



Data and Digital Services Technical Lead

Job Title	Data and Digital Services Technical Lead
Reports to:	BCHA Digital Services Manager
Locations	Primarily Bournemouth, Christchurch and Poole with agile working across Dorset
Contract	Fixed Term 12 months
Hours	37.5 hours per week, Mondays to Fridays
Salary	£30,946 - £35,607 dependent upon experience
Scale	S29 – S35

Context

BCHA is working with Dorset Healthcare, The Lantern and Help and Care, to deliver wellbeing hubs across Dorset. This is part of the universal offer of wellbeing support, an element of the Mental Health Transformation Programme for adults. The hubs will support people to take the steps that matter to them, by connecting them to what they might need, at the right time and in the right place, ultimately empowering people to make their own choices and moving towards full citizenship within their communities. Citizenship in this context means having a voice, a sense of belonging, purpose, identity and equal access to the rights and opportunities that should be available to all.

Key Relationships

Dorset Healthcare
 Primary Care Networks
 Colleagues within the Access Wellbeing Partnership
 BCHA Digital Services Team

Main Purpose of the role

To ensure smooth and effective running of IT Services, including data provisioning and reporting, for all Access and Wellbeing Partnership staff.

To act as the primary and first point of contact between staff in the Access and Wellbeing Partnership and the BCHA Digital Services Function for all IT requirements.

To provide continuous understanding and reassurance, to staff, regarding their utilisation of IT Services, data, IT applications and systems and IT equipment, enabling their uninterrupted focus and effectiveness on their own primary functions and responsibilities.



To manage the smooth, efficient and effective transition of data and provisioning of reporting as required within the organisational contracts with BCHA's partners.

To act as a bridge with other functions within the Digital Services Function, such as IT Training, IT Infrastructure and IT Suppliers to ensure the IT Support provided is constantly delivered and appropriately underpinned according to agreed and expected BCHA standards and policies.

To maintain an IT presence at sites where the Access and Wellbeing Partnership is in operation, as appropriate given specific IT requirements on any given day.

To provide direct support to colleagues covering 1st and 2nd line support and IT Training.

Responsibilities / Tasks

1. Act as the main point of contact for data support requirements for Access and Wellbeing.
2. Ensure timely and effective responses to all IT incidents in accordance with BCHA IT procedures and agreements.
3. Ensure staff are continuously able to utilise IT systems, data and applications as required in order to undertake their roles effectively including for example being able to accurately record and collect relevant information and record the corresponding data on approved record systems, undertake their mandatory online training obligations and digitally manage caseloads and appointment scheduling etc.
4. Work closely with BCHA Digital Services Team to ensure economies of scale in delivery of IT Support for partner organisations. E.g. make effective use of existing IT asset management and BCHA ITSM processes and systems.
5. Set up and maintain IT data capture and recording processes in conjunction with Partner organisations according to BCHA standards.
6. Collaborate with partner organizations to agree the most effective sources of data and the corresponding processes for incorporating those data into reports to underpin service level reporting.
7. Design, develop and deliver IT Support reports against NHS KPIs, supporting quarterly impact reports.



8. Maintain accurate ITSM and IT Asset management data in support of all IT data reporting within BCHA and partner organisations.
9. Develop and foster an ongoing and maturing understanding of the customers' needs and professional services delivered by BCHA to customers via the partner organisations. Prioritise and deliver IT support in accordance with need, strategy and collaboration agreement with all stakeholders including senior management.
10. Own the resolution of IT incidents and IT issues from notification to closure, escalating to other second line or third line (supplier) resolvers as appropriate.
11. In respect of supporting the partner organisations, act as an integral member of BCHA Digital Services Team, managing User Requests, IT Issues and IT incidents, addressing and resolving these in a timely fashion, ensuring that the partner organisations understand how to interact, and that positive outcomes are achieved.
12. Process IT records in relation to leavers, joiners and internal movers, including setting up of email addresses, access rights, provisioning and returns of user devices (laptops, tablets and phones) and recording amended statuses of such assets.
13. Receive telephone calls, Teams calls, emails and direct interaction from and with partner organisations, and deal with their requirements as First Line Service Desk support.
14. Liaise very closely with, and fully support, the BCHA Service Desk Technicians, IT Infrastructure and IT Applications Support Teams, sharing knowledge and delivering consistently high quality IT Service.
15. Where appropriate act as 2nd line IT support proactively and in resolution of IT issues, and also referring to BCHA IT Infrastructure Team to ensure consistency of approach particularly in respect of any and all IT Security related concerns, issues or incidents, for immediate attention and resolution.
16. Liaise closely with all members of Digital Services Team, attending any meetings as required by Digital Services Manager or other colleagues within Digital Services Team.



17. Own IT issues and requirement until they are resolved, being persistent and tenacious.
18. Build strong partner relationships with colleagues and residents across BCHA, acting as their voice back into Digital Services
19. Analyse current processes and identify and implement opportunities to improve them. Help to drive Continual IT Service Improvement
20. Work with BCHA IT supply chain to ensure we hold them to account for their Service.
21. Other tasks and duties as directed by Digital Services Manager.

Professional Conduct

1. Engage in ongoing learning and development at a personal and professional level.
2. Maintain professional conduct with clients and professionals at all times, modelling healthy boundaries.
3. Ensure regular review of risks and issues that could impact on delivery.
4. Work within the values, ethos, and vision of BCHA and partner organisations.
5. Contribute to the service's marketing, promotion, and publicity.
6. Work in accordance with BCHA policies and procedures.
7. Work in accordance with all relevant legislation.
8. Uphold BCHA's Code of Conduct, Equal Opportunities / Diversity Policy and other policies and procedures.
9. Adhere to BCHA's safeguarding practices.



10. Maintain good working relationships across BCHA and partner organisations, setting high personal standards and acting as an ambassador for BCHA and BCHA Digital Services Team.

Skills and Experience Required	Essential/ Desirable
Demonstrable ability to find solutions to technical IT issues, incidents and requests.	E
Capable of building relationships with a wide and varied range of stakeholders.	E
Evidence of successful experience working in a 1 st and 2 nd line IT Support role.	E
Experience of driving successful outcomes through supply chain engagement.	E
Demonstrable experience of thoroughness and being adept at following processes and procedures and of contributing to continual improvement.	E
Experience delivering IT service to agreed levels for varied Services.	E
Ability to carefully consider the needs of IT service users, putting their needs at the heart of the approach to resolution and delivery of great outcomes.	E
Evidence of delivering successful outcomes through thoroughness and consistent attention to detail	D
Evidence of ability to learn quickly and prompt delivery of new practices	D
Evidence of delivering against SLAs and of regular demonstration of KPI achievements	D
Experience of Data Management and professional IT Service Reporting	D
Qualifications:	
Degree in Computer Science or similar	D
Information Technology Infrastructure Library (ITIL) certified	E
GCSE's A* - C in English, Science and Maths	E