

Job Title: Technical Project and Implementation Engineer

Department: ICT within Transformation & Improvement Directorate

Location: RGP bases (Peace Hospice, Rennie House, Grove House mainly but also Bainbridge House and Gillian King House as required)

Reporting to: IT Project Development and Service Improvement Manager



Rennie Grove Peace

About us

Rennie Grove Peace Hospice Care started formally operating in July 2023, through the merger of two successful organisations, Rennie Grove Hospice Care and Peace Hospice Care. We offer exceptional, specialised and highly valued care, serving our local community of people affected by life-limiting illness or bereavement, across Herts and Bucks.

Our merger is bringing together the best of both organisations so that we can:

- **Serve** – our communities with a wider range of services
- **Reach** – more local people
- **Strengthen** – our ability to secure more resources

To enable every local person to receive the care they need, when they need it, wherever they need it.

About the role



- Responsible for ensuring the successful deployment and integration of improvements to ICT infrastructure, hardware, applications and services.
- Supporting regular audits of the infrastructure and ensuring any risks identified are addressed.
- Maintaining accurate technical documentation.

Main duties and responsibilities



Primary role - Supporting ICT infrastructure change

- Capture and document requirements for new ICT projects to ensure expectations are clear and shared.
- Where appropriate research technical options to support change.
- Implement technical improvements: sometimes actively delivering the projects and at other times working with or overseeing delivery by third parties.
- Ensure the infrastructure is capable of supporting RGP plans for increasing digital adoption.

- Assist with the implementation and adoption of digital solutions: Identify opportunities and support changes to improve our internal processes through the use of technology.
- Deliver positive impact from change and minimise the negative impact on the organisation. Ensure the smooth integration of new solutions and that ongoing support is considered as a key component of the change.
- Look to standardise and simplify wherever possible providing our staff and volunteers with a consistent and positive experience of using technology.
- Complete a post change review to identify lessons to learn and good practice.

Operational

- Assist the Project Development Manager in overseeing the IT support contract and help to introduce improvements
- Identify corrective action plans to ensure repeat issues are eliminated.
- Identify and implement improvement initiatives particularly in providing support to and resilience within the shops
- Verify that RGP data is securely stored, backed up and recoverable in the event of a major incident.
- Assist in regular audits to ensure RGP data is appropriately protected. Ensure remedial action is undertaken to address any risks identified.
- Ensure the ICT technical documentation is accurate and up to date to assist in the rapid resolution of incidents and to enable smooth implementation of further changes.

Professional/Personal

- Maintain an awareness of technical developments through contacts at other hospices, attending external webinars and appropriate events.
- Understand and comply with all Rennie Grove Peace policies and procedures.
- Maintain required organisational standards for all mandatory training.
- Keep up to date with current legislation and any further professional training, relevant to role.
- Demonstrate ongoing personal and professional development in accordance with annual Individual Progress Review (IPR) system.
- Ensure that information (in any form) relating to patients, staff, volunteers, customers and supporters is protected and treated confidentially at all times and complies with current data protection laws.
- If handling patient data you should be aware of the Caldicott principles: You should be able to justify the purpose(s) of every proposed use or transfer. Don't use it unless it is absolutely necessary and use the minimum necessary.

Leadership

- Attend relevant meetings as appropriate.
- Potential to manage volunteers supporting the ICT team

Health and safety

- Understand fire regulations and the action to be taken in the event of a fire.
- Report any accidents/incidents at work and record adverse incidents as appropriate.

- Follow all infection control policies and guidelines, ensuring staff appreciate preventing healthcare acquired infections and infection control is the responsibility of all.
- Adhere to the safeguarding of vulnerable adults and children's policies and procedures.

What you'll bring



Essential

- A keen interest in IT and developing your skillset
- Strong hands-on technical background in end use devices and servers, Windows environment, cloud-based environments, infrastructure, telecoms and communications equipment.
- Strong problem-solving skills
- Experience of having successfully implemented technical change and new initiatives.
- Ability to research alternative technical solutions and identify the best fit for RGP.
- Excellent project management experience and able to manage own time effectively.
- Good understanding of key areas of ICT risk and security.
- Able to communicate effectively both verbally and in writing.
- A good match with our values: Compassionate, Collaborative, Supportive and Inclusive

Desirable

- Knowledge of SD WAN.
- Experience of working with HSCN and clinical applications
- Knowledge of key areas to focus on to ensure business continuity.
- Knowledge of the hospice sector
- Sensitivity and understanding to the needs of the volunteers and customers, many of whom may have experienced Rennie Grove Peace services or be bereaved themselves.
- Experience of having worked alongside and managed volunteers.

This role will suit someone who

- Is flexible and enjoys variety and technical challenges
- Has drive, enthusiasm and initiative
- Has the ability to work on both personal deliverables and team initiatives to deliver real change
- Performs well under pressure
- Is methodical and thorough – highly aware of the impact change can have on an organisation
- Enjoys being part of a driven and positive team
- Can build trusting, empathetic and positive working relationships with colleagues and all the teams within Rennie Grove Peace



A bit more about the role

Hours and location

- Flexible working will be considered, working 37.5 hours a week (5 days per week).
- Out of hours working will be required occasionally to support the implementation of a change with minimal interruption to RGP operations.
- Your pattern of work will include one day per week at Rennie House, Tring and one day per week in Peace Hospice, Watford. Working at other Rennie Grove Peace offices may be necessary on occasion to carry out this role.
- There will be opportunities for a blended approach to home and office working with the agreement of the Project Development Manager.

Reporting lines

- You'll report to the Project Development and Continuous Improvement Manager.
- You are likely to work with the external IT support provider on-site engineers and their senior technical staff.

A few other important requirements of the role

- Manual handling and/or heavy lifting: Yes
- Full, current valid UK driving licence: Yes
- Access to a vehicle which can be used for work purposes: No
- Car insurance, including business cover: Yes
- Disclosure and Barring Services Check: Basic check
- Lone working may be required from time to time

Other information

- This job description will be reviewed as part of your annual appraisal (IPR) and is not intended to be a complete list of responsibilities. To meet the ever-changing needs of the service you may be required to perform other duties within your capacity, appropriate with your grade, competence, professional qualifications, and general level of responsibility within the organisation.
- Further information on employee benefits can be found [here](#).
- Rennie Grove Peace commits to:
Encouraging equality, diversity, and inclusion (EDI) in the workplace.
Creating an environment in which individual differences and the contributions of our staff, potential staff and volunteers are recognised and valued and people are treated with dignity and respect.
Applying the EDI Policy across all areas of recruitment, training, promotion, transfers, terms and conditions of employment, grievance and disciplinary procedures and decisions.
Employing the best qualified staff based on aptitude and ability regardless of their background, providing equal opportunity for the advancement of all, including promotion and training.
- Rennie Grove Peace believes in providing appropriate training and development for all employees and you're encouraged to attend appropriate courses (internal and external).
- Rennie Grove Peace provides a high-quality service thanks to the enthusiasm and commitment of both staff and volunteers. We expect all staff to work positively alongside our volunteers and demonstrate our values.

- You will carry out your duties according to our Rennie Grove Peace philosophy, always acting in such a manner to justify public trust and confidence and to safeguard the interests and confidentiality of individual patients and their families.
- You should be aware of the confidential nature of our work of Rennie Grove Peace at all times.
- Rennie Grove Peace is a smoke-free organisation.