

ITSM System Administrator (Band 7)

Blood and Transplant

About the Benefits This section details the benefits of working for NHSBT

What's great about this post?

You will be joining an organisation that is embarking on a programme of digital transformation across its strategic ITSM platform. You will be a key member of the newly formed Product Delivery team and will be responsible for automating, and digitising processes through development and adoption of the ITSM platform. Your role will be to identify, scope, design, develop, test, and deploy new functionality including the use of AI, and Machine Learning. You will help build the platform Roadmap alongside the ITSM product Delivery Manager, and lead on programmes of change in collaboration with business directorates. As part of this work, you will research the latest upgrades and releases, assessing and implementing those aligned to the NHSBT Tech Strategy & business priorities, and helping ensure platform stability.

Reporting to the ITSM product Delivery Manager, you will be expected to collaborate with teams spanning the entire organisation and build strong partnerships with third parties.

NHSBT has a very successful track record in benefits delivery. You will be joining an organisation that is used to working within a controlled methodology, but will also have the opportunity to shape the emerging agenda and influence the shape of things to come!

What other opportunities are available to me?

From the moment you join us, we're dedicated to your training and development. Your manager will welcome you and discuss your future needs and the exciting development opportunities available to help you thrive with us.

We've fostered a culture of continuous learning where colleagues are well-led, engaged, and encouraged to grow. We support you in reaching your full potential, both in your current role and future career. Our **Thrive** program embodies our commitment to learning and development, offering a wide range of activities to support your personal and professional growth. It's open to everyone at NHSBT, ensuring you have the resources to succeed and shine in your role.

We're thrilled to have you on board and can't wait to see you flourish!

What are the terms and conditions?

As an NHS employer the following terms and conditions apply to this post:-

Salary Band: 7

Salary: £46,148 to £52,809 per annum

Usually starting at the minimum and progressing on an incremental scale or in accordance with Agenda for Change for existing NHS employees

Allowances: HCAS where applicable

Location: England – successful candidate may be based at any of our main centres by agreement

Hours of work: 37.5 hours per week

Contract length: Permanent

Leave: 27 days per year plus 8 bank/public holidays

Pro rata if part-time. Leave increases to 29 days after 5 years' service and 33 days after 10 years' service.

Pension: The NHS Pension Scheme is a defined benefit scheme (not dependent on investment returns). Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Other useful information

Your essential role will directly contribute to saving and improving people's lives.

Part-time working will be considered. If you would like this to be considered, please indicate this on your application form.

We are committed to implementing reasonable adjustments for people with disabilities.

If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service, Job Description and Person Specification.