



**ROYAL
TRINITY
HOSPICE**

Senior IT Support Technician

Recruitment pack

Mulberry PayScale, Grade Elm

Salary: £31,742 - £38,711 pa

Hours: 37.5 per week



About the role

Senior IT Support Technician

Thank you for your interest in for this role.

We're looking for a dynamic and enthusiastic Senior IT Support Technician who can drive forward Trinity's [vision and values](#) and ensure safe, outstanding care for patients. Royal Trinity Hospice makes a real difference to the lives of people affected by serious long-term conditions and helps set the standard for a wide range of care provided to end of life patients and their families.

By coming to work at Trinity you'll be joining a dedicated team with a shared ambition to provide the best quality care for our patients, helping them to make the best of every moment.

The organisation has just embarked on a new five-year strategy and this exciting role will play a pivotal part in the overall delivery of the technology aspects. The successful appointee of this role will sit within a small but busy IT team and will be responsible for first class support of Royal Trinity Hospice's customers and systems.

Reporting to the IT Operations Manager, the Senior IT assistant will be responsible for providing 1st and 2nd line support services to the staff, volunteers and service users at the hospice, and will support the IT Operations Manager in their day-to-day activities, ensuring the IT service is delivered to the agreed standards, as well as providing mentorship and team-leadership to the IT Support Technicians within the team.

Royal Trinity Hospice is based in an enviable location in the heart of our beautiful grounds in the hospice on the edge of Clapham Common. We offer great training, support and development to our staff throughout their career with us in addition to an attractive benefits package.

You will find more details in the rest of this pack and in the job description/person specification document. If you would like to know more or arrange an informal visit, please get in touch using the details at the back of the pack.

About the role

Responsibilities of a Senior IT Support Technician at Trinity

- Working independently and as part of the wider team, the post holder will be responsible for the fulfilment of service requests and resolution of calls within agreed timeframes.
- Supervise, mentor and provide escalated support for IT Support Technicians to provide 'outstanding, effective and robust' services and ensure service level targets are met.
- Collaborate with colleagues across all levels within the team and the wider business, to support the success of the team, staff IT training and the ambitions of the organisation.
- Delivering a high quality of work, ensuring that attention to detail, professionalism and consistency is always upheld.
- Adherence to Royal Trinity Hospice's policies, procedures and values.
- Supporting the IT Operations Manager in their day-to-day activities, including backups, reporting, patching, etc.
- Playing a key part in delivering aspects of ongoing and future IT projects.
- Supporting the business in the provision of documentation and knowledge sharing.

About the role

Skills and experience required

- Relevant degree level or equivalent knowledge
- ITIL v3/4 Foundation Certificate
- Comprehensive knowledge and skillset of Microsoft OS and applications
- Evidence to suggest ability to discharge the main duties of the post
- Troubleshooting, investigation, and diagnosis of PC/IT hardware issues
- Experience in providing 1st and 2nd line support
- Knowledge in Microsoft Server systems (AD, Exchange, SQL)
- Knowledge in Virtualisation and app deployment (VMware, Citrix)
- Knowledge in Network control systems
- See the job description 'Person Specification' for full requirements and how these are assessed



About Trinity

- Royal Trinity Hospice is the oldest hospice in the country, founded in 1891. We recently marked our 130th anniversary.
- Today, Trinity is the specialist end of life care provider for a community of around 750,000 people living in seven central London boroughs.
- We care for adults with progressive, life-limiting illnesses, helping them to live life to the full for whatever time may be left, and we also support their families in bereavement
- Last year, it cost us £16 million to deliver our care, of which only a quarter came from the NHS. We rely on donations and our charity shops to raise the rest of the funds we need every year to continue our service
- We have seen significant growth in our patient numbers in recent years reflecting both growing demand and our determination to meet it.



In 2022/23 we provided:

- Care for 2,253 patients.
- A total of 2,651 people directly received our care and support.
- At any one time we were caring for 580 patients.
- 2,092 patients received care in their own homes.
- 1,939 people received support from the Community Nursing team, who made 2,989 home visits to 1,063 people and 21,730 phone calls.
- 238 patients received care in the inpatient unit.
- 569 patients were supported by physiotherapists, occupational therapists and complementary therapists.
- 240 people benefited from 1,172 bereavement support sessions.
- 338 carers received psychosocial or spiritual support.
- 129 patients living in Wandsworth were supported by the Royal Trinity Carers.
- The youngest patient we cared for was 19 and the oldest was 107.
- We must raise over £12m from fundraising and our shops this year to supplement the funds we receive from the NHS.

The benefits of working at Trinity

- We match Agenda for Change/NHS terms and conditions for maternity, paternity and long-term sickness pay
- Length of service for those joining directly from another CQC regulated organisation (NHS, social care, hospice) is recognised in annual leave, maternity, paternity and long-term sickness pay
- A pension scheme is offered with employer contributions of up to 7.5% or a continuation of your existing NHS pension
- A generous 27 days annual leave increasing to 29 after 5 years and 33 days after 10 years, plus bank holidays (any bank holidays worked will be given back in lieu)
- Cycle to work scheme and interest-free season ticket loans available
- Free eyesight test for DSE users and a contribution towards the cost of glasses
- 25% store discount in Trinity shops
- Life assurance cover
- Lots of opportunities to attend exciting and high-profile events e.g. a staff lottery to attend our regular biannual Gala dinner; participating in Royal visits, and the annual summer garden party
- Regular ballots for donated free tickets and prizes
- Access to courses of free counselling on the phone or face to face

[Download the full list of benefits of working at Royal Trinity Hospice](#)

Meet FREDIE

At Trinity, fairness, respect, equality, diversity, inclusion and engagement (FREDIE) are at the heart of everything we do.

We're proud to celebrate the unique things that make our diverse community of patients, colleagues and volunteers who they are. We champion diversity in all that we do and we're passionate about providing an inclusive culture for everyone who walks through our doors.

We hold an Investors in Diversity Award and in 2019 were listed by the National Centre for Diversity on the Investors in Diversity Top 100 Index, the first hospice to be included in the list.

We are proud to be the first hospice to become a Stonewall Diversity Champion, are a founding member of the London LGBT Hospices Network and we were the first hospice to march in London Pride, which has now become an annual event for Trinity.



Anti-Racism

- In November 2022 we released our Anti-Racism action statement and stated our commitment to becoming a genuinely anti-racist organisation through:
 1. Understanding and addressing racial bias
 2. Listening, learning and taking action in response to racism
 3. Strengthening our accountability
- In April 2023 we published our first update on our progress against the commitments we made and highlighted the areas where we still need to take further action
- [Read our full Anti-Racism action statement and progress here](#)



How to apply

If you have the skills and experience we're looking for, please complete the online application here.

<https://www.royaltrinityhospice.london/Pages/Category/jobs>

Deadline for applications: Sunday 26 May 2024 (midnight)

Interviews will take place from 3rd June 2024

For an informal chat or visit please contact Jason Coleman Head of Technology and Digital on 0207 787 1000.

All successful applicants will be subject to DBS, Occupational Health and Reference checks.

We look forward to receiving your application.

Privacy Notice - <https://www.royaltrinityhospice.london/privacy>

