

JOB DESCRIPTION

Post Title:	Head of ICT
Full/Part Time:	Full Time
Hours of Work:	37.5 per week
Postholder Reports to:	CEO
Postholder Supervises:	External contractors

Main purpose of the job

- To develop an ICT strategy which meets the business needs of the charity
- To develop, lead and manage all technology provision across the organisation at a strategic and operational level at Nightingale House and at Hammerson House (due to open in 2021) including cyber security and telecoms service support
- To provide advice to the Senior Leadership Team and the Board on the application and use of ICT to ensure excellent services
- To negotiate, manage and monitor Service Level Agreements and contracts for ICT services provided by third parties either directly or indirectly

Equal Opportunities

Nightingale Hammerson is committed to achieving equality of opportunity both in delivering its services and in the employment of people and expects all staff to understand and promote equality of opportunity in all aspects of their work.

Health and Safety

All staff are expected to take responsibility for their own health and safety, in so far as they can themselves, and to exercise reasonable care and caution in the execution of their duties.

Nightingale Hammerson Values

We expect all staff to display and uphold our core values which are:

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|--------------|------------|
| • Compassion | • Respect |
| • Excellence | • Dignity |
| • Integrity | • Teamwork |

More information on our Mission and Values can be found on our website

	<p>Duties and responsibilities</p>
1.	<p><u>Leadership</u></p>
1.1	To lead technology within Nightingale Hammerson creating a vision for the ICT service and communicating that vision to stakeholders.
1.2	To develop and oversee the delivery of the technology strategy and Roadmap ensuring that it is consistent with the overall business objectives of Nightingale Hammerson.
1.3	To be responsible on a day to day basis for all aspects of technology within the organisation, ensuring continuity of service for users and troubleshooting where necessary.
1.4	To plan and manage the technology resources, identifying as appropriate the needs for additional resources to support specific projects.
1.5	To act as a strategic advisor to the Senior Leadership Team in fully utilising technology to support their business objectives, maintaining an awareness of developments in new technologies.
1.6	To monitor the performance of technology providing performance data as requested by the Senior Leadership Team.
1.7	To develop and continually monitor technology policies and procedures ensuring that Nightingale Hammerson complies with legislation including GDPR.
2.	<p><u>Corporate & Contract Management</u></p>
2.1	To lead on selecting and negotiating agreements and Service Level Agreements with 3rd parties, ensuring that targets are met and the organisation maximises its benefit from the investment.
2.2	Manage Service Level Agreements and contracts with third parties to ensure they deliver from a quality perspective, in a timely fashion and within budget, carrying out regular review meetings and monitoring performance information.
2.3	To work with contractors and committees to specify and implement technology systems at Hammerson House as part of the build project.
2.4	To be responsible for Cyber Security and other technology compliance matters and to work alongside the Finance Director to ensure that electronic data is managed in line with the requirements of GDPR.
2.5	To work in partnership both internally and externally to ensure that new developments are clearly specified with agreed objectives, cost models, delivery timetables and outcomes.
2.6	To attend working parties and committees as necessary as the Technology representative and as a senior manager within the organisation.
2.7	To develop and implement ITIL based Service Support & Service Delivery procedures.

2.8	To manage risks associated with technology in accordance with the Nightingale Hammerson risk management strategy.
2.9	To ensure that all risks are included and updated in the Charity's risk register
2.10	To ensure that there is a robust Business Continuity Plan in place for any potential failure of the ICT system.
3.	<u>Systems Support</u>
3.1	To ensure that Nightingale Hammerson information systems (software and hardware) meet the needs of the Charity and provide a flexible platform for future development.
3.2	Maintain the integrity of the Nightingale Hammerson systems and infrastructure.
3.3	Ensure that security and effective back-up and recovery processes are in place.
3.4	Carry out onsite technology administration and support work as may be necessary to ensure consistent service delivery and the security of both assets and electronic data.
3.5	Provide training and support to users throughout the organisation as necessary.
3.6	To lead on implementation of upgrading of telecoms systems and other beneficial technology and ongoing operational management of the same.
3.7	To evaluate the impact of any new legislation and/or initiatives on ICT system and infrastructure.
3.8	Develop and ensure compliance with internal policies on matters relating to technology.
4.	<u>Financial Management</u>
4.1	To be responsible for the ICT budget including financial planning and monitoring of expenditure, working within delegated authority and financial regulations.
4.2	To ensure that the ICT systems are efficient and effective and can demonstrate value for money.
5.	<u>Other Duties and Responsibilities</u>
5.1	To work collaboratively across the Charity including regular communication with Care Managers and Heads of Departments on technology related matters.
5.2	To keep abreast of new developments and best practice within technology.
5.3	To carry out other duties within the competence of the post holder as may be required from time to time.

nightingale hammerson

Person Specification

Post Title	Head of ICT
Department	

1	Qualifications	
1.1	Evidence of Higher Education qualifications	E
1.2	ITIL Qualifications Minimum Foundation Level	E
2.	Skills and Abilities	
2.1	Ability to develop and implement a strategic vision and translate the strategy into day to day reality	E
2.2	Able to understand the business applications of new and emerging technologies in order to define innovative approaches to business problem solving and improvements	E
2.3	Ability to understand business requirement and translate these into an output based specification	E
2.4	Able to assimilate information, identifying the key issues to make balanced judgements	E
2.5	Ability to manage both operational budgets and capital schemes effectively whilst maintaining a high level of service and value for money	E
2.6	Excellent communication skills, both written and oral.	E
2.7	Proven ability to work on own initiative, managing and prioritising workload and achieving deadlines	E
2.8	Ability to build effective working relationships at all levels of the organisation	E
2.9	Strong influencing and negotiation skills when dealing with internal and external relationships	E
3.	Knowledge	
3.1	Extensive technical knowledge and understanding of information systems and technology and their application in solving business problems	E
3.2	Knowledge of programme and project management methodologies	E
3.3	Good understanding of deployment of ITIL based service management procedures	E
3.4	Knowledge of security standards such as ISO 27001, NAC, NAP 802.1 and how their implementation affects the business	E
3.5	Knowledge of the key issues facing technology provision, especially in relation to Cloud, security and budgetary control	E
4.	Experience	
4.1	A successful track record of demonstrable involvement in developing and delivering technology strategies	E
4.2	Experience of successful project management delivery to time and budget	E
4.3	Experience of contract management, negotiation and monitoring	E
4.4	Experience of developing, implementing and managing strategies aligned to business objectives	E
5.	Special conditions	
5.1	Ability to work variable hours in order to meet the needs of the service	E