

JOB DESCRIPTION

JOB DETAILS	
Job Title	First Line eRoster Support Lead
Reports to	Senior Product Manager
Band	Indicative 5 subject to formal matching
Department/Directorate	Workforce Solutions/People Function

JOB PURPOSE
<p>The postholder will support the team manager in leading the team to provide proactive, comprehensive and professional first line eRostering support and advice to users of the eRostering Level 1 Helpdesk facilitating a professional, efficient and accurate administrative contribution to the support function. They will have excellent communication, customer service and interpersonal skills and be able to converse with team members and colleagues and clients who may at times be distressed and anxious treating them with tact and empathy.</p> <p>They will have proven administrative and IT skills ensuring all information is secure and confidentiality of information is maintained at all times. The postholder will assist their team and clients with the interpretation of HR policies and procedures as supported by FAQ's, templates, Agenda for Change, NHS Employee Handbook, Terms and Conditions of Service and standard procedure guidance within the eRostering system.</p> <p>Leading by example, they will be a key player in both the daily running and partaking of the eRostering Level 1 Helpdesk, ensuring it is operating efficiently and compliantly, with a focus on people and not just numbers. The postholder will be a source of expertise for the whole team, be a point of escalation for more complex queries making contributions to providing a range of support to our stakeholders.</p> <p>The postholder will lead on recruitment and training of new staff members and the continuous training and development for the team. They will be responsible for providing guidance, instruction, training, and leadership skills to inspire the team to perform at their optimum. They will help to embed a culture of learning and development within the team where customer service is a key driver for individuals, managers and the team as a whole.</p> <p>The Postholder will have an aptitude for problem solving, be able to quickly get to the source of a problem, and either resolve it or escalate to the relevant wider People Services team. They will be working in a focused team which strives to put our colleagues first and constantly find new ways to improve.</p> <p>The postholder will manage the organisation of the team projects assisting the team manager.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Line manager to eRostering Level 1 Helpdesk team managing areas that include recruitment, training, performance management, rota's, absence management etc escalating to team manager as required
- Leading the team by example when it comes to customer interactions and performance. Empowering team members with skills to improve their confidence, product knowledge, and communication skills
- Reviewing the team's performance and processes to provide quality control, accountability, and feedback
- Taking the lead on staffing allocation and contribute to management of organisation for ad hoc projects
- Support team manager including Service Level Agreement monitoring, creating reports and building out automations to increase efficiency when solving tickets
- Assist managers with navigation, familiarisation and ad hoc training where needed with eRostering
- Respond to complaints where appropriate, escalating to Team Manager if unable to resolve
- Work as part of the team in developing processes within the department to meet the demands of a growing service. Participate in team and directorate meetings as required, carry out and contribute to audits regarding departmental procedures and assist in implementation
- Adhere to the Trust Information Governance policy and appropriate standard operating procedures and Key Performance Indicators (KPIs) for the team
- Leading the answering of all queries raised through the Helpdesk in a timely and customer focused way ensuring queries are closed down within the set timeframes and satisfactory to the requester. Queries may require a variety of routes to resolve including through the EVA system, via teams calls and over the telephone.
- Act as level of escalation within the team for queries that become complex or for queries that other team members need support with. Taking ownership and responsibility for any escalated issues and ensuring they are resolved or disseminated to the appropriate second line team.
- Support the overall team manager with queries, requests, reports and any projects where postholder can contribute to help resolve, complete and participate in to further own understanding and learning
- Work closely with other People Services teams and departments across the Trust
- Ensuring Trust HR policies and procedures are adhered to and supporting management requirements
- Be responsible for own queries that are assigned that are more complex. Resolve queries where possible and escalate as required ensuring all relevant details are obtained. This will involve advising, coaching and guiding managers on how to proceed with any topics such as absences and eRostering following established Trust policies and processes

KEY WORKING RELATIONSHIPS

Areas of Responsibility: People Function

No. of Staff reporting to this role: approximately 3 (dependant on part-time fulfilment)

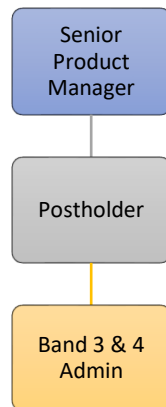
The postholder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal	External
HR Teams such as Payroll, Pensions, Recruitment, Talent Management, Workforce,	Applicants External Referees/Referee Requesters

Employee Relations, Wellbeing and Occupational Health, Medical HR and People Partners	External partners Other NHS and Social Care organisations General Public
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ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder will act independently and be guided by Trust policies and procedures, using own initiative and seeking advice if required. Work is managed rather than supervised and the postholder will have autonomy in their area of work.

COMMUNICATION/RELATIONSHIP SKILLS

The postholder will maintain and cultivate internal/external relationships and communicate effectively with key stakeholders. This includes taking responsibility for receiving and delivering complex, sensitive or contentious queries and information, in a tactful, diplomatic and empathic manner where persuasive skills will be required and negotiating any barriers to communication. Postholder to adapt personal communication style and approach when providing advice and information to team members, clients or other stakeholders where there are communication challenges and barriers to understanding. Postholder may need to utilise skills in reassurance with clients, ad hoc training with team members or review processes with other stakeholders.

The postholder will be expected to behave in accordance with the Trust's values of demonstrating compassion, acting with integrity, inclusion and empowerment.

ANALYTICAL/JUDGEMENTAL SKILLS

The postholder will manage and prioritise all incoming and outgoing communications, categorising and initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets set within the team KPIs are met.

They will be required to measure, analyse and report on individual and team performance and take appropriate steps to improve that performance.

They will need to review any escalated queries, requests or areas of work, analyse the issue and make judgments where necessary using a range of options.

In the absence of the team manager, the postholder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the appropriate client organisation in order to meet deadlines, provide solutions and minimise disruptions.

PLANNING/ORGANISATIONAL SKILLS

The postholder will be expected to plan and organise the team workload and commitments of the team ensuring that the flow of work is prioritised in order to deliver targets and objectives. The postholder must be able to manage rapidly changing priorities and multi-task, delegating and re-allocating work where appropriate. This will be an ongoing requirement with frequent need to adjust staffing allocation or prioritisation of work.

PATIENT/CLIENT CARE

Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

The postholder will have an excellent level of product knowledge and proactively drive improvements in service quality to enhance the service user experience that the team delivers. They will work with the team manager to identify and deliver process and documentation improvements and facilitate team improvement.

They will participate in team and wider meetings/projects as required. They will actively contribute suggestions and feedback and implement changes to this within own area.

FINANCIAL/PHYSICAL RESOURCES

Responsible for ensuring that all team members have the necessary equipment and resources required to undertake their duties. Responsible for non-pay budget ordering and maintaining equipment such as laptops, for the team and effectively reporting any problems that may arise. The postholder will be responsible for timesheets, meeting expenses.

HUMAN RESOURCES

Responsible for the day-to-day supervision of the team providing leadership in fostering a positive, supportive culture conducive to the effective delivery of the service. This will include roster management, recruiting, training, managing staff absence, annual leave and performance management.

The post holder is the line manager for the Level 1 Helpdesk Band 3 and Band one4 staff and manages related issues and recruitment to ensure that the team is fully staffed and functioning effectively

Support new employee integration into the team. The postholder has responsibility for the day-to-day supervision of the team including allocation of work and service continuity. The postholder will undertake staff appraisals and provide bespoke training to the team as required to ensure workforce development and planning opportunities are maximised.

The postholder will take an active part in the development review of their own work, suggesting areas for learning and development in the coming year.

The postholder will be expected to provide cover for other administrative colleagues during busy periods including cover due to sickness and annual leave. This may include some travel where needed.

INFORMATION RESOURCES

Responsible for sourcing and gathering information to create and produce reports for presenting at internal meetings including those with key stakeholders; taking minutes and distributing them as appropriate, ensuring that any actions are followed.

Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, SOPs and

knowledge content. Include monitoring the Knowledge Management resource within EVA and advise of updates that are required

Also required to maintain and audit teams work to ensure quality control.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys/audits etc as necessary to their own work.

PHYSICAL SKILLS

Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes. Use advanced keyboard skills in day-to-day activities such as navigating, updating, reporting on multiple HR systems, reports, other Office related systems where speed and accuracy are both important. Ability to type quickly and accurately when communicating with stakeholders.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

MENTAL EFFORT

There is a frequent requirement for concentration for activities such as typing documents some of which may be complex and reviewing queries. Unpredictable work pattern with frequent interruptions to support team members.

EMOTIONAL EFFORT

Occasionally manage situations with emotional circumstances with colleagues and client contact or own team where they may be distressed. Postholder will be required to navigate these, resolve where possible and where appropriate, with as much detail recorded as possible, escalate to the next appropriate team or person.

WORKING CONDITIONS

Use display screen equipment continuously throughout the working day. There will be times when the postholder will need to handle calls where the caller may be upset, distressed or demonstrate verbally aggressive behaviour.

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 themselves 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 (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and supporting staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSON SPECIFICATION

Job Title	First Line eRoster support Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		

<p>5 GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice.</p> <p>NVQ III in administration or equivalent qualification or demonstrated experience.</p> <p>A relevant Intermediate level qualification (i.e. CIPD Certificate/Diploma in HR Management or Development Foundation) or relevant experience and level of knowledge</p> <p>Educated to degree level or equivalent professional qualification or demonstrated experience.</p>	E	
<p>KNOWLEDGE/SKILLS</p> <p>Knowledge of national NHS Agenda of Change Terms and Conditions and Employment Law.</p> <p>Excellent communication skills both written and verbal, with a wide range of people</p> <p>Excellent organisational skills, ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained</p> <p>Work with a high degree of accuracy and be able to demonstrate attention to detail</p> <p>Ability to accurately input, track, maintain, analyse and manipulate electronic data within excel spreadsheets and databases.</p> <p>Understanding of adherence to confidentiality in a Human Resources and Health Care environment (Information Governance rules)</p> <p>Ability to deal with enquiries politely and efficiently.</p> <p>Ability to problem solve</p> <p>Ability to prioritise and manage own workload and lead others within the team in a busy environment. Ability to delegate tasks as necessary</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE</p> <p>Significant experience of MS office applications (including Outlook, Word, Excel and Powerpoint)</p> <p>Ability to work within a team and with your own workload, set work for others and be able to prioritise and multitask requests for assistance from more junior or senior members.</p> <p>Previous experience of working within an environment where policy knowledge was required and therefore used to navigating various</p>	<p>E</p> <p>E</p> <p>E</p>	

<p>policies and processes. For example, in general HR related policies, terms and conditions of contracts etc</p> <p>Experience of supervising a team of people including onboarding, training and development and day to day management</p> <p>Significant clerical/administrative experience within a customer care environment or similar</p> <p>Previous experience of HR database/systems</p>	E E	D
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PERSONAL ATTRIBUTES

<p>Confident in leading a team whilst actively participating as a team member</p> <p>Strong time management and efficient working practices with the ability to work off own initiative with minimal support with the ability to self-motivate</p> <p>Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality</p> <p>Ability to be empathetic, handle difficult or emotional situations</p> <p>Willing to undertake training relevant to the post.</p> <p>Understanding of own limitations and willingness to ask for Assistance</p> <p>Adaptable and flexible</p> <p>Able to demonstrate effective learning from experiences</p> <p>Ability to work methodically and prioritise workload, ability to use own initiative</p> <p>Ability to work in a busy environment, meet deadlines and prioritise effectively</p>	E E E E E E E E	
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OTHER REQUIREMENTS

<p>The postholder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>This is a hybrid role, but must have the ability to travel to other locations as required e.g., training</p>	E E	
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		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				

Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X for sitting in restricted positions
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		