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| Job Title: | Infrastructure Manager |
| Reports to (job title): | Information Security & Enterprise Architect |
| Line Manager to: | Solutions Architect, Voice Infrastructure Lead, Unified Communications Lead, Network Manager. |
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## **Job purpose**

We are seeking a highly skilled and technically proficient Infrastructure Manager to lead and deliver core infrastructure services across HCRG Care Group’s estate. This role requires someone who is comfortable getting hands-on and actively involved in technical delivery and troubleshooting.

You will be responsible for leading a team of infrastructure specialists, including network and voice experts, solutions architects, and senior engineers. However, you will also be expected to personally contribute to complex technical work, particularly in server infrastructure, including fault resolution, performance tuning, and core service administration. You’ll act as the escalation point for high-priority or complex issues and provide hands-on support for virtual infrastructure, Microsoft platforms, and hybrid environments.

In addition to technical delivery, you will plan and prioritise work across the infrastructure team, provide cover where needed, and help develop the capability of your staff. This includes supporting projects, mobilisation activity, and service transitions while ensuring systems remain performant, secure, and aligned with operational needs.

## **Key responsibilities**

**Technical Leadership & Support**

* Provide expert, hands-on support across server infrastructure, acting as the senior escalation point for complex technical issues.
* Troubleshoot performance, reliability, or configuration issues across physical, virtual, and hybrid environments (including Azure and on-prem).
* Work alongside infrastructure engineers and architects, providing guidance, mentoring, and technical oversight, while also stepping in to assist or lead technical delivery when needed.
* Maintain in-depth knowledge of Microsoft infrastructure, Active Directory, Group Policy, DNS/DHCP, and core server services.
* Use scripting and automation (e.g., PowerShell) to support efficient service delivery and troubleshooting.

**Infrastructure Operations Management**

* Ensure the effective operation and continuous improvement of infrastructure platforms across all sites and business units.
* Oversee patching, backups, performance monitoring, capacity planning, and service optimisation activities.
* Support incident, problem, and change processes using ITIL-aligned practices, ensuring accurate and timely updates for major incidents or root cause investigations.
* Maintain high-quality technical documentation and standards for infrastructure configurations, procedures, and DR.

**Supplier Oversight & Governance**

* Act as the primary technical lead for our IaaS provider relationship, ensuring they deliver agreed services, meet SLAs, and escalate issues appropriately.
* Continuously review supplier performance and hold technical reviews to ensure standards are maintained and services evolve to meet our needs.
* Support contract management colleagues by providing input into supplier service performance and contract variations.

**Team Planning & Project Support**

* Work closely with project teams and IT colleagues to support new service mobilisations, migrations, and system changes — providing infrastructure planning and delivery input.
* Help prioritise and coordinate workload across the infrastructure team, ensuring resources are aligned to BAU and project work.
* Identify training, support, or mentoring needs across the team and help upskill individuals to ensure resilience across all key platforms.
* Resilience, Security & Service Continuity
* Ensure all systems are secure, monitored, and resilient in line with agreed standards and Cyber Security guidance.
* Support DR and BCP planning and testing, working with both internal teams and external partners to ensure readiness.
* Maintain awareness of infrastructure vulnerabilities, working with the Cyber Security team to plan and implement required remediations.

Proposed Job Plan

**40% – Technical Infrastructure Support**

* Hands-on troubleshooting and resolution of complex server, storage, and infrastructure issues.
* Active participation in infrastructure upgrades, patching, system monitoring, and maintenance tasks.

**25% – Oversight of IaaS Provider & Third Parties**

* Acting as the technical lead in supplier meetings, ensuring SLAs are met and services are delivered as agreed.
* Working closely with the IaaS partner to manage service performance, capacity, and reliability.

**10% – Team Leadership & Development**

* Day-to-day support and planning for the infrastructure team (network, voice, server, and architecture experts).
* Providing mentoring, technical guidance, and helping to upskill team members.
* Resource planning and workload balancing across operational and project work.

**10% – Project Input & Service Mobilisation**

* Supporting project teams with infrastructure design, planning, and delivery.
* Ensuring technical infrastructure tasks are scoped, resourced, and delivered on time.

**15% – Documentation, Governance & Continuous Improvement**

* Maintaining infrastructure documentation, standards, and procedures.
* Identifying areas for improvement and contributing to long-term service maturity and resilience.

Education & Qualifications

**Essential**:

* Degree in Computer Science, Information Technology, or a related discipline, or equivalent professional experience.
* Industry-recognised certifications (e.g., Microsoft Certified: Azure Administrator Associate, MCSA, VMware VCP, ITIL Foundation).
* Proven experience supporting and administering Windows Server environments (2016/2019/2022).
* Demonstrable knowledge of virtualisation technologies.
* Strong understanding of Active Directory, Group Policy, DNS, and DHCP.
* Experience with infrastructure monitoring and scripting tools (e.g., PowerShell).
* Knowledge of ITIL principles and experience working within a structured change and incident management process.
* Strong documentation and technical writing skills.

**Desirable:**

* Hands-on experience in delivering and supporting backup and recovery solutions using tools such as **Acronis**, **Barracuda**, or similar enterprise backup platforms.

**Specific Skills**

* Deep understanding of ITIL-based service management principles.
* Excellent interpersonal and influencing skills with a customer-first mindset.
* Strong written and verbal communication skills.
* Proven ability to manage competing priorities in a fast-paced environment.

## **Our values**

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## **Confidentiality and Information Security**

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## **Information governance responsibilities**

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## **Governance**

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## **Registered Health Professional**

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## **Risk Management/Health & Safety**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## **Safeguarding Children and Vulnerable Adults Responsibility**

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## **Medicines Management Responsibility**

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## **Policies and Procedures**

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## **General**

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## **Equal Opportunities**

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## **Flexibility Statement**

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

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| Employee signature |
| Manager signature |