



**NHS**

**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.

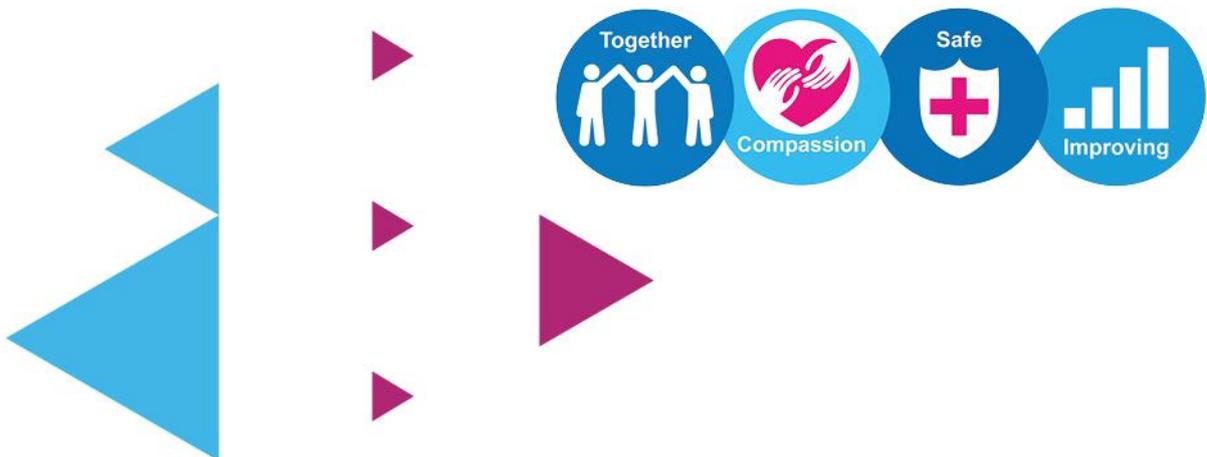
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

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](http://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 practice, 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 Division

**Job Title:** System Support Manager

**Band:** 5

**Location:** Royal Stoke with a requirement for cross site working

**Hours:** 37.5 hours per week

**Managerially accountable to:** System Services Manager

**Professionally accountable to:** System Services Manager

**Key Relationships:** All customers of the North Midlands & Black Country Procurement Group (NMBCPG), collaborative partners, external software providers.

### **Role Summary**

To be responsible for providing systems management support to all users of the Finance and Procurement System including a wide range of database management activities including (but not limited to) user accounts, passwords and system security privileges, supplier database, product catalogue management, and requisitioning departments hierarchy.

The role involves the administration of a number of systems in particular ABS, Integra 2, GHX, NHS Supply Chain Logistics Online and the 'EREAF' system across the NMBCPG

The jobholder will deputise for the System Services Manager in their absence.

### **Key Areas/Tasks**

- Managing system related queries including providing end user support on using the above systems, monitoring system workflows and updating Supplies & Procurement Department intranet.
- Providing end user training across the trust, supporting this with the production of printed and multimedia training materials.
- Diagnose and rectify faults within the software, escalate issues either to the System Services Manager or the relevant software provider.
- Undertake system audits to ensure that the system is being used in the correct manner and within SFIs.

- Assisting the System Services Manager in upgrade testing of new software and software modules to develop the service.
- Authoring reports and providing data on a complex range of subjects.
- The post will predominantly focus on users of the Procurement element of the system but the integrated nature of the system will require the post holder to provide wider support to include aspects of the system managed by the Finance Directorate e.g. the PIM system.
- Provide information by authoring complex BOXI and Microsoft Excel reports in a number of software packages and provide key performance indicators.
- Facilitate training and on-going support to end users of the system either in groups, one to one sessions or via telephone support. There is also regular use of 'remote desktop' software.
- Supply technical details and logs of system faults and errors to system providers to enable them to rectify the issue. Knowing when to escalate faults to either the software provider or the System Services Manager.
- Responsibility for handling telephone and other communications with sensitivity and confidentiality using personal judgement to assess each situation and to deal with accordingly.
- Deliver a high standard of communication to build and maintain good working relationships for both users within the trust and external stakeholders.
- Suggest and support improvements to processes to improve services to our clients.
- The role will require periods of concentration dealing with complex data.

### **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 to 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 wrist watches, 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 the 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 regards 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 in protecting 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, improve our health and work place. 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](mailto: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 \_\_\_\_\_ Date \_\_\_\_\_

## System Support Manager

### Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level or relevant experience</li> <li>• ECDL Advance qualification.</li> <li>• Good standard of general education.</li> </ul>	✓  ✓  ✓		
<b>Knowledge, Skills, Training and Experience</b>	<ul style="list-style-type: none"> <li>• 24 months experience in Procurement/Supply Chain environment</li> <li>• Experience of working in a Finance environment</li> <li>• Experience of working in an IT environment</li> <li>• Providing 1st line telephone support to end users.</li> <li>• Working knowledge of ABS, Integra and NHS Supply Chain Logistics Online systems.</li> <li>• Good knowledge of Microsoft applications.</li> <li>• Organising training sessions, training users and producing the support training materials.</li> <li>• Experience of providing 1st line support to end users.</li> <li>• Experience of managing a procurement system within Standing Financial Instructions.</li> <li>• Working knowledge of SQL and the ability to produce reports and KPI's.</li> </ul>	✓     ✓  ✓  ✓  ✓	✓  ✓  ✓     ✓  ✓	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Organisation Skills</li> <li>• Ability to work on own initiative.</li> </ul>	✓ ✓  ✓		

	<ul style="list-style-type: none"><li>• Ability to prioritise own workload.</li><li>• Team Player</li><li>• Smart Appearance.</li><li>• Effective verbal and written communication skills.</li><li>• Ability to maintain accuracy in data entry.</li><li>• Experience of software upgrade testing / planning.</li></ul>	<ul style="list-style-type: none"><li>✓</li><li>✓</li><li>✓</li><li>✓</li></ul>		
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