

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Workforce Product Support Manager
<b>Reports to</b>	Senior Product Owner
<b>Band</b>	Band 5
<b>Department/Directorate</b>	HR – Workforce Systems & Data

JOB PURPOSE
<p>The purpose of this role is to support to ensure the smooth and effective use of Electronic Staff Record (ESR) for the whole organisation.</p> <p>The post holder will be responsible for undertaking key tasks in line with the Product plan that help ensure full system functionality relevant to ESR across the new organisation. They will be responsible for making sure that system is configured appropriately and work with local business administrators and Product leads to ensure it is utilised to its full potential.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>Working with the leads, SME's and key administrators in the application for RDUH and support the activities required to fully utilise the system.</li> <li>Implementation of new developments activities for ESR working with the existing BAU technology &amp; Intelligence Dashboard leads and wider stakeholders when appropriate.</li> <li>Work with the supplier, leading meetings and identifying solutions in agreed areas</li> <li>Identification of opportunities to improve and preparation of supporting change requests</li> <li>Work with stakeholders to identify potential issues that require a technical system solution</li> <li>Work with the relevant information teams and SMEs to ensure accurate data for timely reports</li> <li>Support the various Trust administrators to undertake analysis of process flows, update and to write new processes in line with Business Changes.</li> <li>To work on ensuring the system is set up to ensure that high quality real time data is accessible and that reporting and dashboards going forward is accurate and timely to support the Trust's needs.</li> <li>Work closely with Workforce Teams to ensure data extracted from Career Gateway into ESR and out of the ESR eliminates manual administration.</li> <li>Working with the provider, Product lead and across RDUH to support delivery of the Product plan.</li> <li>Work with the Product teams and Intelligence Dashboard administrators to produce any required support material (such as 'How To' guides, intranet updates) to support implementation.</li> <li>Contribute to upskilling of internal administrator teams as required.</li> </ul>

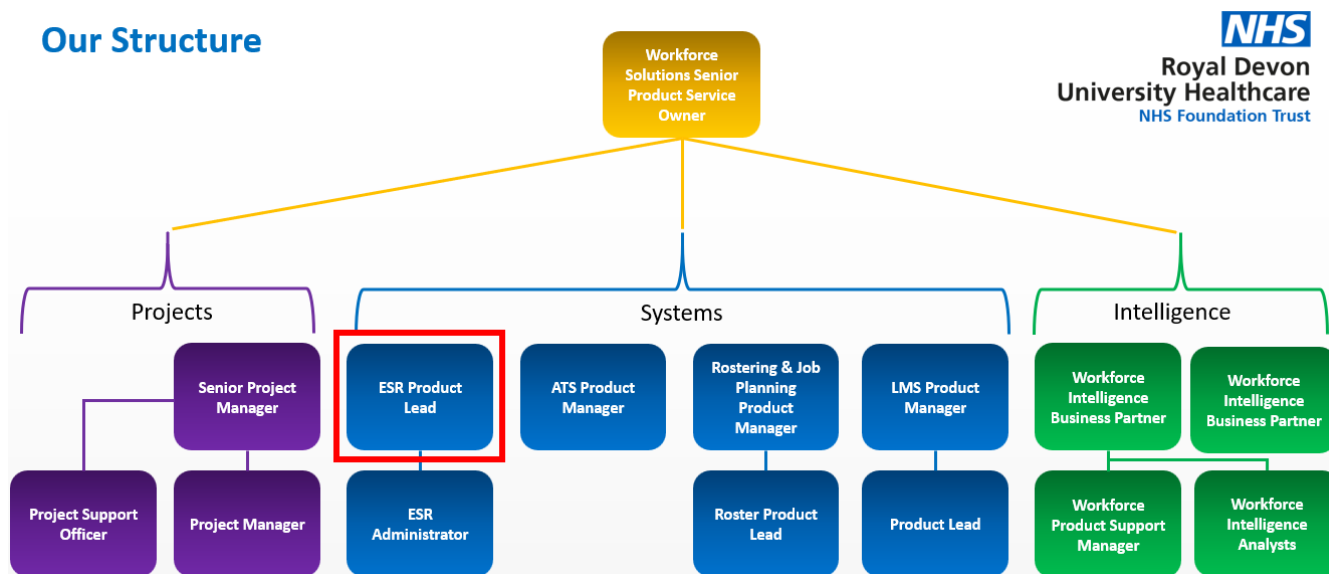
KEY WORKING RELATIONSHIPS
<p>No. of Staff reporting to this role: one</p> <ul style="list-style-type: none"> <li>The Workforce Product Support Manager will work very closely with RDUH teams, specifically the Senior Workforce Solutions Product Service Owner, Intelligence Dashboard leads for all staff groups, SME's, Workforce Information/HR analytics and Systems Team Manager. The post holder will liaise with teams such as IT Teams and the ESR supplier on a regular basis.</li> </ul> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and</p>

electronic media. The post holder is expected to establish and maintain a positive interpersonal relationship with other staff members characterised by trust, mutual respect and open, honest communication.

Work Collaboratively with across RDUH:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Senior Workforce Solutions Product Owner</li> <li>• IM&amp;T Staff &amp; training teams</li> <li>• Workforce Information &amp; Systems Team (WIST)/HR Intelligence</li> <li>• Subject Matter experts</li> <li>• HR integration team</li> <li>• HR Business Partners</li> <li>• </li> <li>• </li> </ul>	<ul style="list-style-type: none"> <li>• ESR supplier Team (IBM)</li> <li>• </li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The post holder will work without supervision but can call on line manager and SME's to advise them of investigation and support requirements. They will decide how results are best achieved and can seek guidance on this if required.

The post holder will be responsible for managing specific work towards full system utilisation. The post holder will be guided by Trust policies and procedures, using own initiative and seeking advice from their Manager as required.

The post holder will make decisions in response to situations that arise to ensure that incidents and unplanned issues are escalated appropriately and communicate these decisions to other departments and Product leads.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will need to effectively communicate any challenges or concerns connected with system support and project work where appropriate to subject matter experts, line manager or other

relevant stakeholder. They will be able to provide information to managers as necessary through a variety of media such as MS teams products, Virtual meeting and written communication, so that they are kept up to date with practice issues. Some information will be sensitive and complex in nature.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

This will require the post holder to prioritise their own workloads and explain/negotiate those priorities with other stakeholders. This could also lead to confrontational relationships which the post holder will have to manage with support of the line manager.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

A high level of analytical judgement is required at all times to identify obstacles, unpick problems and devise appropriate solutions.

The post holder will have the skills and ability to understand, analyse and interpret the significance of a broad range of complex information quickly to respond. The post holder will be able to anticipate issues and create solutions in relation to Intelligence Dashboard System functionality.

The post holder will manage and prioritise all incoming and outgoing communications relating to their responsibilities including complex facts relating to benefits and change information systems/databases. They will initiate responses where appropriate ensuring responses to deadlines and targets are met.

The post holder will also be required to make rapid and accurate assessments of urgent situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

### **PLANNING/ORGANISATIONAL SKILLS**

The post holder will be required to contribute to organising own workloads.

The effectiveness of the post holder's ability to plan and organise will impact on the success of the timely delivery of Product milestones. The post holder will plan and prioritise the Product tasks and their own workload.

They will be responsible for updating the Product plan, attend and set up Product implementation meetings and other systems related meetings as required, providing necessary administrative support and expertise.

The post holder must be able to manage rapidly changing priorities and multi task.

### **PATIENT/CLIENT CARE**

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will not deal directly with patients.

### **POLICY/SERVICE DEVELOPMENT**

The post holder will be expected to contribute to policy formation and service improvement in relation to training, appraisals, learning and talent systems and may be required to write relevant operating procedures. They will be expected to follow trust policies and procedures.

### **FINANCIAL/PHYSICAL RESOURCES**

Responsible for monitoring resource (such as user licences) against the Product plans and highlight any associated risk/benefits.

### **HUMAN RESOURCES**

The post holder will be required to share and present information on the system to administration users and will be a lead contributor, working with the Digital Trainer, in designing and writing user guides and training materials to trust staff. Presentations to Key Stakeholders at monthly meetings are a requirement.

### **INFORMATION RESOURCES**

The post holder is responsible for ensuring that accurate records are produced and maintained appropriately, ensuring the security of such items and the ability to provide all information required to enable recovery of any items lost, damaged or stolen.

The post holder will be required to ensure confidentiality of such information in accordance with Data Protection and Information Governance requirements and provide information for HR and other departments as required. Responsible producing monthly reports and briefings for programme meetings and key stakeholders.

### **RESEARCH AND DEVELOPMENT**

Comply with Trust's requirements and undertake surveys as necessary.

### **PHYSICAL SKILLS**

The post predominately desk based for the majority of time requiring contact use of a VDU/PC Webex systems at this time, call conferencing and use of the telephone. Advanced keyboard skills required for speed & accuracy

The post holder will be required to have an awareness of health and safety guidelines in respect of VDU working.

### **PHYSICAL EFFORT**

Sitting, walking use of keyboard/mouse for long periods. This position will involve some driving with the occasional need to carry laptops, guides and manuals. Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Occasional lifting of files, laptops, Productors, conference phones, presentation materials and stationery.

### **MENTAL EFFORT**

There will be frequent requirements to maintain focussed concentration when configuring intricate areas of the Intelligence Dashboard system process.

There is a frequent requirement for concentration for activities such as maintaining complex systems, and occasional prolonged concentration for creating and checking complex documents and analysing statistics. Unpredictable work pattern with frequent interruptions.

The post involves significant lengths of time using IT applications and specific technology, reading and producing lengthy documents, contributing to the writing of IT complex user manuals which is understood by all users; understanding the Product delivery requirements and multi-tasking where appropriate, collaborating with other staff and resolving issues relating to the Intelligence Dashboard System.

The post holder will possess the ability to prioritise and organise work to effectively manage own time along with the ability to clearly and calmly explain sometimes complex IT processes to non IT staff.

### **EMOTIONAL EFFORT**

The constant requirement to meet tight deadlines and targets, along with competing demands, may impose some pressure on the post holder and/or on other people, both inside and outside the Trust, with whom the post holder has to work for which they would need to demonstrate resilience.

Limited exposure to distressing or emotional circumstances.

### **WORKING CONDITIONS**

The post will predominantly be based in an office or remote working environment with high levels of visual display unit use.

Uses display screen equipment for substantial proportion of the days. May be required to frequently drive around Trust sites.

### **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

### **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Workforce Product Support Manager
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>Educated to degree level or equivalent experience</li> <li>IT Certificate in one of the following:</li> <li>ECDL – CLAIT Plus – BTEC Or other recognised IT qualification (GCSE Level) GCSE IT</li> <li>Knowledge and experience of change management procedures and processes</li> </ul>	✓	✓ ✓
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>Working administration knowledge of ESR (or equivalent) Systems</li> <li>The post holder requires working knowledge of administering within the Employee Staff Record System (ESR) or similar.</li> <li>Good administrative skills and an ability to manage own workload</li> <li>Ability to problem solve</li> <li>Excellent communication skills both written and verbal</li> <li>Excellent organisation and communication skills</li> <li>Ability to understand and undertake the management of risks and issues</li> <li>Able to present complex information clearly and accurately</li> <li>Extensive knowledge of Microsoft suite of products, particularly Excel, Work and Outlook</li> <li>Knowledge of the NHS and current developments</li> <li>Good understanding of complex issues surrounding Intelligence Dashboard Management processes and systems</li> <li>Experience of working as part of a team of people.</li> </ul>	✓  ✓ ✓ ✓ ✓ ✓  ✓  ✓	✓      ✓  ✓ ✓
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Work on workforce Systems/Processes</li> <li>Excellent facilitation skills</li> <li>Evidence of team- building and coaching skills</li> <li>Self-starter with good time management skills.</li> <li>Ability to work with minimal supervision within the defined scope of given Products.</li> <li>Demonstrable Product Support and/or Change Management experience.</li> </ul>	✓   ✓	✓ ✓  ✓ ✓
<b>PERSONAL ATTRIBUTES</b>		
<ul style="list-style-type: none"> <li>Approachable, responsive, resourceful, enthusiastic and flexible approach</li> <li>Self-motivated and proactive</li> <li>Receptive and open to feedback.</li> <li>Flexible and readily able to adapt to change.</li> <li>Self-motivated and enthusiastic</li> <li>Ability to work as a member of a team.</li> <li>Able to prioritise and organise work to effectively manage own time.</li> <li>Ability to work to tight deadlines under pressure.</li> <li>High levels of concentration with attention to detail for report writing and analysis</li> <li>Advanced Keyboard skills.</li> <li>Good concentration skills due to analysis of detailed computerised information</li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

OTHER REQUIREMENTS		
Ability to work autonomously without supervision, making decisions and act on information received	✓	
Demonstrable ability in critical reasoning and high degree of problem solving	✓	
Good planning, organisational skills with the ability to manage a heavy, unpredictable and diverse workload	✓	
Able to establish and maintain effective relationships and networks both within and outside own organisation	✓	
The ability to keep track of both long and short term activities and deadlines	✓	
Ability to work at all levels and develop appropriate solutions to meeting development needs	✓	
Friendly, positive and enthusiastic	✓	
Flexible approach to work	✓	
Ability to work with NHS staff at all levels	✓	
Able to establish positive relationships and mutual respect with people at all levels	✓	
Confident and resilient	✓	
Ability to work on own initiative	✓	
The ability to deliver frequent intense concentration when configuring intricate systems	✓	
The post holder must demonstrate positive commitment to uphold diversity and equality policies approved by the Trust	✓	
Ability to travel to other locations as required	✓	
Willingness to travel to other locations as required	✓	
Ability to work at all levels and develop appropriate solutions to meet development needs	✓	
Able to organise working environment in a way that is conducive to best working practices.	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				F
Heavy manual handling (>10kg)	N				
Driving	Y				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				F
Emotional Effort	Y			M	
Working in isolation	Y	R			
Challenging behaviour	Y		O		