Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Training Administration Support Officer
Reports to	Clinical Digital Training Manager
Band	Band 4
Department/Directorate	Clinical Digital

JOB PURPOSE

Delivery of effective digital training services through coordinated administration, resource management and communication. Responsible for interrogating multiple applications and spreadsheets analysing, scheduling, planning, coordinating and delivering digital Business-As-Usual (BAU) services and additional evolving small-scale projects, resolving day-to-day problems independently.
Ensuring that Trust Information Governance and security processes are adhered to. Facilitating, evaluating and monitoring team performance, proposing and implementing service improvements.
Acting as an ambassador and first point of contact for the team, building successful working relationships with internal and external staff, business partners and other stakeholders.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Key result areas for the role are described in the following sections:

1. Manage the Service's calendars and schedules; planning, booking, scheduling training and resolving conflicting appointments
2. Timely and accurate oral and written communication of complex information to relevant multidisciplinary stakeholders at all levels
3. Collates, analyses and manipulates complex data from multiple systems in order to compile high quality reports for senior managers
4. Resolution of complex IT Service Desk tickets
5. Managing the EPR elements of the LMS
6. Keeping accurate records and data entry
7. Investigating and identifying requirements of end user and the method of account creation
8. Responsible for own area of work, working autonomously to plan and organise a complex workload, prioritising to meet multiple immediate and long-term requirements of the service negotiating conflicting deadlines
9. Managing external user (non-ESR) accounts and requests
10. Supporting the onboarding process
11. Supporting the Trusts EPR Users and Security access team
12. Signposting

KEY WORKING RELATIONSHIPS

Areas of Responsibility:
Coordinating with multiple internal and external teams to schedule required for role EPR training and access for staff intakes in a timely manner to facilitate essential systems access and support patient care.

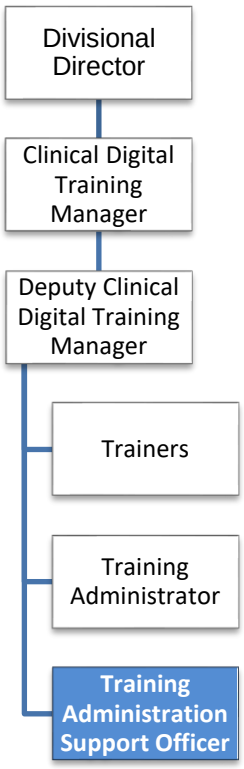
Following complex processes to onboard staff through various routes including temporary staffing, recruitment, induction, student placement and third party/agency. Sign posting to other services to facilitate access to additional essential IT accounts and equipment.
Working with Workforce (Learn+) to identify and resolve Learn+ account issues, position mapping problems.
Create and maintain the Epic specific courses of the Learning Management System (LMS)
Identifying and communicating missing information and accounts through ESR
Providing administrative support to trainers and training management.
Coordinate cohorts of University student and doctor rotations at specific times throughout the year
Liaise with NHSP, other agencies, residential homes and additional health service providers to support clinical activities and request appropriate access.

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis
In addition, the post holder will deal with the wider healthcare community, external organisations and the public.
This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Trust Service Managers • Subject Matter Experts (SMEs) and Epic Information Officers • RDUH Workforce Development • Epic Users and Security • Clinical Digital Services Department • Procurement • Estates and Facilities team • Communications and Engagement • Internal Committees • Information Governance/ Caldicott Guardian(s) • Clinical and Medical Staff • IT Service Desks/ Application Support • Trust IM&T User Base • Any other internal service or department requiring EPR system related access • Information Asset Owners	• External Clients and Partners • University Placement Officers/ teams • 3rd Party Service and Solution Providers • NHSE • Colleagues in other NHS and Social Care

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work in accordance with all local policies and procedures and national requirements, use own initiative to deal with routine issues but be aware that non-routine enquiries should be escalated and referred to the line manager or the appropriate member of the relevant BAU service, programme or project team
- Support the Training Administrator role and in their absence lead on specific engagement activities, as directed by the Digital Training Manager
- Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines
- The post holder will prioritise and manage their own workload

COMMUNICATION/RELATIONSHIP SKILLS

- Produces timely and accurate oral and written communications of complex information to relevant parties, such as reports to senior management, client/users, and staff groups
- Work across the Clinical Digital Training Service and wider Clinical Digital Services Division to ensure that there is effective communication of plans and resource (training facilities, trainers and materials) availability in a constantly complex changing environment.
- Negotiates with key stakeholders to agree the required level of reporting, communication and captured the outcome in a reporting schedule, using persuasive skills to ensure that the Service achieves the best outcome
- Ensure that there is a published and up to date programme of activities and training availability
- Assist the training team with queries across the Trust advising on the training service catalogue, curriculum and answering any queries
- Provide telephone support and face to face meetings with Trust staff, communities, programme team members and 3rd party providers
- Liaise with all Trust staff to ensure that all enquiries related to digital training are documented effectively and responded to in a timely manner
- Ensure that any issues that cannot be resolved are escalated to the appropriate Clinical Digital Services Division teams

- Attend various meetings as required as part of clinical Digital Training Service, providing administrative support to senior managers within the Clinical Digital Services Division including attendance at meetings to document action plans

ANALYTICAL/JUDGEMENTAL SKILLS

- Collates, analyses and manipulates complex data from multiple systems in order to compile high quality reports for senior managers, often at short notice; this includes the extraction of information from a variety of data sources, collation and analysis of this information to identify risks, issues and how to resolve them- contributing to service improvement
- Preparation of complex data, evidence, reports and presentations to support the Service's training activities
- Monitor capacity and demand for learning placements identifying and reporting where specific programmes need additional placements
- Production of reports for discussion to shape the delivery offered to meet demand
- Monitors, measures and reports on programme or project risks and issues, evaluating their impact and supporting their handling through to conclusion
- Investigate issues raised and document these for the Digital Training Manager
- Log issues as they arise and update administration systems accordingly
- Manage calendars and schedules for the Service's team of Trainers
- Resolving conflicting diary appointments and schedules
- Undertakes evaluation of plans, risks and issues to assess compliance with relevant standards and presents findings

PLANNING/ORGANISATIONAL SKILLS

- To plan and implement learning programmes to meet specific service needs, delivering regular learning programmes and competency assessment to staff groups or individuals
- Working in conjunction with the Training Administrator to manage the planning, scheduling, controlling and reporting activities by developing and maintaining programme or project plans using recognised software
- Assist the Clinical Digital Training Manager in the production and updating of the Trust's Digital Training Strategy and Divisional Training Plan
- Assist the Training Manager with the planning and delivery of one-off projects, including the gathering of views from a number of internal and external stakeholders;
- Manage planning of the Clinical Digital Training Service induction activities, events calendar and promotion of Trust wide opportunities
- Chase colleagues in the Service's team of Trainers to provide information in a timely fashion to enable deadlines to be met
- Planning the booking of training sessions which will involve co-ordinating teachers, rooms, specialist kit and diaries.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental.

POLICY/SERVICE DEVELOPMENT

- Develops and implements improvements to management information processes to ensure it is produced efficiently to meet organisational and key stakeholder requirements, whilst ensuring audit compliance
- Maintains an up to date awareness of NHS and Trust policies and proposes subsequent required amendments to project policy/practice i.e. understanding of the interplay between stakeholders, business partners, clients and impact on service delivery
- Understands the strategic direction of the Division, programme or project and beyond own work activity
- Working within a framework of policies and procedures, maintain appropriate documentation to support the processes
- Develops project deliverables to agreed quality standards
- Undertake any other duties commensurate with the grade as required by their line manager

FINANCIAL/PHYSICAL RESOURCES

- Training Administration Support Officer is required to support all aspects of Clinical Digital Training Service delivery and its finance. This includes monitoring of resources and expenditure

using specific products (spreadsheets, purchasing and receipting of goods & services), contributing to the business planning of the Service by mapping resource costs based on specific, current data provided by the Finance Department
- Ordering equipment, materials and hold responsibility for maintaining stock control on behalf of the Digital Training Manager
- Develop and maintain Service expenses for budget control highlighting requests above budgets agreed
- The post holder will have a duty of care in relation to all equipment and resources used in the course of their work

HUMAN RESOURCES

- To be able to accommodate change in a rapidly changing environment and encourage colleagues to embrace necessary practice change. Have a positive attitude to challenges and devise workable solutions to them, provide relevant training to support change
- Assist with the overseeing and management of training sessions, including co-ordinating rooms and scheduled induction and clinical digital training courses
- Co-ordinate the availability of facilities ensure they are fully functional to support the Service's training
- Provide cover for colleagues in the event of sickness, leave or other periods of absence
- Contribute to and work within safe working environment acting promptly in accordance with Trust Health and Safety policies and procedures in the event of risk to self and others
- Recognise the importance of people's rights and act in accordance with legislation and Trust policies and procedures
- Work with the BAU, programme and project teams in developing and updating application training curriculum, courses and materials
- Deliver training and support to administration agency, temporary or intern staff working with the team.

INFORMATION RESOURCES

- Uses Microsoft packages to produce relevant reports, such as MS Office, Teams etc.
- Maintain the chosen LMS system for the Clinical Digital Training Service, ensuring that it is accurate and up to date. Modifying user accounts to reflect training completed. Enrolling users onto courses where necessary
- Ensure the training system is kept up to date and accurate for all digital training for staff across the Trust and key business partners
- Support completion of chosen LMS system including facilitation of self-directed learner events and development of documents and training material
- Document and prepare training materials for the digital Trainers
- Manage resource scheduling for the team of digital trainers; this will include room booking and materials availability
- Collation of digital training and induction course requests and 'learning required' summary from enquiries and training
- All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner
- Develops, produces and validates reports, dashboards and other information, ensuring delivery to time and to the required quality

RESEARCH AND DEVELOPMENT

- Contribute to the process of service change to ensure effective use of digital applications, platforms and infrastructure within the organisation
- Understand the business processes used and engage with colleagues and the wider Digital Services Division teams
- Undertake continuous audits of projects with potential impact on Training delivery service and escalate areas of concern to management as appropriate
- Assist in the specification of system and process changes to support the delivery of effective digital training

PHYSICAL SKILLS

- Typing accuracy and speed is essential for data entry

PHYSICAL EFFORT

- Combination of sitting, standing, walking/Frequent sitting or standing in a restricted position; Occasional moderate effort for several short periods Light physical effort/Laptop/computer use.
- Assist in setting up training rooms, transporting digital equipment and resources around site

MENTAL EFFORT

- Frequent concentration, work pattern predictable. Concentration required for checking documents, writing reports and protocols and analysing statistics

EMOTIONAL EFFORT

- Dealing with a changing environment and conflicting demands on time, multitasking on a daily basis
- Managing daily volumes of workload and occasional challenging behaviours

WORKING CONDITIONS

- Working in a shared office-based environment
- Noise and distraction
- Frequent VDU use

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Training Administration Support Officer

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• NVQ Level 4 in a subject which incorporates skills relevant to the post, or equivalent experience and skills	X	
• Recognised project management qualification e.g. Prince 2		X
• IT Certification in one of the following: ECDL, CLAIT, BTEC, IBT, GCSE or A level or equivalent level or skill gained through experience	X	
• Evidence of continuing professional development	X	
KNOWLEDGE/SKILLS		
• Excellent presentation, planning, interpersonal and communication skills (verbal and written)	X	
• Ability to present information and/or deliver management reports to senior staff	X	
• Use of IT equipment including laptops, projectors and tablets	X	
• Expert user of Microsoft Office packages	X	
• Knowledge of approaches to training, learning and assessment	X	
• Knowledge of NHS systems and operational processes	X	
• Use of NHS clinical and business applications		X
• Ability to plan and organise activities on a daily basis and to meet changing needs of service		X
• Ability to learn how to use new software systems very quickly and efficiently	X	
• Experience of working with databases to record and extract data	X	
• Excellent numeracy	X	
• Report writing, minutes recordings and presentation skills	X	
• Advanced keyboard skills	X	
EXPERIENCE		
• Experience in delivering training within a large-scale organisation	X	
• Experience in working within a hospital (acute or community) setting	X	
• Experience of and confidence in working with senior individuals	X	
• Approaches and techniques for effective training delivery		X
• Experience of documentation management, procurement and resource scheduling	X	
• Experience of producing management information and reports	X	
• Experience of co-ordinating meetings or events	X	
• Experience of project management		X
• Recent experience of communicating across health and other organisations	X	
• Dealing with members of the public, customers internal and external	X	

PERSONAL ATTRIBUTES • A willingness/ability to learn and train in new topics/ applications • Able to adapt to changes in procedures and job roles • Self-motivated with an ability to motivate others • Ability to work both as a member of a team and independently • Smart appearance • Ability to prioritise and organise work to effectively manage own time • Ability to clearly and calmly explain sometimes complex IT processes to non-IT staff • Able to work on own initiative and take responsibility for decisions • Able to work under pressure and with competing priorities • Attention to detail • Innovative and flexible	X X X X X X X X X X X X	
OTHER REQUIREMENTS • Ability to occasionally work outside of normal office hours • Required to, and capable of, moving and lifting equipment within safe guidelines • Flexible to the requirements of the role • Requirement to travel independently to other sites as required	X X X X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		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				F
Heavy manual handling (>10kg)	N				
Driving	N		O		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y				F
Emotional Effort	Y			M	
Working in isolation	Y	R			
Challenging behaviour	Y	R			