



**University Hospitals
of North Midlands**
NHS Trust

Job Description and Person Specification

**PROUD
TO
CARE**



Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

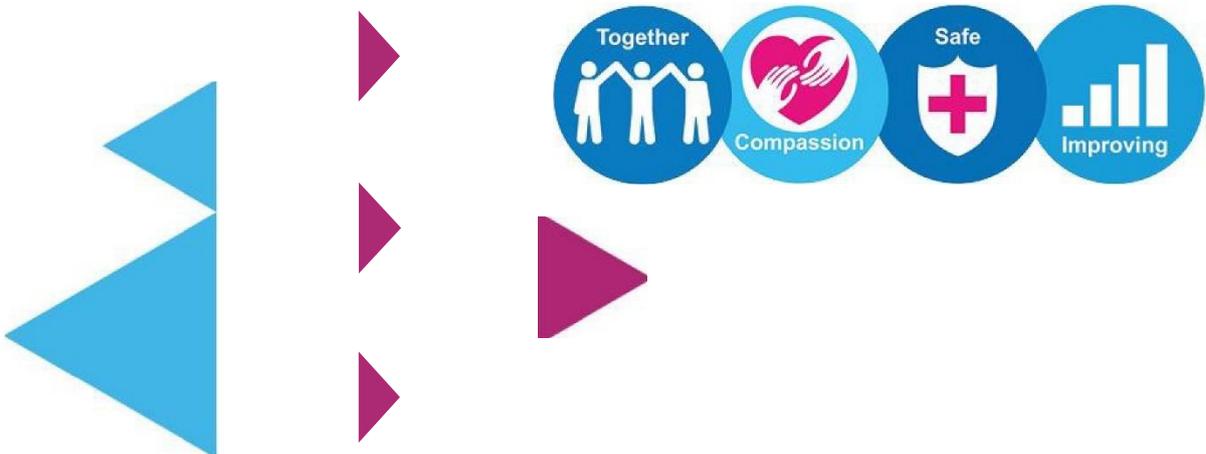
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk



Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values.



Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practices, celebrate good performance and support others to use their skills, learn and grow.
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Central Functions

Job Title: IM&T Service Desk Agent

Band: 3

Location: Royal Stoke University Hospital

Hours: 37.5 hours – between 8am to 5pm Monday to Friday
+ on-call rota after 6 months of training

Managerially accountable to: IM&T Service Desk Team Leader

Professionally accountable to: IM&T Service Desk Manager

Role Summary

The post holder will be a member of a team providing customer-sensitive and responsive support, fault resolution and advice service, which ensures the maximum availability, performance, and utilisation of information systems by the IM&T Directorates customers/clients.

The post holder will be responsible for ensuring a systematic, disciplined, and analytical approach to problem-solving and ensuring agreed procedures and standards are met.

The post holder will also participate in an on-call rota with other members of the team after 6 months of training.

Key Areas/Tasks

- To deliver a first-line support service via the Service Desk, receiving incidents and service requests from various routes including telephone, intranet and e-mail.
- Offering advice to end users and customers on all areas of IM&T, how to troubleshoot and ensuring Trust standards are met. This will include working as part of a team, in order to share knowledge and work together to increase performance standards.
- To work closely with all IM&T teams on user issues and problem resolution and to provide cover when required.
- To ensure effective communication within IM&T teams, the Trust and third parties.

- To actively promote and market IM&T, including assisting with quality assurance and customer satisfaction surveys.
- To support the development and implementation of the Trust IM&T Service Desk (First Line Support), to support all UHNM (University Hospitals of North Midlands) and Local Health Economy staff.
- To improve users' confidence in the use of computer software, being empathetic to a variety of new and experienced learner's needs.
- Help to implement and improve processes and procedures within the team allowing strong service-focused deliverables.
- Actively troubleshoot to identify, assess, record, resolve and/or escalate incidents and service requests ensuring they are handled within an agreed time limit, within agreed processes and in a professional and customer-sensitive manner.
- Provide support and advice on IM&T-related issues including hardware, software, additional functionality on existing processes, ensuring the best use of corporate information technology systems within the workplace and influencing changes to working practices where a need is identified, in order to help the Trust realise the benefits of the investment it is making in these systems (note that the systems supported by IM&T may be owned and operated by other Trust Departments, such as Imaging, Pathology or Renal Medicine)
- Working with the IM&T Service Delivery Manager, help to understand and identify the Learning needs of the individuals and groups of staff for the information to be escalated to the IM&T Training team to establish their current skill level.
- To analyse information/data and respond appropriately to trends offered from that information.
- Able to interpret information by performing comparisons on factual data or trend analysis across a spectrum of options and the best report on that information
- Able to make choices from options available promoting best the choices made to that of the client/peers.
- To provide the IM&T Service Delivery Manager with feedback on divisional usage of the IM&T online call logging system to ensure maximisation of performance.
- To ensure all Service Desk incidents are prioritised to agreed standards, monitoring completion timescales and reporting timescales and outcomes to Trust staff.
- To work closely with other IM&T teams and the IM&T Service Delivery Manager to ensure that relevant support documentation is in place to support new system implementations are effective to the organisation's needs.
- To support the IM&T Service Delivery Manager with strategy developments and service improvement.
- To ensure that the IM&T Service Desk is supportive of and complimentary to the Trust's organisational requirements.
- You will manage tasks and activities which may require adjustments to priorities in order to satisfy business needs.
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively managed.

- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.
- Advanced keyboard skills, accuracy very important, ability to manipulate complex data at speed.
- Regular VDU use.
- Frequent sitting or standing in restricted positions.
- Contact with patients is incidental
- Follows guidelines and may be required to suggest or comment on changes where necessary
- The post holder will be required to work within all IT policies and standards under the guidance of the IM&T Service Desk Team Leader or more senior management, including IT
- change control and asset management practice for all aspects involving IT equipment and software.
- Observes duty of care in relation to equipment and resources used.
- Demonstrates own activities or workplace routines to new or less experienced employees.
- Adopts a best practice approach from the changes made within team IT systems.
- To document / record all services provided / work undertaken to ensure an accurate record is retained on file.
- To bring forward own ideas for improvements of the services offered by customer services to improve quality / performance standards.
- To ensure that all actions adhere to current security guidelines.
- Post holder will be supervised by the IM&T Service Desk Team Leader, but will need to act independently during day-to-day duties and on-call.
- Regular requirement to use VDU and other IT applications throughout the working day.
- There will be the occasional need to lift / move IM&T equipment, such as base units and monitors
- Regular requirement for concentration when inputting data.
- Able to cope with interruptions whilst in periods of concentration.
- To deal with question / queries relating to IM&T services from Trust staff including end users, line managers etc, over the phone, face to face or by email.
- potentially dealing with annoyed users with unrealistic expectations who may feel that service is unsatisfactory.
- Regular requirement to use VDUs.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role-specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour towards other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare-associated infection is everyone's responsibility, and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wristwatches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regard to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility to protect the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role.

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively, copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating/cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care and improve our health and workplace. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments/wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front-line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____

Job Title IM&T Service Desk Agent

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	<ul style="list-style-type: none">• Educated to GCSE level or equivalent.• Relevant experience.• Relevant IT specialist course.• Obtained or working towards EDCL Qualifications.• ITIL qualifications	✓ ✓ ✓ ✓		Interview certificates
Knowledge, Skills, Training and Experience	<ul style="list-style-type: none">• Experience working in service desk environment.• Problem solving within a mixed computing environment.• Experience of working in a service delivery function.• Experience of IT system administration.• Good communication and the ability to diplomatically deal with users of mixed IT ability.	✓ ✓ ✓ ✓		Interview certificates

	<ul style="list-style-type: none">• Prioritising of workload (to support the dynamic nature of the service).• Multi-tasking ability required to deal with multiple incidents awaiting resolution.• Understanding of ITIL working practice.• Experience of managing small project• Experience of testing newly developed software and Reporting problems	✓	✓	✓	✓
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