

Job Description

Title:	Network Manager
Grade:	Band 8a
Annual Leave:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
Department:	IM&T
Responsible to:	Assistant Director of Information Management & Technology (development and infrastructure)
Accountable to:	Chief Information Officer (CIO)

POST SUMMARY

The Network Team is responsible for the technical operation and development of Whittington Health's Network Infrastructure Services. The team are integral to the Trust's day to day operation through their development and management of the network infrastructure.

The Network Manager will be required to provide responsibility for the overall direction and management of the Network Team. This role requires the combination of management skills and specialised network knowledge, while working closely with IT colleagues, Trust senior managers and clinicians to analyse the business development need for the Trust's network infrastructure. A clear and detailed understanding of the technical options available and how these might be utilised is essential for this post.

MAIN DUTIES

Staff Management

- Lead a team of highly skilled Technical Analysts, providing quality network systems and dealing with very complex technical problems.
- Responsible for managing Technical Analysts. Responsible for their day to day needs, appraisals, sickness absence, disciplinary and grievance matters. Assess their training requirements, personally train and develop their IT skills through in-house training.
- Liaise with Human Resources on staff management issues.
- Develop structure and schedule strategies and implement policies that will impact at both departmental and organisational level, be short or long term.
- Policy interpretation and implementation for the IM&T department where it relates to the network infrastructure.
- Planning and prioritising the work of the Network Team to ensure that all technical developments are delivered in a timely manner and to a high standard.

Technical Management

- Responsible for the management and development of Trust's Data Infrastructure and information systems, eg. firewall, internet connection and remote access services.
 - Give complex technical advice and assistance to user departments and departmental system managers
 - Responsible for liaison with Third Party suppliers on highly complex technical matters.
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- Communicate highly complex technical subjects to Senior Technical Analysts in the Trust.
- Responsible for the Trust perimeter Firewalls and URL filter, ensuring secure Internet connectivity in the Trust.
- Regularly test and evaluate highly complex IT devices and appliances.
- Deal with highly complex technical issues that affect function of the data infrastructure.
- Provide specialist support on new and emerging Information & Communication Technology implemented in the Trust for example Remote VPN Access.
- To maintain and develop the current network infrastructure, switches and servers.
- Managing resources within the IT department.
- Deal with escalations for Trust users on network support issues
- Responsible for liaising with external contractors to provide highly complex Network and Desktop services which may normally be spread across multiple companies.
- To assist in the training of end users of complex IT systems.
- Responsible for the technical monitoring of the Trust's Data Network.
- Responsible for ensuring that the Network Services is running at optimum performance and make highly complex changes to the configuration as required.
- Liaise with external contractors to reduce the Trust's overall spending on computing related issues.
- Responsible for maintenance and replacement of network equipment for network services within the Trust..
- Deal with highly complex information from manufactures/suppliers of IT Equipment.
- Responsible for the installation, configuration and maintenance of IT equipment.

Project Management

- Leading and prioritising the demands of multiple IT projects on behalf of the CIO and Assistant Director as required.
- Compiling quotations and budget estimates for separately funded pieces of project development work, and negotiating these with internal service users and/or external stakeholders.
- Liaising with service users and colleagues to determine issues and requirements.
- Representing the Trust at external groups and meetings.
- Assessing business cases and scope of projects, then producing relevant project documentation.
- Managing project timescales, budget, risks and ensuring the quality of the deliverables as required.

Personal responsibilities

- Completing duties to deadlines agreed with the Assistant Director of IM&T, in accordance with the overall IM&T Work Plan and individual objectives.
- Maintaining the Network Team's reputation throughout the Trust as a high performing customer-focused service.
- Maintaining high standards of technical development and documentation at all times.
- Research into how the latest developments in IT would be useful to the Trust.
- Research and develop solutions to highly complex IT problems in the Trust.

Team Working and Personal Development

- Attending meetings on behalf of the Assistant Director of IM&T.
 - Carrying out presentations using appropriate presentational aids as required.
 - Providing cover for the Assistant Director of IM&T as appropriate.
 - Providing guidance, training and task supervision to new staff members.
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Equal Opportunities

It is the aim of the Trust to ensure that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable. To this end the Trust has an equal opportunities policy and it is for each employee to contribute to its success. The hospital has a single equality scheme, which underpins its duty to promote equality. You can access a copy of the scheme on the trust's website.

Infection control

All staff has a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding children and child protection

To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
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- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

Whittington Promise to Patients

Whittington Health expects its employees to communicate with colleagues, patients and visitors in a polite and courteous manner at all times. You are expected to contribute to improving our patients' experiences by delivering the Whittington Promise:

- We will be clean
- We will be welcoming and caring
- We will be well organised
- We will offer the best possible treatment
- We will give you information and listen to what you tell us

Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

