JOB DESCRIPTION

1. JOB DETAILS

Job Title: **E-Roster Systems Trainer/Implementer**

Areas of Responsibility: **Roster Team**

Location: **Gloucestershire Hospitals NHS Foundation Trust**

Grade   **Band 5**

2. JOB PURPOSE

The post holder will actively participate in the continued roll-out and maintenance of the Trust's electronic rostering system, working closely with the Operational Support Manager.

The role will take responsibility in providing a range of project support functions to support the implementation and delivery of the e-Rostering project and to ensure that our business processes are aligned to the system.
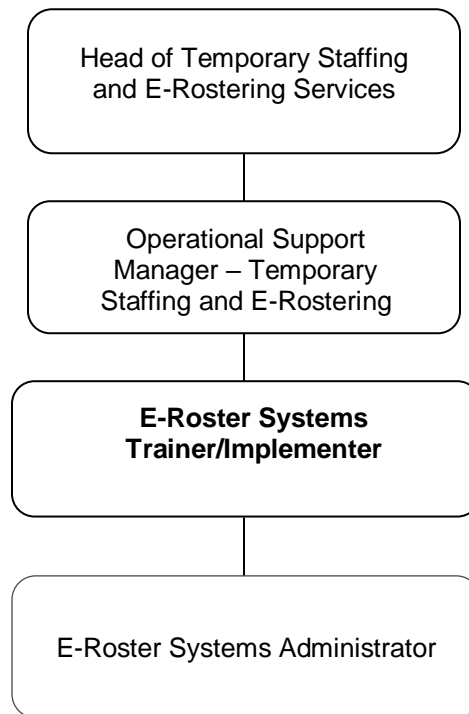
The role will involve supporting the team's operational activities and objectives, co-ordination of internal project activity and providing expert subject matter guidance and support in relation to the implementation and use of the system.

The post holder will also act as a system administrator for the E-Rostering system and will work Trust wide, to include both clinical and corporate services.

3. DIMENSIONS

- To work as part of a team to implement the E-Rostering system across all staff groups within the Trust.

- To provide system support to all Wards/Departments across the Trust by participating in the help desk duties.

- Has responsibility to assist the Operational Support Manager in the management of identified processes across the service.

- To deliver on-going training programmes to all staff groups, either face to face classroom style or virtually.

4. ORGANISATION CHART

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┌─────────────────────────────┐
│   Head of Temporary Staffing │
│   and E-Rostering Services   │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│   Operational Support        │
│   Manager – Temporary        │
│   Staffing and E-Rostering   │
└─────────────────────────────┘
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┌─────────────────────────────┐
│   E-Roster Systems           │
│   Trainer/Implementer        │
└─────────────────────────────┘
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┌─────────────────────────────┐
│   E-Roster Systems Administrator │
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5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- Educated to a Degree level or demonstrable relevant experience
- Experience of working in a busy administrative environment
- Enhanced computer skills with working knowledge of Microsoft office packages e.g. word, excel
- Experience of working with data base systems
- Excellent communication skills; both written and verbal
- Experience of delivering training to staff of all grades and specialities
- Evidence of ability to work with all staff groups and grades
- Proven ability to plan and organise own workload and to work within specified deadlines
- Able to assist in the planning, implementation and evaluation of training programmes as well as providing supporting documentation for general training use and guidance
- Has a high level of understanding of rostering practice in order to be a champion of digital systems
- Work to encourage others to adopt new ways of working
- Share knowledge internally of system updates and changes that may impact general system functionality
- Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary
- Work as a team player, actively listening, problem solving and interpreting information to support the wider organisation

6.   KEY RESULT AREAS

- GHNHSFT policies, procedures and guideline - it is a condition of your employment that you are expected to adhere to our policies, procedures and guidelines, taking the time to understand them and their relevance to electronic rostering. These can all be found on the Trust's intranet.
- To become the electronic rostering system administrator:
  - working with service lines to ensure that all new starters and leavers are correctly set up on the system
  - responsible for ensuring that all templates are set up and reviewed on a regular basis
  - champion SOP's and processes to advocate appropriate use of the system
  - responsible for ensuring that all relevant elements of training and development (including nursing revalidation) are correctly set up on the system and the correct dates are recorded
  - working with service lines to ensure that all the relevant elements of roles skill mix are correctly recorded on the system
  - demonstrate the ability to plan and deliver administrator level training to service users within the Trust
- To be a member of the E-Rostering Team and provide efficient administration support and participation to the E-Rostering Project Board.
- Work closely with our operational service lines, including our ward Matrons and Service Leads across both sites, Digital Matrons, Team Leads and Corporate services to effectively embed the system across the Trust.
- Contribute to the delivery of all stages of the system implementation from data collection, initial service line requirements interviews, support of all modules including Employee on Line in a timely way.
- To support all new system upgrades and pre-testing of the system to ensure data integrity and quality.
- Record and create reports on support/training issues for feedback to Stakeholders.
- Create Key Performance Indicators on a monthly basis extracting information from the E-Rostering system.
- Use feedback/audit information to assist in developing training and delivery. Including collation of training requirements for each service line.
- Ensure that our E-Rostering system, and all associated programmes, including ESR is effectively monitored and issues reported to the relevant teams, such as ESR/Payroll.
- Be responsive to telephone, e-mail and written communications for the e-Rostering Project.
- To provide on-going training and support to users after Trust-wide implementation is complete.
- Liaise and work closely with key stakeholders to ensure that information is submitted for reports to meet Trust deadlines to assist with effective delivery of e-Rostering Project.
- Identify and manage interfaces between our Corporate Teams and front-line clinical services.
- Follow Standard Operating Procedures and assist in creation of new Standard Operating Procedures, if required.

7. **COMMUNICATION AND WORKING RELATIONSHIPS**

- Communicate in a clear way to a variety of people using a variety of methods (e.g. Verbal, written)
- Assist with arrangements for meetings of Project Boards and Task and Finish Groups.
- Develop and maintain effective working relationships both internally and externally with the Trust and stakeholders involved in the e-Rostering solution
- Attend meetings and provide information/feedback as required, when required
- Provide and receive information which may be routine, complex or sensitive to:
    - Operations Directorate
    - HR and Nursing Management
    - The e-Rostering Project Board
    - The E-Roster Team
    - The Transformation Team
    - The OD Team
    - The IM&T Team
    - Business Units
    - Finance
    - Payroll

8. **MOST CHALLENGING PART OF THE JOB**

- Being an intermediary between the Trust's need to deliver it's financial and service plans, and the clinicians need to put patient priorities and the quality of care first together with market forces influencing our external agency suppliers.
- Complexity of issues within and between departments, across sites and the health community
- Assisting the management of, and reacting to, an unpredictable workload with constantly changing priorities, whilst being involved in longer term strategic planning, change and development
- Assisting the management of a large diverse group of personnel across a number of sites and philosophies, breaking down the barriers to communication and developing new ways of working
- To develop innovative, practical and responsive solutions which ensure processes are developed in line with national priorities and the needs of local people

9. **PHYSICAL EFFORT AND WORKING CONDITIONS**

Physical Effort
- Travelling between Victoria Warehouse, GRH and CGH on a regular basis.
- Carrying laptop and occasional carrying of other work-related items.
- Continuous use of VDU equipment that requires a high standard of speed and accuracy.

- There will be a requirement for light physical effort for short periods such as lifting and handling of stationery, files and office equipment.
- Moving of tables and training/presentation equipment for project meetings (occasional).
- Travel to meetings.

Mental effort
- Frequent concentration for advice either in person, e-mail or on the telephone.
- Long periods of concentration.
- Work pattern can be unpredictable and will require the post holder to shift concentration quickly between tasks when deadlines have been imposed.
- Able to remain calm under pressure.

Emotional effort
- Pressure to meet deadlines.
- Conflicting priorities.
- Dealing with complex information, extracting information and completing reports.

Working conditions
- Open plan office conditions.
- Using a VDU for majority of working day.
- Ability to travel to other community-based sites around the County and may include other NHS and non-organisations for meetings.
- Flexible and adaptable.

10. <u>JOB DESCRIPTION AGREEMENT</u>

Job Holder's Signature: Date:

Manager / Head of Department
Signature: Date:

Title:

Personal Specification

E-Roster Systems Implementer

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	• Degree level within a relevant field or equivalent experience • Recent and continued professional development (CPD)	Application Form / Certificate Application Form		
Previous Experience (Nature & Level)	• Experience of working in a busy administrative environment, delivery a full range of secretarial and administrative procedures • Previous experience in organising and planning activities and being able to react to changes as required • Management of records and information in an office environment. • Previous experience of establishing and maintaining new systems of working • Previous experience of working towards targets/deadlines • Previous experience and knowledge of clinical or corporate systems	Application Form / Interview	• Previous experience of working in the NHS • Previous experience of working with a range of clinical and/or corporate systems such as e-rostering • Previous experience of delivering training sessions to variety of staff types and grades. • Knowledge of SQL	Application Form

Evidence of Particular: **- Knowledge** **- Skills** **- Aptitudes**	• Knowledge of confidentiality and data protection legislation and is able to use discretion where necessary • Good communication skills • Ability to establish and maintain working relationships at all levels internally and externally • Enhanced IT skills and experience in use of relevant software packages including Excel, Word, Outlook, ESR, PowerPoint • Ability to produce work of a high presentational standard with a high degree of accuracy • Ability to work as a team, on own initiative and under pressure • Good organisational skills – able to manage busy workload, prioritise work and have a good attention to detail • Able to manage own workload and work autonomously • Tactful and diplomatic • Willingness to learn new skills and a proactive approach to personal development	Application Form / Interview	Previous experience of Health Roster systems Previous experience of ESR Previous experience of Bank Staff Systems	Application Form / Interview
Specific Requirements	• Flexible and adaptable approach to hours and duties. • Ability to travel within the boundaries of the Trust.	Interview		