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| **JOB DETAILS** | |
| **Job Title** | **System Administrator Officer** |
| **Reports to** | **Rostering System Lead** |
| **Band** | Band 4 |
| **Department/Directorate** | HR |

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| **JOB PURPOSE** | |
| To provide business and system administration support to the eRoster Team. To be the expert first point of contact for staff on all issues related to the HealthRoster system, including trouble shooting any faults and issues. To participate in further roll out of the system across the Trust. The post holder will deliver a high quality, comprehensive administrative service. | |
| **KEY WORKING RELATIONSHIPS** |  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust including medical, nursing, other professions and senior management, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media     |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | |  |  | | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
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| The post is in the eRoster Team which is part of the wider Workforce Development Team, and will be based in the acute hospital. Expert knowledge of HealthRoster, including Clinical Activity Management, NHSP Interface and SafeCare, and Microsoft Office applications is required.  To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager. | |
| **FREEDOM TO ACT** | |
| Responsible for own workload which includes dealing with clients/visitors and multi-disciplinary teams. Will be required when necessary to supervise and allocate work to staff in lower bands for apprentice or work experience placements. | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| The post holder will be required to adhere to the organisation’s standards of customer care.  The post holder is required to courteously and efficiently receive enquiries and to deal effectively with staff at all levels across a wide range of organisations and a variety of individuals, either by telephone, email or receiving visitors in person in a tactful and sensitive manner, respecting confidentiality at all times. It is expected that the post holder will need to communicate with a wide range of people on a range of matters.  The post holder may be expected to exchange complex, confidential or contentious information with staff where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset/angry staff. The post holder will deal directly with personnel from our software provider, particularly regarding faults within the system. The information is usually confidential and often complex to convey. The post holder may also be expected to participate in consultation with relevant staff regarding changes to area of work.  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. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| Assessment of complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies are required. This will include resolving issues related to all aspects of HealthRoster including payroll and personnel, highlighting any problems and conducting risk assessments as appropriate. It will also include making judgements on whether issues can be resolved in house or need escalating to Software provider.  Routine production of a variety of reports for different individuals, groups and departments both internally and externally. | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| The ability to work using own initiative and manage time effectively to meet deadlines.  The post holder will organise own day to day activities and tasks and allocate work to staff as appropriate, arrange staff cover as and when necessary. The post holder will be expected to plan further roll out of HealthRoster to non-clinical areas | |
| **PATIENT/CLIENT CARE** | |
| The post holder has no patient contact. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| The post holder will follow Trust policies and participate in policy and service development relating to all aspects of HealthRoster. The post holder will propose changes and implement administration policies and working practices for own area. | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| The post holder will monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. | |
| **HUMAN RESOURCES** | |
| When necessary responsible for the day to day supervision or coordination of staff within the department, for apprentice or work experience placements.  The eRoster Project Officer is required to train new users of HealthRoster systems, and assist in the development of training materials, including eLearning. Provides on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year | |
| **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 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.  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, conference phones, presentation materials and stationery.  The post holder will be required to have an awareness of health and safety guidelines in respect of VDU working. | |
| **PHYSICAL EFFORT** | |
| As above | |
| **MENTAL EFFORT** | |
| The work pattern is unpredictable with frequent interruption. Concentration is required for data entry and problem solving.  Undertakes a range of duties covering for other team members during sickness, absences and annual leave. This may involve travelling and working in other department/areas within the Trust. | |
| **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. | |
| **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:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * 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. | |
| **APPLICABLE TO MANAGERS ONLY – delete section if not applicable** | |
| * n/a | |
| **DISCLOSURE AND BARRING SERVICE CHECKS– delete section if not applicable** | |
| * n/a | |
| **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.  T*his is* | |

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| **Job Title** |  |

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| **Requirements** | **Essential** | **Desirable** |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  RSA III or equivalent level of skill gained through experience or alternative qualification  Demonstrable experience of dealing with non-routine queries and administrative processes where problem-solving skills are regularly deployed and service improvements / practices have been made | E  E  E  E | Application Form  Application Form/Skills Test  Application Form  Application Form |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Ability to manage own workload and to supervise the workload of others, ability to delegate tasks  Advanced IT/Keyboard skills, IT literate  Knowledge of Allocate HealthRoster System  Medical Terminology | E  E  E  E  D | Interview  Application Form/Skills Test  Interview  Interview  Application Form  Application Form |
| EXPERIENCE:  Significant clerical/administrative experience within customer care environment or similar  Experience of supervising staff  Previous NHS/Social Services experience | E  E  D | Application Form  Application Form  Application Form |
| PERSONAL REQUIREMENTS:  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  | X |  |  |