to Hospice policies regarding computer and data security ensuring compliance with the data protection act.
3. To be responsible for the security of data stored on the network ensuring that a business continuity plan is in place and is implemented.
4. To work alongside the IT support provider to ensure the backing up of all business critical information stored on the network. All backups are to be routinely checked to ensure data recovery is possible at all times.
5. To act as the Data Security and Protection Toolkit Lead and to ensure compliance with the NHS Toolkit, CQC requirements and DSPT Legislation.
6. To act as the GDPR Operational Lead and ensure compliance with Data Protection Legislation.

Relationship Management

1. To develop effective working relationships with Information Management & Technology (IM&T) suppliers ensuring the provision of quality services which are both cost effective and tailored to meet the challenging needs of the Hospice.
2. To develop relationships with TPP (SystemOne) and local Health Informatics Service (THIS).
3. To contribute to the effective delivery of a training programme for all staff to enable them to use technology efficiently and effectively.
4. Develop and build volunteer support with required skills and expertise to support all areas of responsibility, and ensure that robust contingency plans are in place.
5. Develop and maintain constructive relationships with a broad range of internal and external stakeholders.
6. Work with IT support for the safe-keeping, maintenance and day to day management of all technology systems and equipment including laptops, PCs, photocopiers, telecommunications, franking machine.

Development

1. To support the development of the Website and its use in conjunction with the external web developers and hospice teams.
2. To be responsible for keeping up to date with technical and evolutionary developments, maintaining an awareness of trends and technical developments in the 'broader' IM&T sectors.
3. Any other duties which may, from time to time, be required in the interests of the Hospice.

General Duties

1. Act as an ambassador for the charity encouraging others to do the same.
2. At the heart of our strategic vision, our 'One Team' approach aims to support creative and flexible responses from every member of our workforce to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team and to always live in accordance with our values.
3. Be part of promoting a culture of privacy across the organisation. Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
4. Comply with all Wakefield Hospice policies and procedures.
5. Undertake any other duties which may be reasonably required.
6. Adhere to all General Data Protection Regulations.

Notes

1. This document is a guideline to the general scope of duties involved and may be subject to review. It is not intended as a rigid inflexible specification.
2. In addition to amendments requested by the Hospice, suggested changes to the content of this document which could improve the working situation would be welcome from the post holder.
3. The post holder will have a duty to be aware of and adhere to all the rules and regulations of professional governing bodies and any particular Acts of Parliament or other statutory requirements, which may vary from time to time.
4. This job description may be amended in consultation with the post holder in the light of on-going, changing organisational needs.

Person Specifications

E = Essential, D = Desirable

CRITERIA	STANDARD	E/D	MEASURED BY
Qualifications and Training	Degree or relevant management experience in IT and / or Data Management	E	Qualification Certificates
Work Experience	Minimum 5 years experience in IT / Data Management	D	Application form / references / interview
	Implementation of IT Systems	E	Application form/interview
	Training staff and volunteers on IT software and applications	E	Application form/interview
	Managing a recognised DSPT Framework	E	Application form/interview
	Assisting organisation to maximise use of data through cleansing, analysis and performance monitoring	D	Application form/interview
Skills	Well developed communication and interpersonal skills at all levels	E	Application form/interview
	Leadership skills	D	Interview
	Ability to adapt and improve information systems across a variety of areas	E	Application form/interview
	Ability to think strategically and plan effectively	E	Interview
	Ability to manage budgets and work towards targets	D	Interview
	Ability to meet deadlines and work under pressure	E	Application form/interview
	Ability to work with flexibility	E	Interview
	Have good written and oral presentation skills	D	Application form/interview
	Be able to problem solve and make decisions	E	Interview
	Knowledge of a wide range of IT applications e.g.. Microsoft Office, SystemOne, Donorflex, HR Database, and Sage	E	Application form/interview
	Ability to produce effective risk assessments	E	Application form/interview
Personal Characteristics	Self motivated and ability to motivate others, with a positive attitude	E	Interview
	Have pleasant, confident and outgoing personality	E	Interview
	Enthusiastic	D	Interview
	Honest and reliable	D	Interview
	Flexibility	E	Interview
	Willingness to undertake further training as required	E	Interview
	Ability to work alone and as part of a team	E	Application form/interview