HALTON HAVEN Hospice for a special kind of caring

JOB DESCRIPTION

JOB TITLE	**IT Assistant**
LOCATION	**Halton Haven Hospice**
REPORTING TO	**Associate Director of IT and Transformation**
ACCOUNTABLE TO	**CEO**
HOURS	**22.5**
SALARY	**£25,000 pa (pro rata)**

Role purpose

The IT Assistant is an integral part of the hospice. The hospice relies on IT systems for all aspects of care delivery, administration, fundraising, and communication.

The IT Assistant will ensure timely resolution of technical issues, minimising downtime and maintaining smooth day-to-day operations.

Job Summary

- Act as the first point of contact for IT issues, providing technical support on hardware, software, and network matters.
- Support account management (creation, modification, disabling) while ensuring compliance with GDPR, NHS Digital requirements, and other data security regulations through system updates, security monitoring, and controlled user access.
- Assist with the maintenance and updating of IT equipment, asset registers, licences, and warranties.
- Provide support for key hospice systems, including:
    - Office 365
    - EMIS
    - Electronic Prescribing system
    - Xero
    - Donorflex
    - HR systems

    - EPOS
    - Vantage
- Escalate issues appropriately to the Associate Director or external support providers.
- Support training sessions, user guides, and IT clinics to build staff IT confidence.
- Assist in the implementation of new applications, upgrades, and security improvements in line with the hospice's digital transformation strategy. This includes supporting the expansion of digital clinical systems and approaches that:
    - Enhance patient care
    - Streamline workflows
    - Improve staff efficiency
- Provide cover for certain IT-related Associate Director responsibilities during periods of absence (with training provided).

Education and Training

- To participate in and contribute to own individual performance review, assisting in identification of personal training and development needs.
- To undergo such education and training as may be necessary to competently carry out the post.
- To contribute to the education of other clinical staff within the hospice

General

- To act responsibly at all times ensuring that any actions do not bring the hospice into disrepute.
- To contribute to the team working and efficient functioning of the hospice.
- To ensure compliance with the policies and procedures of the hospice
- To attend and participate in such meetings and events as may be reasonably required.

NOTE

The duties and responsibilities referred to within this document are an outline only and may be changed in conjunction with the post holder and in accordance with the needs of the hospice.