

ENDPOINT CONFIGURATION AND DEPLOYMENT LEAD

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Lead the planning, setup and rollout of computers, laptops, mobile devices and other digital equipment used across the Trust.
- Support major digital projects, including the Digital Patient Record programme, by making sure devices and systems are ready for use and delivered on time.
- Provide expert technical support, solving complex IT issues and helping staff make the best use of digital systems and equipment.
- Work closely with colleagues, managers, suppliers and NHS partners, explaining technical information in a clear and easy-to-understand way.
- Monitor performance, identify trends and improve processes to maintain high standards of service, security and customer support.
- Help ensure digital services run smoothly across the organisation, including taking part in an out-of-hours support rota when required.

Job Description

Job title:	Endpoint Configuration and Deployment Lead
Grade:	AfC 6 (Subject to Agenda for Change)
Site:	The Shrewsbury Business Park
Accountable to:	Endpoint and Licensing Manager
DBS required:	None

Job Purpose

The post holder will support the Endpoint and Licensing Manager by leading the design, configuration and deployment function of the Endpoint estate comprising of Desktop PC / Laptop, computers on wheels, Digital Dictation devices as well as iOS devices including iPhones, iPods and iPads used by the customers/clients.

You will be responsible for leading the complex technical design and delivery of the Endpoint workstream, producing endpoint workstream plans and coordinating deployment activity in support of the Digital Patient Record Transformation Programme, including key Ambient Voice Transcription, EPR developments and other key strategic projects. You will ensure workstream items are completed within the defined time scales and documented appropriately in preparation for transition into business as usual, in accordance with Digital policies and procedures.

You will be responsible for ensuring that project/programme meetings are attended, highlight reports detailing progress, escalations and identified risks are completed for the Endpoint workstream using your specialist knowledge to advise stakeholders.

The post holder will be responsible for ensuring a systematic, disciplined, and analytical approach to problem solving and ensuring agreed procedures and standards are met.

The post holder will also participate in an out of hours on call Desktop Support rota.

Main Duties and Responsibilities

Communication and Relationship Skills

- Receive, interpret and communicate complex technical diagnostic information clearly and appropriately, tailoring the level of detail for both technical colleagues and non-technical stakeholders.
- To deliver a complex 2nd Line Desktop diagnostics and resolution support service, receiving incidents and service requests from various routes including the Trusts Service Management tool, telephone, and email.
- Offering advice to end users and stakeholders on all areas of Digital Service and using persuasive and negotiating skills to ensure Trust standards and objectives are met. This will include working as part of a team, in order to share knowledge and work together to increase performance standards.
- To work closely with all digital service teams on user issues and technical problem resolution and to provide cover when required.
- To effectively communicate complicated technical information to non-technical stakeholders, colleagues and third parties as well as communicating additional knowledge / information within peer groups.
- To ensure information is processed in accordance with Trust policies and procedures including data security, password compliance and internal Digital Service Standard Operating Procedures.
- To actively promote and market Digital Services, including assisting with quality assurance and customer satisfaction surveys.
- To ensure a professional customer centric approach in communication with end users and project stakeholders.
- To liaise with external stakeholders including suppliers, other NHS organisations and NHS England.

Knowledge, Training and Experience

- To support the development and implementation of policy / processes / standard operating procedures and systems of the Trust Desktop Team
- Specialist knowledge and expertise acquired through degree level or equivalent qualifications / demonstrable experience plus any additional specialist knowledge.
- To lead the implementation of Endpoint workstreams across the Desktop function and develop processes and procedures within the team allowing strong service focused deliverables.
- Knowledge of multiple computer systems i.e., Active Directory, SCCM/MECM, Marval, NHS Mail, WorkspaceOne, endpoint security tools and other systems as well as hardware used across the organisation.
- Ensure that as part of the incident management process, incidents and service requests are logged to a high-quality standard ensuring that end user demographic details have been captured, clear description of the issue / request including screen shots, asset tag, error message are captured, and any diagnostics undertaken are clearly noted in the incident call logging system for review by 2nd / 3rd line teams.
- Provide support and advice on IT related issues including hardware, software, additional functionality on existing processes, ensuring the best use of corporate information technology systems within the workplace.
- To support the Endpoint and Licensing Manager in delivering project tasks in line with agreed project plans
- Supporting running diagnostics across a multi-OS estate including Windows 11 and iOS.
- To participate in an on-call rota, providing a 24-hour, 2nd line support service to users.
- Able to travel between sites.
- To ensure Desktop standards are maintained to the highest level and ensure processes are in place to re-align where standards change whether the standards are local or national i.e. NHS England

Analytical and Judgemental Skills

- To analyse complex information / data and respond appropriately to trends offered from that information.
- Actively troubleshoot to identify, assess, record, resolve and / or escalate incidents and service requests ensuring they are handled within an agreed time limit, within agreed processes and in a professional and customer sensitive manner.
- Investigates and resolves complex digital related queries whereby several options may be apparent, putting forward those options in a relatable and understandable format.
- Able to undertake complex systems and hardware configuration.
- Able to interpret statistical data, performing comparisons on factual data or trend analysis across a spectrum of options and best report on that information.
- Be able to log, assess, resolve incidents and service requests inbound from the IT Service Desk, maximising system and device availability.
- Able to make choices from options available promoting best the choices made to that of the client / peers.

- To carry out audits and undertake data trends to ensure all incidents are prioritised to agreed standards, monitoring completion timescales and reporting timescales and outcomes to Trust staff as well as ensuring agreed data quality standards.
- To ensure that incidents and service requests are resolved in minimal timeframes to minimise clinical and non-clinical disruption.
- To identify trends in call logging

Planning and Organisational Skills

- Plan and organise activities which will include service improvement workstreams and digital meetings.
- To plan and organise complex activities or programmes of work which may link to service improvement workstreams, system solution and bug fixes and version upgrades along with user acceptance testing which often require formulation and adjustment due to workload, system and hardware interdependences.
- To work closely with other Digital Service teams and Managers to ensure that relevant support documentation is in place to support new system implementations.
- To ensure that the Desktop service is supportive of and complementary to the Trust's organisational requirements.
- To be flexible in terms of working hours to support the digital programme of system implementations and upgrades of which some will be outside of core working hours.
- To act and ensure the Digital Desktop Support Technicians act as digital ambassadors.
- Work to agreed operational and project defined timescales to ensure projects remain on track as well as to quality and cost.
- To work flexibly to deliver the Trust objectives and to offer support to other colleagues including cover in times of absence.

Physical Skills

- Advanced keyboard skills – accuracy very important.
- Ability to manipulate complex data at speed
- Inputting and manipulating information including service performance reporting
- Data entry into systems and databases
- Regular VDU use
- Frequently sitting or standing in restricted positions.

Responsibility for Patient / Client Care

- Incidental patient contact

Responsibility for Policy / Service Development

- Proposes policy or service changes which may impact beyond own area.
- Implements policy, processes, and standard operating procedures within own area.
- Propose changes to working practices i.e., new reporting processes, new training programmes, impacting on the wider organisation.

Responsibility for Financial and Physical Resources

- Observes duty of care in relation to equipment and resources used.
- Safe use of IT equipment, responsible for expensive IT equipment
- Installation of IT equipment as well as maintenance and repair
- Maintenance of physical equipment within own area

Responsibility for Human Resources

- Provide training on a range of subjects applicable to the Desktop function(s) both within the team and to end users.
- Allocates work to more junior staff.
- Demonstrates own activities or workplace routines to new or less experienced employees.

Responsibility for Information Resources

- Regular requirement to develop new reports which can include Desktop performance and deployment reporting i.e., average fix time, categorisation trending, incident forecasting, number of incidents logged / closed, deployment statistics
- To interpret data, identify trends and develop reports clearly demonstrating findings.
- Responsible for maintaining information systems that can have an impact on the wider Trust.
- Adopts a best practice approach from the changes made within Digital systems.
- To document / record all services provided / work undertaken to ensure an accurate record is retained on file.
- To support update and configuration of the Digital service management solution ensuring it aligns with the requirements of the organisation and of Digital teams.

Responsibility for Research and Development

- To develop and test digital systems as required as part of the implementation of Digital projects and system version upgrades.
- To market test and collaborate with other NHS and private organisations systems used as well as supporting processes and documentation

Freedom to Act

- Works to achieve agreed objectives and has freedom to do this in own way, working within broad professional boundaries / policies.
- Advises without reference to manager.
- Acts as lead specialist in own area

Physical Effort

- Regular requirement to use VDU and other Digital applications throughout the working day.
- There will be the occasional need to lift / move Digital equipment, such as base units and monitors.

Mental Effort

- Regular requirement for prolonged concentration.
- Able to cope with interruptions whilst in periods of concentration.
- To deal with question / queries relating to Digital Services from Trust staff including end users, line managers etc. over the phone, face to face or by email.

Emotional Effort

- Occasional indirect exposure to distressing or emotional circumstances.
- Potentially dealing with annoyed users with unrealistic expectations who may feel that service is unsatisfactory.

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.
- Requirement to use Visual Display Unit equipment continuously on most days.

General Conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Person Specification

	Essential	Desirable
Qualifications	• Educated to degree level and / or relevant experience in specialty • Relevant IT Qualification • Example • Example	• Obtained or working towards relevant professional qualification • ITIL qualification
Experience & Knowledge	• Experience and understanding of ITIL working practice • Experience working in a busy Digital Desktop environment • Experience in managing multiple 'active' incidents / service requests • Experience of testing newly developed software and reporting problems / issues • Experience in problem solving in a mixed computing environment including desktops, laptops, mobile phones, iPads, MECM/SCCM • Configuration and maintenance of Desktop related systems i.e. Sophos, WorkspaceOne, SNOW, MECM/SCCM	• Experience of working in an NHS organisation • Experience of Customer Relationship Management

	• Experience of working in a busy / complex service delivery function • Influencing the application of Digital to working practices • Excellent communication skills and the ability to diplomatically deal with users of a mixed IT ability • Flexible attitude to the prioritisation of workload (to support the dynamic nature of the service) • Multi-tasking ability required • Ability to think creatively, applying results of external research and best practice	
Skills	• Ability to work as part of a multi-disciplinary team • Excellent written and verbal communication skills • Proven knowledge of supporting iOS and Win11 • High level of interpersonal skills, including active listening and understanding • Broad knowledge of IT products, services and terminology	

	• Ability to handle confidential information • Ability to quickly assimilate new technologies and systems	
Other	• Ability to develop and maintain good productive working relationships. • Self-motivated and able to work unsupervised, completing all work with attention to detail and a willingness to share information. • Desire to continue to learn and develop on a personal and professional on an on-going basis. • Flexible approach to working time • Participate in an out of hours on call Desktop rota • Ability to travel to all Hospital sites	

General conditions

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Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;

- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

