

SINGLE CORPORATE SERVICES

Governance and Risk Team Risk

Job title:	Risk System Administrator	To be completed by HR <i>Job Reference Number</i>
Reporting to:	Risk System Officer	
Accountable to:	Director of Governance and Risk	
Pay Band:	4	

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.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

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.

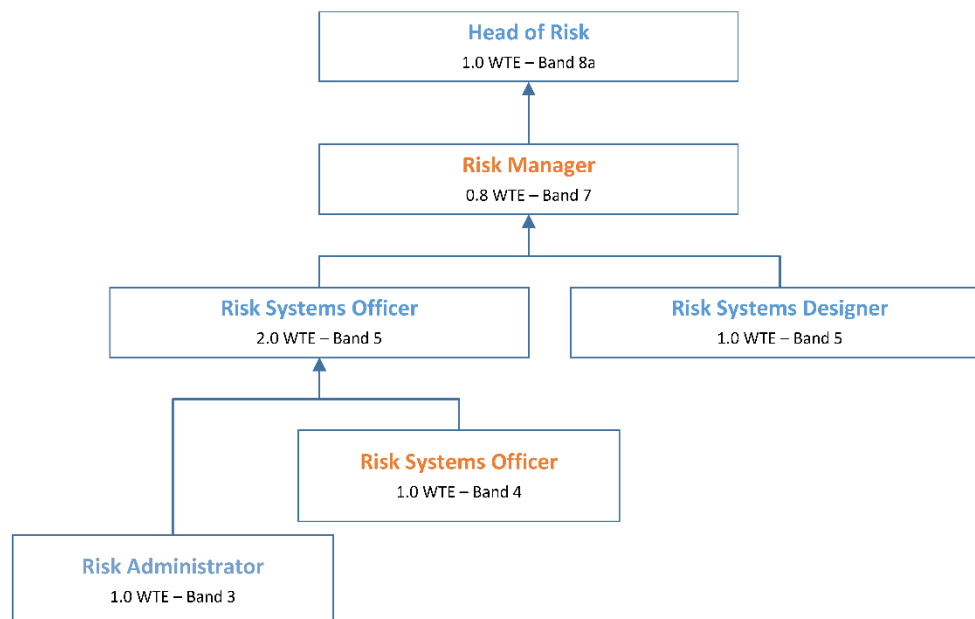
Job purpose

To ensure both Trusts meet their legal and regulatory obligations associated with risk and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

Job summary

1. Key responsibilities will involve; day to day administration of the Trust Risk Management reporting system.
2. To be the first point of contact for all staff providing support, advice, troubleshooting and resolution of issues.
3. Maintenance of the quality and content of data held in all modules supported by the Risk management reporting system.
4. Producing basic analysis and reports.
5. Training staff at all levels in the use of all the Risk Management reporting modules

Organisational Chart



Specific Core Functions

1. Support the Head of Risk in the implementation of the Trust's safety learning event management policies and procedures, ensuring the processes for reporting and managing incidents and near misses, including serious events are followed.
2. Support the Head of Risk in the management of the Trust's Risk Management system by assisting to undertake basic maintenance of the system and act as the day to day system administrator. This will include ensuring appropriate access to the Risk system is maintained across the Trust, the system for issuing and controlling passwords and appropriate access levels for each user in the Trust is working effectively, and meets the relevant confidentiality requirements and making amendments to system wide functions and coding when necessary.
3. The post holder will be expected to work with supervision and support; to plan and prioritise tasks and activities which may require adjustment at short notice due to variable workload / interruptions.
4. Deliver training on reporting and managing the Risk management system to new and existing users. This will also include training in extracting data from the system and creating dashboards for users to create reports to inform their quality metrics.
5. Provide ongoing troubleshooting, telephone advice for users in relation to the risk management system.
6. The post holder will require the ability to assess and resolve enquiries and ensure issues that cannot be resolved by the team are referred promptly with the system provider and/or Trust IT support as necessary.
7. Carry out regular audits of incident data quality to ensure that any issues are identified promptly and that the necessary action is taken to improve recording.
8. Ensure that relevant data on specific incidents is provided to the external agencies (e.g. the ICB) in a timely manner by supporting the trust external incident management process.
9. Produce basic data reports by extracting information from all Risk system modules for internal and external reporting purposes, including some basic analysis. This will include regular statistics

and management reports for senior managers and Trust meetings. These reports will be required as evidence for internal and external scrutiny processes.

10. Liaising and negotiating with staff at all levels in the organisation.
11. Delivery of training in the use of all modules on the risk management system to senior clinicians, managers and all other staff to achieve a culture in which safety event reporting is accepted as part of day to day business.
12. Contribute to the overall governance and risk improvement agenda, alongside the Delivering Excellence Framework.
13. Support and participate in-house training/induction for staff, to ensure they are effective and efficient in the use of the Trust Risk Management systems.
14. Support the Head of Risk directly with general administration duties including diary and inbox management.

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 a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising

Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

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 is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

Financial Management

The post holder is responsible for maintaining stock control and/or security of stock.

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 Resource

The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems.

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

The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

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

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	G.C.S.E grade 5 or above in English and Maths (or equivalent) Risk Management Systems Foundation Level certification (or equivalent experience) NVQ Level 3		
Experience	Evidence of significant experience in IT system administration, with a specific focus on risk system management. Specialized IT skills	Project management	
Knowledge	Knowledge of data analysis and associated software/computer systems acquired through diploma or equivalent experience/qualification. Excellent verbal, telephone and written communication skills		

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.