



Being there for *you*
and *your family*

JOB DESCRIPTION

JOB TITLE: **IT Support Engineer**

HOURS: **Full time, 37.5 hours per week**

LOCATION: **LOROS Hospice, Groby Road, Leicester**

REPORTING TO: **IT Projects & Support Lead**

JOB PURPOSE:

- Responsible for the 1st, 2nd and line day to day support of LOROS IT services, including installation, support and planned project work for hardware, software, networks, PC support and identifying user training needs.
- Maintain and actively support effective information security practices.
- Responsible for self-management whilst working away from the main hospice location.
- To include an awareness of how organisational developments will impact on IT services.
- The role will require close liaison within the IT Services team, with all levels of management and users across all LOROS locations with regard to IT services issues.

JOB ACTIVITIES:

- Responsible for the coordination and administration of the IT Services department support function, ensuring timely feedback to user queries; resolving issues and applying patches and upgrades as necessary to third-party applications.
- Responsible for all hardware and associated hardware products, providing technical support and user training.
- Ensuring high availability and continuous review of all network services in order to ensure that business needs are met.
- Responsible for all software, providing technical support on standard products and general support on nonstandard software.
- Implement and maintain effective maintenance schedules for all computer and peripheral equipment.
- Maintain an awareness of IT services subjects and feed relevant information back to management.
- Assisting as appropriate with the evaluation and development of new technologies, in association with the IT Services Manager and/or IT Projects & Support Lead.
- Where required, the delivery of specific IT development projects, or project tasks, originating from the IT Stakeholder Group, from commencement to completion, reporting progress to and with the support of the IT Services Manager and/or IT Projects & Support Lead.
- Assisting with investigating new software packages.
- Determine education and training needs for users covering software packages and general computer skills.

- Ensuring effective user account administration, maintaining user access control, password security, and information security.
- In consultation with department team members, take ownership of delegated IT projects and project tasks, prepared to develop in the role via exposure to new technologies and the learning of new skills.
- Providing basic IT training and IT induction for staff and volunteers.
- Maintaining links with hardware and software suppliers, ensuring maximum value and service.
- Maintain national and regional links with other healthcare organisations and hospices.
- Maintain and monitor LOROS IT systems back-ups.
- Ensure the redeployment, or secure and safe disposal, of computer hardware and data disks.
- Potential requirement to explore out of hours support.
- To perform any other function as described by the IT Services Manager and/or IT Projects & Support Lead.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

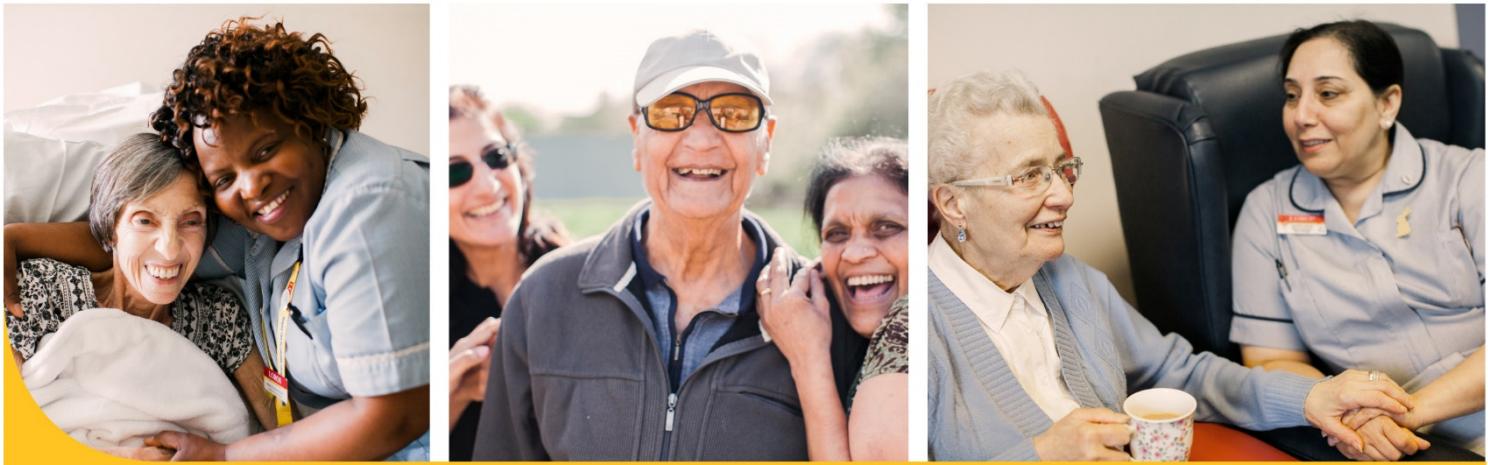
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

LOROS
Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Registered Charity No: 506120

Being there for you
and your family



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.



LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



No. of individuals receiving patient care from LOROS per year



Cost per hour
of running the charity

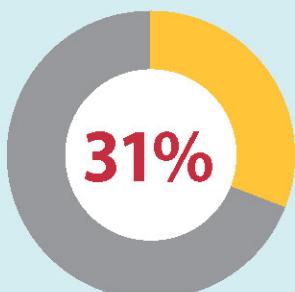
£8.2M

Expenditure on patient care per year

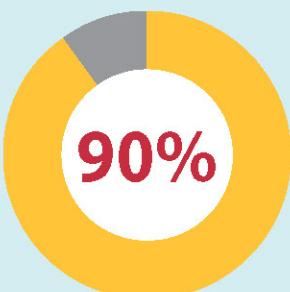
£6.0M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

2,165 

participants in LOROS educational activities per year



29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family