



JOB DESCRIPTION

(A) Job Details

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| Job Title | IM&T Telecommunications Consultant | AfC Band | 8a |
| Hours of Work | 37.5 | Base | Bedford, Chelmsford, Norwich |
| Department | IM&T | Directorate | IM&T |

(B) Job Summary

This role is central to the delivery and continuity of Information Technology Telephony services across the Trust.

This role will manage the overall technical design for the Trust's telecommunications strategy, with the ability to present and demonstrate the Trusts telecommunication Infrastructure and strategy.

A high degree of autonomy is required in this role to deliver a quality service.

The Telecommunication specialist will be required to apply in-depth knowledge and skills in the fields of emergency services information technology, IT best practice, IT security and service management.

The Telecommunication Specialist will play a key role in the development of the Trusts telecommunication strategy, and lead in the design for the programme of telecommunication infrastructure enabling projects.

The Telecommunication Specialist needs to fully understand the technology vision, objectives, deliverables and organisational goals. This role is key to defining the strategy of the Trusts telecommunication technologies strategy with current and future industry standards.

The Telecommunication Specialist facilitate the investment appraisal process and the high-level planning and execution of the business initiatives using telecoms technology. They serve a lead role in enabling the business to achieve their objectives using telecoms technology.

East of England Ambulance Service NHS Trust is going through a multiyear digital transformational journey. This role will be aligned to the national NHS Digital Aspirant, NHSX Transformation Programme, as informed by the Health Secretary's vision for digital transformation that builds on the NHS Long Term Plan. The core principles for the Telecommunication Specialist are:

- Reducing the burden on clinicians and staff, so they can focus on patient care and not search for information
- Ensuring clinical information can be safely accessed, wherever it is needed
- Improving patient safety across the Trust
- Improving data and information visibility so the value can be exploited with Trust operational areas
- Improving NHS productivity with digital technology



The post holder will ensure that the benefits of digital transformation are realised within the organisation. This will be through ensuring we are supporting our workforce with the capabilities required to use digital technologies, as well as drive innovation in the use of digital health services. This role will also play a key part in joining up the digital system across the local health and social care economy to enable us to deliver outstanding care and treatment.

Skills needed for this role

- **Asset and configuration management** - You track, log and correct information to protect assets and components.
- **Continual service improvement** - You can identify process optimisation opportunities with guidance and contribute to the implementation of proposed solutions. This will include writing new policies and long term plans which will impact the whole organisation.
- **Ownership and initiative** - You know how to own an issue until a new owner has been found or the problem has been mitigated or resolved.
- **Service focus** - You can take inputs and establish coherent frameworks that work.
- **Service Management Framework knowledge** - You have a Level 3 Service Management experience.
- **Service reporting** - You produce relevant reports in a standard format in an agreed timeframe. You work with important stakeholders to discuss any changes in the reporting processes. You know how to add a commentary that provides an interpretation for the data set.
- **Strategic thinking** - You can work within a strategic context and communicate how activities meet strategic goals. You can contribute to the development of strategy and policies.
- **Technical understanding** - You understand core technical concepts related to the role and can apply them with guidance.
- **User focus** - You can identify and engage with users or stakeholders to collate user needs evidence. You define and understand research that fits user needs. You can use quantitative and qualitative data about users to turn user focus into outcomes.

As a core member of the digital delivery team, the post holder will work with the Delivery Manager, Head of Live Services, CIO, Operational General Managers and other Executives and key partners to help deliver the long-term digital missions of the Trust. In addition to technical ability, an engaging, innovative, and collaborative approach will be crucial in making this role a success.

The post reports to the Delivery Manager and will be responsible for providing high level management and co-ordination at both strategic and operational levels. The post holder is accountable for leading and driving progress in identified areas of responsibility and within the parameters of established national and local priorities.

(C) Key Working Relationships

| Internal | External |
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| CIO Head of Digital Delivery Manager Head of Live Service Office of the CIO Head of the Performance Management Cell Head of Information and Data Managers and staff across the Trust Users at various levels within EEAST | External Trust stakeholders NHS England and NHS Digital Hardware and Software vendors both technical and sales |



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| IM&T Service Delivery managers IM&T Business Relationship managers | |
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(D) Key Working Responsibilities

1. Responsible for ensuring that the telecommunication technical design standards are managed across the whole Trust infrastructure and system development programmes.
2. Formulate and review system development methodology and standards to ensure a common approach and consistent standard for all IM&T programmes of work.
3. Manage an overview of all Trusts telecommunication technology requirements and agree standards for the approval of the functional specification documents to ensure consistency and compatibility with the strategic vision.
4. Manage the overall telecommunication technical design for the Trust's telecommunication infrastructure, including documentation of all telecommunication infrastructure.
5. Approve, in consultation with the Head of Digital Delivery, Head of Live Services and the Enterprise Architect, the telecommunication architecture for the Trust.
6. Ensure input to the telecommunication project work-streams to support any Trust initiatives.
7. Specify, order and manage all Trust telecommunication hosted solutions ensuring any issues are appropriately managed and SLA's are adhered to.
8. Responsible for telecommunication security and telecommunication penetration testing annually.
9. Manage relationship with 3rd party telecommunication providers and hold Service Reviews in conjunction with the Head of Digital Delivery at regular intervals for all third parties providing telecommunication hosted services to the Trust.
10. Ensure that telecommunication technologies standards are managed and software levels kept up to date including patching etc to ensure the highest level of telecommunication Infrastructure Security.
11. Work with Third parties to ensure vulnerabilities are patched before they can be exploited.
12. Work with Non-IM&T managers to communicate, train and present a range of issues and solution which are aligned to the telecommunication strategy. Work with these areas for negotiating priorities and telecommunication related IT and clinical developments.



13. Design future telecommunication hosted solutions, Infrastructure designs, selection and procurement of telecommunication services providers.
14. Responsible for the telecommunication strategy in conjunction with the Head of Digital Delivery.
15. Be the technical specialist within the Organisation able to offer expert advice on the best solutions available. Continuously research new solutions that can enable the organisation to be resilient in their telecommunication technologies.
16. Monitor and report on a regular basis the status of telecommunication hosted systems.
17. Ensure continued support and mentoring is given to the IT team to enable the successful delivery and handover of telecommunication hosted solutions.
18. Ensure that technical documentation and diagrams are regularly updated to guarantee the latest designs and blueprint are available to all.
19. Ensure compliance with national guidelines and statutory regulations that are applicable to the Trust.
20. Provide regular reports to the Head of Digital Delivery as requested.
21. Work with the Contracts and Investments manager to monitor spend and future cost impact of telecommunication solutions.
22. Work with and mentor Infrastructure Technicians for telecommunication hosted related work streams projects and deliverables.
23. Provide regular reports, documentation updates and verbal updates (including presentations) Head of Digital Delivery to ensure knowledge and plans are shared appropriately.
24. Work with the IM&T team in their preparation of technical specifications for all departments in the Trust.
25. Liaise with third party partners to produce a programme of telecommunication technical research and pilot projects for emerging telecommunication solutions and technologies. Research and agree the programme of strategic initiatives with the Head of Digital Delivery. Work with the IM&T team to involve the wider team with these initiatives.
26. Communicate effectively with a wide range of stakeholders both within the Trust and outside of the Trust.
27. Present telecommunication technical and complex areas to stakeholders who do not have technical backgrounds, ensuring they understand the background and impact of changes and planned work.
28. Where necessary, carry out solution testing of IM&T telecommunication systems to ensure applications and hardware meet the needs of the Trust. This will involve using specialist hardware and software tools to diagnose and resolve issues and will also include performance monitoring. Produce reports for IM&T management.



29. Works to achieve agreed objectives and is given autonomy to deliver in line with the Trusts and IM&T policies without reference to manager. Acts as a lead specialist in own area. Researches and keeps up to date with new and emerging telecommunication technologies.
30. Assist members of the IM&T team and the wider Trust in the completion of business cases that have a telecommunication technologies technical impact. Provide input in the preparation of benefits realisation and financial information, including capital requirements and on-going revenue requirements.
31. This role will require when necessary, climbing ladders to run overhead cables, lifting of servers, routers and switches for placement into racks, Working/standing for extended periods in systems rooms which are often noisy cold places.
32. Work with the IM&T team to ensure that downtime due to telecommunication hosted, upgrades and changes is minimised, and service availability is maximised; identify any changes required to support this objective; plan and implement any necessary changes.
33. Responsible for ensuring value for money and future affordability (including whole life costs) of telecommunication hosted technical solutions.
34. Work with the Head of Digital Delivery to produce capital plans for each year which reflect the future telecommunication hosted designs.
35. Ensure contractors discharge their responsibilities in respect of their role working with Trust telecommunication solutions. Ensure they produce reports to demonstrate compliance, and if there are gaps in delivery, negotiate and agree a plan of action for resolution.
36. Responsible for the procurement and maintenance of assets such as servers to host patient information and serve many departments across the organisation.
37. Experienced in maintaining physical IT assets for many departments across the organisation. Including the 999 data which will need to be accessed on a 24/7 basis to enable live reporting.
38. Confidence in delivering complex and contentious information to a large group of senior managers where explaining the complex strategies could be challenging.
39. Provide technical guidance and solution to key stakeholders on telecommunication solutions.
40. Design, develop, deploy solutions in support of planned and ad-hoc business unit requirements. Be the lead specialist in project groups to feedback on progress of development tasks
41. Plan and organise broad range of complex activities; formulates, adjusts plans or strategies / Formulate long-term, strategic plans, involving uncertainty, may impact across the whole organisation. Plans projects which impact across clinical and non-clinical areas.
42. Specialist knowledge across range of procedures underpinned by theory Knowledge and expertise within the telecommunication IT infrastructure, acquired through degree level or equivalent qualification/experience plus additional managerial knowledge.



43. Be able to analyse highly complex facts or situations that require interpretation, comparison of a range of options. Have the ability to make judgements on multi-stranded or complex IM&T problems which may have no precedent or where there are conflicting opinions, including financial conflicts. Be the expert in the field with regards to telecommunication Technology solutions.

(E) General Expectations

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are **exempt** from the Rehabilitation of Offenders Act 1974, failure to inform the Trust of any convictions, cautions, reprimands or warnings, during the course of your employment, you may be liable to disciplinary action under the Trust's Disciplinary Policy, such action may include dismissal.

Flexibility: May be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse:

The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott principles and the terms of the employment contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000, and must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.



Communication: All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and risk management: All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above, are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day to day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trusts business continuity management system.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

Mandatory, job related training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation and identifying any reasonable adjustments you may need for learning at the earliest opportunity.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and



relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency and equality across the six counties of the Eastern region in which it operates.

(F) Structure Chart

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(G) DBS Requirement:

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| Does this post require a DBS check to be undertaken | | No | |
| If Yes please indicate what level of check is required: | | | |
| Basic | <input type="checkbox"/> | Enhanced | <input type="checkbox"/> |
| Standard | <input type="checkbox"/> | Enhanced with Child & Adult Barred list | <input type="checkbox"/> |
| Rationale: (please see example below) | | | |
| For support and guidance on which roles require/eligible for a DBS check please go to: https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool or https://www.gov.uk/government/collections/dbs-eligibility-guidance | | | |
| Has the DBS level been approved by EVC Panel | | Yes | No |
| Date DBS level approved: | | | |



(H) Job Description Record

This Job Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Post Holder's Signature: _____ Dated: _____

Post Holder's Name: _____

Line Manager's Signature: _____ Dated: _____

Line Manager's Name: _____

Date created

Version number