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| **JOB DESCRIPTION** |  |
| **Job Title:**  | **Business Support & Systems Administrator** |
| **Band:** |  **Band 3** |
| **Responsible To:** | **Business Support Supervisor** |
| **Accountable To:** | **Assistant Director of Workforce** |
| **Section/Department/Directorate:** | **Workforce Development**  |

**Job Purpose:**

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| The post is instrumental in providing effective clerical input into the Trust’s Learning Management System (LMS), and other learning environments and systems associated with workforce development, while offering administration input with other systems designed to deliver learning across the Trust. The role requires experience in accurate data entry and data manipulation on a daily basis to ensure all training is correctly recorded and stored so enabling effective and accurate training history and reports to be accessed.The Business Support administration team is the first point of contact in supporting Trust staff to access their required training. Alongside colleagues in the team, the post holder will provide timely, effective and efficient support to all end-users (approximately 3500 staff members) including Tutors, customers, partner organisations and external training providers. This includes providing advice, resolving problems, directing technical problems to the appropriate teams and escalating issues as required ensuring the LMS continues to operate smoothly. The post holder will use LMS impersonation tools to maximise the effectiveness and efficiency of the support and advice provided.The Business Support administration team is the first point of contact for training administration for Tutors, liaising with them to co-ordinate new dates and venues for classes. Working with colleagues the post holder will engage with Tutors to gather and understand their requirements, will advise on feasibility, book training venues and facilities, collate course information, publish agreed dates on the LMS and undertake a range of administrative tasks as required to support the smooth running of training events.In the absence of the LMS Manager, the post holder may be required to raise availability, performance or technical issues with system providers, seeking prompt resolution and escalating on-going problems to the Head of Business Support and Learning Technology.Working with the Business Support Supervisor and LMS Manager, the post holder will be supportive in identifying areas of improvement for the Trust’s LMS and will be required to quickly develop a detailed understanding of any updates to system functionality in order to support end users. |
| **Context:** Workforce Development serves to provide learning and development opportunities for all staff from both a statutory and developmental perspective. It also serves to provide workforce data for analytical, planning and reporting purposes. The department functions on a Trust wide basis and the post holder will be in contact with staff from across the Trust as well as external organisations.The post holder is responsible for recording staff training data fully and accurately on the appropriate Trust system and that paper records are scanned and stored for quality checking and audit purposes.The Trust’s LMS is the core source for employee training and staff training data within the Trust. This should be fully promoted and challenges made where there are any concerns that this does not appear to be happening. The role holder will action requests for access to the LMS and associated systems in accordance with agreed processes. Concerns or issues around systems access should be raised with the Business Support Supervisor or the LMS Manager.The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager or other senior managers within the Directorate. |
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| **Key Working Relationships:**The post holder will work closely with Tutors, external education providers, expert LMS users, Learning Technology, the Workforce Information Systems team, Recruitment and HR to provide effective end-user support. The post holder will also have contact with system providers, other health and social care organisations and external service users. This will involve verbal communication, email and face to face where necessary.The post holder will work closely with Workforce Development colleagues to ensure teams are working together with no duplication of effort. **Work collaboratively with:*** Learning Technology including LMS Manager and elearning Designer
* Workforce Development Tutors and other Tutors within the Trust
* External Tutors and other education providers
* Personal Assistants to the Assistant Director of Workforce Development
* External Learning administrators
* Subject Matter Experts
* Workforce Information Systems Team
* Recruitment
* Managers and other specialist LMS users
* External service users
* Project teams as appropriate
* Service providers as appropriate including venue/facilities

**Organisational Chart:** Business Support SupervisorAssistant Director of Workforce Development

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| **Business Support & Systems Administrators**External Learning Co-ordinator Training AdministratorExternal Learning Training Administratorrdinator**Key Result Areas/Principal Duties and Responsibilities:****Communication and Relationship Skills**The post holder is required to deal effectively with all service users, establishing and maintaining positive interpersonal relationships characterised by trust, mutual respect, open and honest communication. On occasions the post holder will be required to demonstrate tact and diplomacy when dealing with service users who are particularly demanding or frustrated.The post holder will support service users by providing detailed knowledge and expertise in the use of and access to the LMS, training data and training provision. This will include providing advice, instruction and training to end-users, Tutors, expert users on all aspects of the LMS. This may be face to face or with the use of electronic solutions such as impersonation tools. Communicating information orally, in writing and electronically. This may require tact or persuasive skills and empathy when dealing with some members of staff.The post holder is expected to maintain exceptionally high standards of customer care and confidentiality in all aspects of work.The role holder will work collaboratively with other teams as necessary to achieve effective and timely resolution of more complex end-user problems such as those arising from information downloads to the LMS including new joiner accounts and changes to role, cost centre and budgets.**Knowledge, training and experience**The post holder will have extensive and in-depth knowledge of the Trust’s LMS and related systems and will undergo training as a specialist administrator of the system to be able to use advanced functionality such as impersonation tools. As a subject matter expert in the administrative use of the LMS, the post holder will be required to deliver training, support to new LMS administrators, tutors and other LMS administration users.The post holder will have a good understanding of a range of job roles, practises and procedures within the Trust both clinical and non-clinical so that accurate information and advice can be given concerning learning requirements, access to learning resources and data for Trust employees. The post holder will effectively support clinical, clerical and agency staff on a day-to-day basis, so ensuring staff receive appropriate levels of support, guidance, and have access to, and are signposted to, training and development to maintain and improve their own abilities.The post holder will be required to use advanced technical system applications enabling remote access to Trust computers and LMS impersonation software in order to ensure maximum support to staff and the efficiency of the functions of the LMS.The post holder will provide administration advice on systems usage, processes and procedures throughout the organisation, to help ensure the Trust’s Workforce Development resources are utilised effectively. The post holder will undertake risk-reducing measures on a regular basis and where appropriate, reporting to the line manager any residual risks that are unacceptable and not within their span of control to rectify.**Analytical and Judgement Skills**A level of analytical judgement is required to act as a system administration specialist and resolve complex end-user queries on a daily basis. The post holder will have the skills and ability to understand, analyse and interpret the significance of information from different sources and make decisions and judgements quickly to respond to the requirements of Tutors, learners and stakeholders and wider needs of the Trust. Analysing facts, comparing information and options, and then making appropriate decisions is something that is a daily requirement.The post holder will be responsible for the accurate and timely recording, modifying, maintaining, analysing and monitoring of data stored within the LMS, providing information and analysis as required by learners, Tutors and other teams. The post holder will ensure information up to date and available to stakeholders as necessary. This includes current as well as historical training data.The post holder will be able to anticipate issues in relation to LMS functionality and service delivery and must be prepared to assess requirements and offer clear advice regarding queries connected to the LMS, related systems and training matters. The post holder will work with the LMS Manager and Business Support Supervisor to resolve issues.**Planning and Organisational Skills**The post holder will work collaboratively with colleagues to contribute to organising, planning and prioritising work and to allocate/reallocate tasks within Business Support on a daily basis to meet organisational requirements. The post holder will be expected to organise their own day-today activities, which may sometimes include working on specific tasks or projects, preparing training venues and ensuring training resources are available as required. The ability to be flexible and move from one task to another is paramount.The effectiveness of the post holder’s ability to plan and organise will impact on the success of the timely delivery of training and learning both for clinical and non-clinical staff.**Physical Skills** The post holder will be required to have above average keyboard speed and accuracy when looking for information or entering data on to the Trust’s LMS or other systems. This is especially important when supporting service users with urgent queries. Accurate sensory skills with excellent hand and eye co-ordination are required for fast but efficient use of keyboard and mouse with high attention to detail. The post holder will sit for long periods of time using a PC and telephone handset. The post holder will occasionally be required to move or carry items of learning technology equipment and items of stationery.**Responsibility for Patient and Client Care** The post holder does not have direct responsibility for patient care.The post holder will however ensure clinical staff receive support to access and work on statutory, mandatory and essential learning systems so they can operate in a safe and appropriate manner when delivering care to patients and that there is continued access to training. The role holder should escalate any issues which might prevent staff from accessing their training and so ultimately affecting patient care.**Responsibility for Policy and Service Development**The post holder will be required to support the LMS manager and Business Support Supervisor with the implementation of any new Workforce Development systems and be prepared to offer advice prior to and during any such implementations.The post holder may be required to provide expertise to support policy and procedural reviews and changes, both to the LMS and the information held on the LMS and other Workforce Development systems.The post holder will actively suggest and support service improvement changes where appropriate at team, departmental or Trust level.**Responsibility for Financial and Physical Resources**The post holder will take responsibility for the security of the Workforce Development offices and training areas securing the premises at the end of the day and activating and deactivating the alarm systems as required. The post holder will be responsible for the use of technology equipment within their own department as well as on-site training and meeting venues.**Responsibility for Human Resources**The post holder will maintain and update training relevant to the post and will take an active part in reviewing his/her own performance to identify future learning and development needs.The post holder will be required to provide on the job training for new staff in the department when necessary and highlight any additional training requirements to the Business Support Supervisor.**Responsibility for Information Resources** The post holder is responsible for ensuring records are maintained appropriately and securely and for providing information as 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, raising concerns to more senior staff.Working with the Business Support Supervisor, the post holder will regularly review processes and procedures to ensure these are aligned with Trust policy and operating guidelines.The post holder will embed good practice regarding data protection and information governance procedures, offering advice and raising concerns as appropriate, thereby ensuring legislative requirements are met as a minimum standard.Conduct a regular review with the Business Supervisor of system admin processes to ensure Trust and departmental needs are being met.**Responsibility for Research and Development** The post holder is expected to maintain a high level of understanding of and expertise in administration functions within the Trust’s LMS and will work with the LMS Manager and other system experts to identify more effective and efficient usage of systems.The post holder will support the incorporation of new LMS features, both from an administrative and service user perspective. This may include working with other Trust’s / organisations to understand and learn from their use of systems.**Freedom to act** To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.The post-holder will be expected to work autonomously and show considerable initiative in identifying and providing solutions for colleagues using the Trust’s LMS or requiring information about training provision. The post holder will make decisions in response to situations that arise to ensure that incidents and unplanned issues are escalated appropriately and will communicate these decisions to other departments and project leads as necessary.The post holder has access to senior colleagues within the department for matters that are more complex, have financial implications or require a higher level of authority.**Physical Effort**The post is predominately desk-based for the majority of time requiring the constant use of a VDU/PC systems and use of the telephone.The position will involve sitting for long periods, standing, walking use of keyboard/mouse for long periods.This position will involve the occasional need to carry information technology equipment, such as laptops, projector, screen, guides and manuals. Setting up of training venues in preparation for training to take place. The post holder will be required to have an awareness of health and safety guidelines in respect of VDU working.**Mental Effort**There will be frequent requirements to maintain focussed concentration for long periods at a time to ensure accurate data input.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 processes covering system use and training provision to staff.**Emotional Effort**The role has a requirement to meet deadlines on a regular basis. With competing demands, this may impose some pressure on the post holder and/or on others with whom the post holder works. The role holder is expected to manage those demands and the expectations of service users accordingly. This may on occasions lead to difficult situations which the post holder will need to manage with the support of the Business Support Supervisor and other senior staff within the department.The post holder will sometimes deal with service users who are upset or frustrated for which the role holder will be required to demonstrate a good degree of personal resilience. **Working Conditions**This post will be predominantly base in an office environment with other colleagues close by. There will be high levels of visual display unit use.  |

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**GENERAL** |

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisation’s aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents.

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST : Business Support and Systems Administrator**

| REQUIREMENTS | E/D\* | HOW TESTED?Application FormInterviewTest | INTERVIEWCOMMENTS | SCORE1 Low10 High |
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| QUALIFICATIONS/SPECIAL TRAINING :Good level of education GCSE at grade C or better and including Maths and EnglishNVQ Business Administration or Customer Care Level 3 or equivalent experience | EE | AA |  |  |
| KNOWLEDGE/SKILLS:Ability to work in a methodical manner with excellent attention to detailStrong organisation skills to manage own workload and deliver tasks to agreed deadlinesIT literate with strong keyboard skillsGood knowledge of the Microsoft suite of products, particularly Excel, Word and OutlookExcellent written and verbal communication skills Good knowledge of mandatory/statutory /clinical training requirements across the organisation and the training availableGood understanding of learning management system functionality and supporting processes Skilled in the analysis of information to resolve a range of service user problems | E EE DEEEE | A + I + TestA + I + TestA + TestA + TestA + IA + IA + IA + I + Test |  |  |
| EXPERIENCE:Prior experience of working with learning management systemsExperience of working in a training/learning environmentCustomer service/customer care experiencePrevious NHS, social care or public sector experience | EEDD | A + IA A + IA  |  |  |
| PERSONAL REQUIREMENTS:Demonstrates Trust valuesFlexible approach and an effective team player, able to respond to changing service demands and meet department wide objectivesCustomer service focus with the ability to establish and maintain effective working relationships at all levelsPositive attitude, confident, friendly and approachable Resilient | EEEEE | A + IA + IA + IA + IE |  |  |
| OTHER REQUIREMENTS:The ability to deliver frequent intense concentration Ability and willingness to undertake training relevant to role and deliver training to other LMS administratorsPrepared and willing to travel to and work at other locations as required  | EEE | A + IA + IA + I |  |  |

\*Essential/Desirable

Complete the table below as appropriate

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| **HAZARDS :** |
| Laboratory SpecimensProteinacious Dusts |  | Clinical contact with patients |  | Performing ExposureProne Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour | x | Manual Handling | x |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |