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**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**Detailed Job Description**

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| **Post Details****Post title:** IT Officer**Band:** AfC Band 4 (IM&T)**Speciality/Department:** Information Technology**Reports to:** IT Helpdesk Manager |

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| **Service Description:**The Information Technology department provides support to the IT infrastructure at Leeds Community Healthcare NHS Trust (LCH) premises and for LCH staff both on and off Trust premises.As an IT Officer, you will be responsible for providing technical support and assistance to our internal users, ensuring smooth operation of our IT systems and delivering excellent customer service.The successful applicant will join a busy Service Desk and will play a key part in supporting the trusts 3,000 staff and various key services.You will be required to work both as part of the team and as an individual. You must also communicate and support users at all levels within the business, including other members of the Trusts IT team and liaising with external systems suppliers. |

**Job Purpose**

The IT Team exist to support and develop information technology over a Wide Area Network, to enable the organisation and its customers to function effectively and deliver its targets.

The role of the IT Officer is to provide 1st technical support for users of all levels and abilities at Headquarters and remote sites.

This will involve investigating and resolving sometimes complex IT issues on a daily basis and being able to communicate that information efficiently and effectively. The role will also include the specialist support of PCs (laptops, mobiles/tablets and desktops), clinical software as well as corporate applications, such as the Microsoft Office Suite.

**Key Responsibilities**

1. **Main Duties and Key Responsibilities:**
* Be the first point of contact within the department for all queries, incidents, problems and requests. Accurately log related calls for incidents, problems and requests received by telephone, electronically or in person using the Trusts electronic ticketing system.
* To use the appropriate network administration tools to create, amend, administer user accounts and perform network administration.
* Monitor open calls against agreed SLAs (Service Level Agreements) and chase progress with assigned technicians as appropriate.
* Manage the user experience and their expectations by keeping them updated on the status of their reported incident.
* Agree with the user when a full resolution has been implemented that the call can be closed and to close the call and obtain feedback from users to support the department's culture of continuous improvement.
* Identify trends in incidents to the IT Helpdesk Manager and/or Head of Information technology in order that effective problems management can be implemented and escalated as appropriate.
* To answer the telephone professionally, respond promptly to requests by email and record all calls accurately on the Trusts electronic ticketing system.
* Prepare mobile and IT Equipment for issue to staff

**2 Leadership**

2.1 Ensure that a professional service and image is maintained at all time, thereby acting as a role model to all staff.

2.2 Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation.

2.3 Promotes diversity and equality in people management techniques and leads by example.

2.4 Takes responsibility for their own and others’ health and safety in the working environment. Reporting incidents using Datix and investigating incidents within own service area if required.

2.5 Complies with the policies and procedures of the Trust.

**3 Learning and Development**

3.1 Takes responsibility for own professional development demonstrating the ability to undertake self directed study and or formal learning opportunities in order to develop and maintain competence within service area.

3.2 Contributes to audit relevant to specified area.

3.3 Prioritises their own workload within agreed objectives deciding when to refer to others as appropriate.

3.4 Participates in the Trust’s appraisal system, matching organisational aims with individual objectives and undertaking appropriate training as required.

**4 Partnership and Team Working**

4.1 Actively works towards developing and maintaining effective working relationships both within and outside the Trust.

4.2 Actively contributes to the multi-disciplinary team, internally and externally, supporting clinical and corporate teams; acting as a credible source of information for other agencies.

4.3 Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.

**5 Innovation and Quality**

5.1 Works with managers and colleagues to continually improve the quality of services within the overall organisational governance frameworks and corporate objectives.

5.2 Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. This includes understanding and applying knowledge of admin role in safeguarding and incident management.

5.3 Ensures that service user experience is core to all service development gaining support from the appropriate corporate teams as required

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** |
| **PHYSICAL EFFORT**What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | A combination of sitting, standing and walking with little requirement for physical effort.Standard keyboard skills |
| **MENTAL EFFORT**Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent requirement to concentrate when writing reports/analysing statistics related to the projectThere is a requirement to ensure accuracy in checking wording and meaning. |
| **EMOTIONAL EFFORT**Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Occasionally exposed to distressing situations as first port of call for end users |
| **WORKING CONDITIONS**Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | The employee is exposed to normal office-working conditions.Most of the work of the employee is based around the computer however there are some tasks that do not require VDU input. |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 4 |
| **Hours:** | 37.5 |
| **Contract:** | Permanent |
| **Salary:** | £26,530 - £29,114 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following. The full entitlement being 27 days for a full year and pro ratafor an incomplete year's service. An additional 2 days will be awarded after 5 years service plus a further 4 days after 10 years service. This is in addition to 8 public and statutory days holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of contributions in accordance with the National Health Service Pension Scheme. In the event of you not wishing to join the scheme you should complete form SD502 on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4weeks written notice of termination of your employment.Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater. Statutory entitlement is:For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION** Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.**REHABILITATION OF OFFENDERS ACT 1974**Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.**DBS CHECK (Formerly CRB)**This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.**SECTION 11 COMPLIANCE****Safeguarding Children and Vulnerable Adults**All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.**ORGANISATIONAL AND STATUTORY REQUIREMENTS**All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.**MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)** This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health. The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions. Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf**NOTE**This job description does form a part of the contract of employment and 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 postholder. **JOB SHARE**This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.**SMOKING**The Trust operates a no smoking policy and is smoke free. |

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PERSON SPECIFICATION – IT Officer

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| **Attributes** | **Essential** | **Desirable** | **How identified?** |
| **QUALIFICATIONS & TRAINING** | English & Maths to GCSE grade 9 to 4 or equivalent qualification / experience.Educated to Diploma level or equivalent experience.Level 2 IT skills i.e. OCR (formerly RSA) or equivalent experience. Must be willing to participate in any relevant training identified to develop skills required to carry out duties | ITIL Foundation | Application Form |
| **EXPERIENCE** | Experience of working in an IT environment. | Experience of working in an IT Service Desk environment.Previous experience of working within NHS | Application FormInterview |
| **KNOWLEDGE & UNDERSTANDING** | Understanding of IG & GDPRUnderstanding of the NHS Confidentiality Code of ConductKnowledge of ITIL Service Management Knowledge of a range of relevant hardware and software environments, gained through qualification or equivalent experienceKnowledge of remote user technologies |  | Application FormInterview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Ability to adapt to changing milestones, assessing problems as they arise and identify solutions.Ability to access and search for information via the InternetCompetent in the use of Microsoft office packages Ability to work as part of a teamAbility to work without direct supervision, prioritising work and acting on own initiative where appropriate; pre-empting problems and working to solve them in an appropriate mannerAbility to develop effective written and verbal communication systemsAttention to detail and accuracy | Ability to use Microsoft project | Application FormInterviewTest |
| **ATTITUDE & BEHAVIOUR** | Sensitive to the needs of others and has an awareness and responsiveness to other peoples feelings and needsValues differences; regards people as individuals and appreciates the value of diversity in the workplaceAble to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate.Able to develop, establish and maintain positive relationships with others both internal and external to the organisation.Able to work under pressure, dealing with peaks and troughs in workload.Positive attitude to dealing with change; flexible and adaptable, willing to change and accept change and to explore new ways of doing things and approachesHighly motivated and reliableHas a strong degree of personal integrity; able to adhere to standards of conduct based on a sense of right and wrong and be dependable and reliableDemonstrates values consistent with those of the TrustAbility and willingness to adopt a flexible approach to work on the occasions it may be required. |  | Application FormInterviewReferences |