

JOB DESCRIPTION

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

JOB PURPOSE
The purpose of this role is to provide effective operational leadership and line management for the First Line eRoster Support Team, ensuring the delivery of a responsive, accurate and customer-focused support service to users of the Trust's eRostering system. The postholder will ensure that the team operates consistently within agreed service standards, Trust policies and Information Governance requirements, providing high-quality guidance and resolution at the first point of contact. Working closely with the Senior Product Manager, wider People Services teams and key stakeholders, the role will promote continuous improvement, effective use of the eRostering system and a positive experience for colleagues across the Trust.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Lead by example in all customer interactions, promoting a professional, compassionate and people-centred service and responding sensitively to colleagues and service users, including those who may be distressed or anxious. • Coach, support and develop team members to strengthen their confidence, eRostering knowledge, communication skills and ability to resolve enquiries effectively at the first point of contact. • Monitor and review individual and team performance, service quality and working practices, providing feedback and taking action to maintain accountability, consistency and continuous improvement. • Ensure all enquiries received through the Helpdesk are recorded, prioritised and managed promptly and professionally through the appropriate channel, including the EVA system, Microsoft Teams and telephone, and are resolved within agreed service standards and key performance indicators. • Act as the first point of escalation for complex enquiries, complaints and issues that require additional support, taking ownership through to resolution or ensuring timely referral to the appropriate second-line team, People Services function or external supplier. • Manage a personal caseload of complex enquiries, obtaining all relevant information and providing accurate advice, coaching and guidance to managers in accordance with established Trust policies, procedures and eRostering processes. • Provide authoritative guidance to the team and customers on the interpretation and application of relevant HR policies, procedures and terms and conditions, using approved FAQs, templates, Agenda for Change provisions, the NHS Employee Handbook, Terms and Conditions of Service and established eRostering guidance. • Monitor service levels, ticket volumes, trends and emerging issues; produce timely and accurate performance reports; and identify root causes, operational risks and opportunities to improve service quality, efficiency and responsiveness. • Work collaboratively with the Senior Product Manager, wider People Services teams, departments across the Trust and the eRostering supplier to resolve issues, support service objectives and promote effective system utilisation. • Provide the Senior Product Manager with timely updates, reports and escalation of material issues, risks, complaints and resource requirements, and contribute to team and directorate meetings as required.

KEY WORKING RELATIONSHIPS

Areas of responsibility: People Function

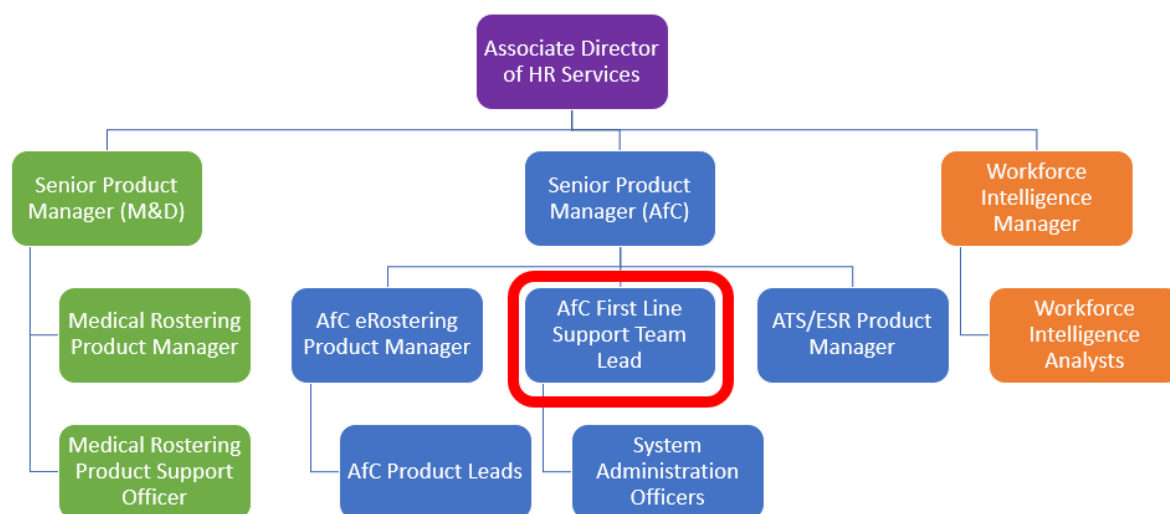
No. of staff reporting to this role: 3

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
• IM&T Staff & training teams • Workforce Information & Systems Team (WIST)/HR Intelligence • HR teams such as Payroll, Pensions, Recruitment, Employee Relations, HR Helpdesk, People Partners and Occupational Health • Service Manager & Administrators	• eRostering supplier (RLDatix) • Other NHS and Social Care organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will work without supervision but can call on line manager and Subject Matter Experts 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 use well-developed influencing, negotiation and motivational skills to build constructive relationships and maximise the effective use of the eRostering system. This will include:
 - understanding stakeholder priorities and addressing concerns or resistance to change;
 - presenting clear evidence, practical benefits and appropriate solutions;
 - using coaching, constructive challenge and positive encouragement to secure engagement with agreed rostering processes;
 - promoting consistent, accurate and effective system use; and
 - providing navigation support, system familiarisation and ad hoc training, with explanations tailored to technical and non-technical users.
- This will require the post holder to prioritise their own workloads and explain/negotiate those priorities with other stakeholders and seek mutually acceptable resolutions with clear expectations.
- They will support managers with navigation, familiarisation and ad hoc training in the eRostering system, adapting communication to meet the needs of both technical and non-technical users.
- 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.

ANALYTICAL/JUDGEMENTAL SKILLS

- A high level of analytical judgement is required to identify obstacles, unpick problems and devise appropriate solutions.
- The post holder will understand, analyse and interpret a broad range of complex information quickly. The post holder will anticipate issues and create solutions.
- 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 to meet deadlines, provide solutions and minimise disruptions.

PLANNING/ORGANISATIONAL SKILLS

- The postholder will plan, organise and coordinate their own workload and that of the First Line eRoster Support Team to ensure operational priorities and service commitments are met. This will include:
 - prioritising and allocating work in response to service demand, staffing capacity and agreed deadlines;
 - maintaining effective team cover and adjusting plans when priorities or operational requirements change;
 - coordinating routine activities, service improvements and agreed projects, while monitoring progress against milestones;
 - managing multiple competing demands and frequent interruptions without compromising accuracy or service quality; and
 - identifying potential delays, resource pressures and risks at an early stage and escalating these appropriately.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the 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 may be required to write relevant operating procedures. They will be expected to follow trust policies and procedures.
- The post holder will develop, review and implement team processes, guidance, templates and appropriate automation to improve consistency, reduce avoidable demand and support the needs of a growing service.

FINANCIAL/PHYSICAL RESOURCES

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

HUMAN RESOURCES

- Provide leadership and full line management for the First Line eRoster Support Team which will include:
 - Recruitment
 - Induction and onboarding
 - Training
 - Appraisals and objective setting
 - Disciplinary and grievance matters
 - Performance and absence management
 - Personal and career development
 - Workload allocation
- The post holder will be required to share and present information on the system to administration users and will be a lead contributor of written user guides and standard operating policies. 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.
- They will maintain secure and accurate records, protect confidentiality and ensure compliance with Trust Information Governance requirements, standard operating procedures and relevant data protection obligations.
- They will ensure that user access, roles and permissions are created, amended and removed accurately and promptly in accordance with authorised requests and access-control procedures.
- They will maintain the integrity and quality of information held within the system by overseeing data checks, resolving discrepancies and ensuring records are complete, accurate and auditable.
- The post holder will log, prioritise and manage incidents, problems and service requests through to resolution, escalating complex or high-impact issues to the Senior Product Manager or the system supplier as appropriate.
- They will coordinate approved system changes, upgrades, testing and implementation activity within the scope of the role, ensuring that changes are documented, communicated and introduced with minimal disruption to users.
- They will maintain system documentation, standard operating procedures, user guidance, issue logs, decision records and evidence required to support audit, assurance and service continuity.

- The post holder will produce and provide accurate system and service information, reports and extracts for authorised HR, workforce and operational purposes.
- The will support business continuity and recovery arrangements by maintaining the information, procedures and escalation routes required to restore services or recover records following system failure, loss, damage or a security incident.

RESEARCH AND DEVELOPMENT

- Comply with Trust's requirements and undertake surveys as necessary.
- Coordinate and contribute to audits, service reviews, departmental initiatives and ad hoc projects, ensuring agreed activities, milestones, risks and outcomes are managed effectively. Activities may be undertaken within formal timeframes set by senior management whilst others will be on a recurring monthly, quarterly or annual basis.

PHYSICAL SKILLS

- The post is desk based requiring constant use of a VDU/PC Webex systems, call conferencing and use of the telephone. Advanced keyboard skills required for speed & accuracy.

PHYSICAL EFFORT

- Sitting, walking, use of keyboard/mouse for long periods.
- Office based post with a frequent requirement to sit at display screen equipment.
- Occasional lifting of files, laptops, projectors, conference phones, presentation materials and stationery.

MENTAL EFFORT

- 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.
- 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.

EMOTIONAL EFFORT

- Limited exposure to distressing or emotional circumstances.

WORKING CONDITIONS

- The post is predominantly based in an office or remote working environment with high levels of visual display unit use.
- May be required to occasionally attend Trust sites for various reasons.

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 (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / 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.

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	First Line eRoster Support Team Lead
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to degree level or equivalent experience	E	
IT Certificate in one of the following: ECDL – CLAIT Plus – BTEC Or other recognised IT qualification (GCSE Level) GCSE IT		D
Knowledge and experience of change management procedures and processes		D
KNOWLEDGE/SKILLS		
Working administration knowledge of workforce systems including eRostering systems	E	
Knowledge of national NHS Agenda of Change Terms and Conditions and Employment Law	E	
Good administrative skills and an ability to manage own workload	E	
Demonstrable ability in critical reasoning and high degree of problem solving	E	
Excellent communication skills both written and verbal	E	
Able to deal with different stakeholders at all levels	E	
Proven ability to motivate staff and encourage team work	E	
Extensive knowledge of Microsoft suite of products, particularly Excel, Word and Outlook	E	
Advanced keyboard skills	E	
Knowledge of the NHS and current developments		D
EXPERIENCE		
Experience of workforce systems and processes	E	
Evidence of team-building and coaching skills	E	
Experience of team leadership, line management and collaborative working, including formal performance management of staff including sickness absence and capability investigations	E	
Managing change processes	E	
Demonstrable product support and/or change management experience.	E	
Establish and maintain effective relationships and networks both within and outside own organisation	E	
PERSONAL ATTRIBUTES		
Approachable, responsive, resourceful, enthusiastic and flexible approach	E	
Self-motivated, proactive and able to use own initiative	E	
Ability to understand and undertake the management of risks and issues	E	
Able to present complex information clearly and accurately	E	
Commitment to continual developments to include relevant new systems, policies and procedures	E	
Receptive and open to feedback.	E	
Ability to work as a member of a team	E	
Ability to work to tight deadlines under pressure	E	
Ability to keep track of both long- and short-term activities and deadlines	E	
Ability to work autonomously without supervision	E	
Confidence in making timely decisions within own areas of responsibility	E	

OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
• Ability to travel to other locations as required.	E	

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				
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				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				F
Emotional Effort	Y	R			
Working in isolation	Y			M	
Challenging behaviour	Y		O		