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| Job Title: | IT Service Manager |
| Department: | IT |
| Location: *(LCL, ERS, Retail, Home, Hybrid etc)* | LCL |
| Responsible To: | Head of IT & Digital |
| **Accountable To:** | Director of Finance and Chief Operating Officer |
| Status: *(Perm, Temp, FT, PT etc)* | Temporary |

**St Luke’s Vision, Mission and Strategy:**

The job-holder will be expected to work to advance St Luke’s Vision, Mission, Strategy and Core Values, which are:

* **Vision**

Supporting and caring for everyone affected by terminal illness in Sheffield.

* **Mission**

To deliver the best possible palliative care in Sheffield, whilst developing and driving continual improvements for everyone affected by terminal illness.

* **Strategy**

St Luke’s is dedicated to the wellbeing of the terminally ill in Sheffield and their loved ones. No patient or family is ever the same, and our journey with each individual is unique. Above all, we are about life, and enabling our patients and their loved ones to live theirs and die with dignity and respect. Our strategy to achieve this is defined by our values.

* **Our Values**
* **Dignified** - In everything we do, we provide and nurture an environment that ensures a dignified, respectful and human experience for everyone in our care.
* **Compassionate** - Compassion is at the heart of St Luke’s, expressed by human kindness and a selfless, benevolent concern for the wellbeing of everyone we care for no matter what their circumstances.
* **Inspired** - Inspired by those we care for, we are proud to be part of our community and it is a great privilege to support individuals and their families through many challenging and significant moments. We are always mindful of the trust and confidence invested in us by them.
* **Pioneering** - We aspire to be the best and to set new benchmarks for end of life care, inspired by the pioneering spirit of our founders. We are advocates for the terminally ill, we are their voice and their champions, and therefore we will never stop striving to improve what we do.

**Our commitment to Equity, Diversity & Inclusion:**

The job-holder can expect to work in a space that is free from barriers and attitudes that are free from prejudice:

*We seek to employ, engage with, and care equally for all we encounter; striving to make our employment, volunteering, events and services free from barriers, and our attitudes free from prejudice, and treating everyone as a unique individual, providing the best experience that we can for each person.*

## **Principal Job Purpose:**

To have responsibility for overseeing the delivery of high-quality IT services to internal and external stakeholders. The IT Service Manager will ensure that service levels are met and that continuous improvement initiatives are implemented.

To manage the IT Helpdesk team in order to resolve issues and enhance service delivery.

To manage the day to day operations of the St Luke’s IT Department, enabling it to function effectively, efficiently and economically and providing line management support to the IT Support technicians.

To provide hands-on technical knowledge and leadership in Microsoft-based IT and digital infrastructure, including networks, servers, cloud services, communications, telephony, cyber and information security, end-user hardware, remote access, Microsoft operating systems, active directory, InTune, systems integration, and all other IT and digital infrastructure.

To manage the IT helpdesk in accordance with the IT Service Level Agreement.

To deputise for the Head of IT & Digital when required.

**Key Responsibilities:**

1. Develop, implement and manage IT service management processes and procedures.
2. Work with the Head of IT & Digital to develop Service Level Agreements (SLAs) and key performance indicators (KPIs)
3. Monitor and report on service performance, identifying areas for improvement and implementing improvement initiatives as required
4. Foster a ‘customer centred’ culture within the team, promoting proactive and responsive service delivery
5. Oversee incident management processes, ensuring timely resolution of incidents and minimising impact on service users
6. Conduct root cause analysis for recurring issues and implement corrective actions to prevent recurrence
7. Ensure that any system configuration changes are fully assessed, approved, documented and communicated
8. Act as the primary point of contact for IT service related escalations
9. Develop and maintain strong relationships with internal and external stakeholders
10. Identify opportunities for improving IT service delivery processes and practices
11. Maintain comprehensive documentation of service management processes, procedures and performance metrics
12. Manage software licenses and associated budget for IT service delivery
13. Line manage and provide regular support to the IT Service Desk Technicians ensuring they reach the required standards in all aspects of their work including helping to develop their skills by offering advice and training.
14. To implement and have responsibility for an effective functioning IT Service Desk.
15. To provide regular reports to the Head of IT & Digital regarding service desk statistics and other ad hoc reports both written and analytical as required.
16. Provide support to the Head of IT & Delivery in the planning and delivery of IT & Digital projects
17. Work with the Head of IT & Digital to ensure continued alignment to the ISO27001 standard
18. Oversee the analysis of requests made via the IT Service Desk to ensure that appropriate priorities have been assigned as specified in the Service Level Agreement.
19. Diagnose, respond and correct faults when escalated, including complex issues, within defined service levels, providing a professional, effective and efficient service.
20. To undertake Performance Development Reviews for the IT Service Desk Technicians including the formulation of learning and development plans.
21. Write procedures and guidelines as required and facilitate the development of systems and procedures
22. Understand, operate and administer the St Luke’s IT policy and procedures including promoting good practice in the use of IT and IT security.
23. Maintain strict IT security and confidentiality regarding all aspects of data and information including implementation of Information Governance and IT security policies.
24. Ensure the following procedures are carried out and/or adhered to by heads of department and employees and deal with any reports non-compliance appropriately with the relevant head of department:
    1. Computer security
    2. Computer back-ups
    3. Computer integrity including passwords
    4. Use of authorised software only
    5. Controlled use of the internet/intranet
25. Liaise as necessary with external contractors.
26. Ensure personal professional development is up-to-date on industry advances.

**Other Responsibilities:**

In addition to key responsibilities all St Luke’s employees are required to:

* Attend mandatory training as required.
* Maintain professional registration as required by the post.
* Ensure required knowledge and skills are maintained
* Work within Hospice policies and procedures.
* Comply with the Health & Safety at Work Act.
* Attend regular supervision where required by role
* Respect confidentiality applying to all Hospice areas.
* Undertake the safeguarding training required for their particular role.
* Be aware of safeguarding requirements and report any concerns
* Carry out duties with due regard to the St Luke’s EDI Policy.
* Report any concerns regarding colleagues and staff members to prevent harm e.g. harassment/bullying/stress.
* Share knowledge, skills and expertise with colleagues and staff members.
* Participate in and contribute to team meetings.
* Co-operate and liaise with departmental colleagues.
* Adhere to any financial responsibilities as aligned to the post.
* Ensure finances are used efficiently and in keeping with St Luke’s charitable objectives.
* Comply with the Hospice no smoking policy.

#### All St Luke’s employees are expected to:

#### Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.

* Participate annually in identifying, developing and agreeing your own development plan with your line manager.
* Support and encourage harmonious internal and external working relationships.
* Make a positive contribution to fundraising and raising the profile of the Hospice.

**This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.**

**Date agreed: August 2024**

**Review date: August 2025**