

JOB DESCRIPTION

Job Title: IT and Data Protection Administrator

Main Place of Work: Linton House, Thirlestaine Road, Cheltenham

Responsible to: IT Network Manager

Accountable to: Chief Executive, Cobalt Health

Job Purpose:

- To work as a member of the IT Team, proactively supporting the organisation.
- To provide administrative support to IT projects.
- To assist in the development of the IT infrastructure.
- To support the data protection function.

Line management

- There is no line management responsibility associated with this role.

Key Relationships

- Cobalt staff, IT Department and liaison with IT supplier helpdesks and management.

Key areas of responsibility will include:

Operational Duties

IT administration

- Monitor the support queue, ticket allocation, prioritisation, and management through to completion.
- Support: With guidance, provide 1st line IT support to our user base and escalate issues appropriately.
- Documentation: Create and maintain clear IT documentation, including user manuals, system configurations, and troubleshooting guides to ensure efficient operations and knowledge sharing within the team.
- IT Processes: Document and maintain IT processes to share knowledge and improve consistency, validate guides and ensure documents are accurate and up to date.
- Reporting: Produce reports on system performance, project updates and security testing.
- Asset management: To maintain the device inventory, software inventory and audits, ensure secure disposal and record keeping.
- Coordinate with 3rd parties, service providers, vendors, and internal teams to track orders, renewals, and support tickets.

- Change control: Monitor the new software request form, new user form, user access requests & permissions changes, external access requests (VPN's etc.). All must be documented and authorised as appropriate.

Data protection

- Support the data protection function with data protection tasks and routine compliance checks.
- Assist in monitoring compliance with security policies and reporting any issues or risks.
- Help manage the central register of data processing activities, ensuring information is accurate and up to date.
- Track subject access requests and ensure they are handled within required timelines.

Management of Resources

- To assist with monitoring of supplies.
- To assist with monitoring of system capacities, licensing, renewals etc.

Teamwork

This will involve:

- To work collaboratively with other departments within Cobalt.
- Taking an active part in team meetings.
- Champion the professional integrity of the organisation.
- Adhere to corporate policy and procedure.
- Advise and mentor staff members, particularly junior staff members.

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Baring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (CPD) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively

manage the charity's impact on the environment, and you have a crucial role to play within this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

Person Specifications

| Qualifications and Training | Essential | Desirable |
|--|-----------|-----------|
| GCSE grades A-C or equivalent in English Language and Mathematics. | ✓ | |
| ITIL Foundation Certificate or equivalent | | ✓ |
| ECDL and/or IT Certifications | | ✓ |

| Knowledge and experience | Essential | Desirable |
|--|-----------|-----------|
| Strong general IT skills and knowledge | ✓ | |
| Sound awareness of data protection, information governance and privacy rules | | ✓ |
| Good knowledge of general IT hardware and software, or willingness to learn. | ✓ | |
| Experience of working in a fast-paced administration or office environment. | ✓ | |
| Experience of working in a medical environment with patient administration and/or clinical imaging systems | | ✓ |
| Experience of training users in IT skills | | ✓ |

| Skills and abilities | Essential | Desirable |
|--|-----------|-----------|
| Ability to plan and prioritise and manage own workload | ✓ | |
| Good interpersonal, written and communication skills | ✓ | |
| Effective team player with good organisational and time management skills, able to work to deadlines | ✓ | |
| Problem solving approach | ✓ | |
| The ability to multitask, prioritise and streamline work processes | ✓ | |

| Personal attributes | Essential | Desirable |
|--|-----------|-----------|
| Proactive and able to show initiative | ✓ | |
| Willingness to learn and develop | ✓ | |
| Flexible and adaptable in approach | ✓ | |
| Well organised with excellent time management skills | ✓ | |