

## SINGLE CORPORATE SERVICES

### Rostering Team

<b>Job title:</b>	Rostering Systems Administrator	<b>To be completed by HR</b>  <i>Job Reference Number</i>
<b>Reporting to:</b>	Rostering Systems Coordinator	
<b>Accountable to:</b>	Rostering Systems Manager	
<b>Pay Band:</b>	Band 3	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### Job purpose

Act as a first line support for Rostering systems users across both sites, providing straight forward advice and guidance. Working collaboratively to provide a comprehensive Rostering service to both sites for all staff groups.

#### Job summary

Act as a systems administrator for the solutions; maintaining systems security and helping resolve issues as part of the project team.

Support with the preparation of training materials that reflect software updates / upgrades or improvements which may be made as the project progresses.

Support to ensure that best practice and uniform delivery of the solutions are provided across the Trusts.

Maintain the systems database as required and advised by the Rostering Manager, ESR Operational Lead and 3<sup>rd</sup> party supplier.

#### Organisational Chart

See main consultation document organisation charts

#### Specific Core Functions

- Support the with drafting and prepare data on and scheduled reporting requires for the organisations.

- Create systems for logging and recording that all users complete and sign “user agreement access” forms.
- Raise and escalate systems issues with the relevant provider, liaising regularly to seek quick resolution.
- Undertake regular review and audit of the access users have to the system to ensure that those who have had training and a user account created use the system as expected and ensure that no inappropriate access is given to the system.
- Support testing, update and upgrade processes with technical advice throughout user testing period, recording any issues experienced with the system configuration.
- Support to ensure that the system remains live and that robust mechanisms are in place to manage changes of roles and user access along with the management of leavers with access to the system.
- Maintain access for Easy Expenses and Epay for users, dealing with queries and escalating as necessary to the People Services Team for support (Intention to move to one system in future which would potentially link to roster).

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
  - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
  - (b) providing and receiving complex or sensitive information,
  - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

### ***Analytical and Judgement***

- Judgements involving facts or situations, some of which require analysis.

### ***Planning and organising***

- The post holder organises own day-to-day work tasks or activities.

### ***Physical Skills***

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### **Financial Management**

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### **Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### **Information Resources**

- The post holder has occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD).

### **Research and development**

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### **Freedom to Act**

- Generally, works with supervision close by and within well established procedures and/or practices and has standards and results to be achieved.

### **Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

### **Mental effort**

- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

### **Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### **Working conditions**

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

### **Person Specification**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How criteria will be assessed</b>
<b>Qualifications</b>	Diploma or equivalent qualification		CV/ Application Form

<b>Experience</b>	Experience of providing administrative support to a complex system. Strong Administrative skills Experience of working in a busy / demanding customer service environment	Experience of dealing with rostering software in the NHS would be an advantage but not essential as full training will be provided. Experience of using ESR would be an advantage	CV / Application Form / Interview
<b>Knowledge</b>	Knowledge of IT systems management and IT solutions Ability to communicate effectively Knowledge of HR Knowledge of rostering practices	Knowledge of NHS rostering practices	CV / Application Form / Interview

**Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that

everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.