

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Digital Services Trainer
Band:	5
Base	Royal Surrey NHS Foundation Trust. Additional sites within Surrey Heartlands may also be required.
Department / Portfolio	Digital Services
Reports to:	Digital Services Training Manager
Accountable for	

2. JOB PURPOSE

- Deliver end user training of Trust systems and standard desktop software applications to all levels of staff across the organisation in line with the standard operating procedure for IT Training
- Function as a subject matter expert across a variety of topics
- Produce and update training content including elearning and user guidance

2.1 JOB SUMMARY

The post-holder will provide comprehensive training, user guidance and support to improve business and clinical processes through electronic applications and systems for the Trust and satellite sites across the local health community.

The post holder will be expected to take responsibility for aspects of the day to day administration and management of training provision. The role includes a focus on the exploitation of technology and solutions throughout the Trust, facilitating the realisation of benefits identified from the introduction of new technology.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

- Deliver a programme of training in line with the Digital Services Training team's annual plans and standard operating procedures for training.
- Assist in the planning and delivery of a Digital Services training programme which supports the Digital Services' strategic objectives outlined in the Trust's annual development plan.
- Maintain a good understanding of the strategic direction for Digital Services within the Trust



- Function as a subject matter expert across a variety of topics (e.g. Electronic Patient Record (EPR), Digital Services' managed systems, Core IT Skills, Microsoft Office, Information Governance, Data Protection and broader learning & development methodologies / techniques).
- Evaluate and assess new versions of software used in the Trust in order to provide appropriate training to users.
- Assist with the design and collation of any training needs analysis required.
- Assist in the evaluation process to continually assess the effectiveness of training and inform future training programmes.
- Deliver Digital Services' managed systems induction training to all authorised new employees.
- Deliver training to support the ongoing development of IT skills within the Trust.
- Assist in the training planning and delivery of system implementations.
- Assist in performing post implementation training support, including floor-walking.
- Deliver end user training of the Trust's Digital Services' managed systems, such as EPR, to all levels of staff across the organisation in line with the standard operating procedure for systems training.
- Deliver end user training to all staff identified as part of Digital Services system implementations and upgrades, providing floorwalking support at Go Live.
- Liaise with Trust data quality facilitators in order to identify problem areas and identify potential solutions to problems.
- Assist in the exploitation of technology throughout the Trust and facilitate the realisation of benefits identified from the introduction of new technology.
- Actively promote electronic working at all levels within the Trust to support the Trusts' organisational development and service modernisation plans.
- Produce and update user documentation including guidance on information governance and data protection standards.
- Assist in the creation and development of elearning content as directed by the Lead Trainers.
- Ensure users are made aware of relevant Trust approved policies when receiving any training.
- Ensure that scheduled work is completed on time and complies with the agreed quality standards.
- Provide support, advice and guidance to Users from calls raised via the Digital Services IT Service Desk and IT Portal.
- Maintain user accounts including the setup of new users for applications as identified.

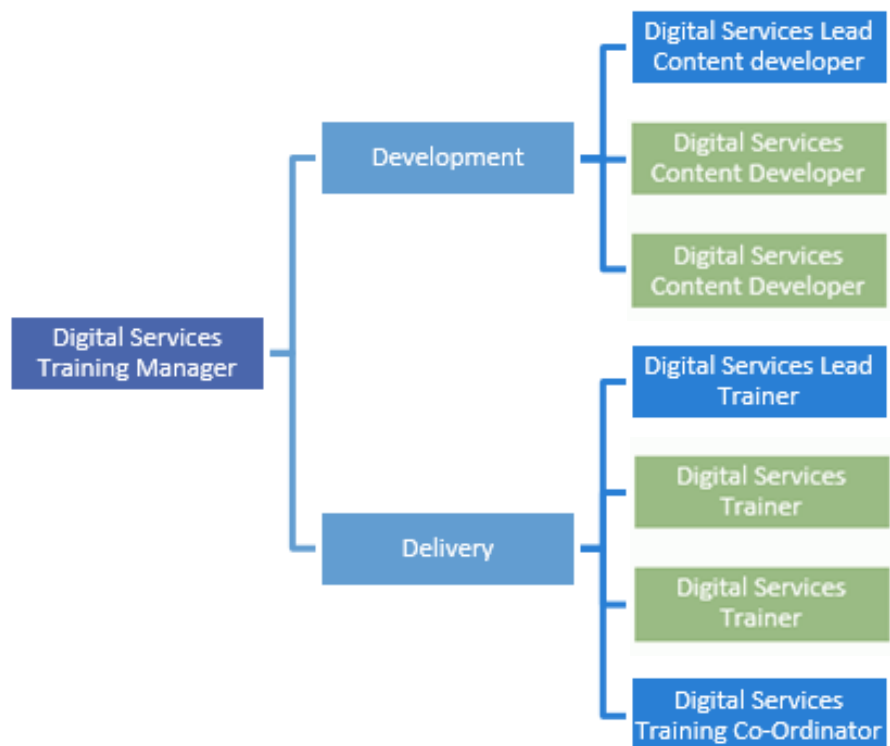
- Regularly review and update end user guidance documentation as appropriate including the Digital Services Training team Standard Operating Procedures
- Promote new ways of working to all levels of staff throughout the organisation.
- Carry out administration tasks as required by the team, including maintaining attendance records, booking confirmation, awarding certificates.
- Assist in the management of the Digital Services training facilities and equipment in order to ensure maximum use of resources.
- Train Digital Services teams where appropriate on new implementations and technologies in order to maintain a high-level quality of service.
- Contribute to management reports and undertake service level targeting and reporting as and when required.
- Work as part of the Digital Services team and the Trust to support the development of the service, such that it continues to support the business needs of the organisation.
- Undertake the lead in training related projects and tasks as determined by the Digital Services Training Manager in conjunction, where necessary, with the Digital Services Programme Office.
- Identify, recommend and implement changes to the training service to improve capacity and performance and address potential risks as agreed with internal teams and customer.
- Invigilate and process externally certified examinations hosted on site.
- Maintain records in accordance with standards required for test centre accreditation with examining bodies for externally certified examinations hosted on site.



4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Digital Services Training Manager and team members Digital Services operational and technical staff Business line managers and system administrators Information, data quality and business intelligence staff End users of the Digital Services' managed systems at all levels 	<ul style="list-style-type: none"> Working with suppliers and vendors Working with national guidance and compliance bodies e.g. HSCIC, CESC Working across boundaries often as part of collaborative initiatives Working with other external partners i.e. universities, social care, commissioners, professional bodies, other organisations

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Management

- To take responsibility as an IT functional expert, providing leadership, recognising and developing the teams, mentoring, coaching and training them to utilise the strengths to enhance the departments' performance and build organisational capability.
- To be responsible for the self-development of skills and competencies through participation in learning and development activities, and to maintain up to date technical and professional knowledge relevant to the post.
- Develop understanding on specific emerging technologies and good practices and then facilitate and develop this knowledge across the IT team.
- Undertake any other appropriate duties as specified by the Digital Services Training Manager or the Digital Services Senior Managers.

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.



Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work;
 - To co-operate in meeting the requirements of the law.
- All staff must have an understanding of the Trust's Health and Safety policy and be aware of the responsibilities associated with this.
- All staff must adhere to the Trust's Infection Control Policies and maintain the standards laid down in those policies, complying with dress codes and hygiene codes in all clinical areas.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

All staff have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.



Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date: -----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Digital Services Trainer

BAND: 5

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assess- ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Degree level education or equivalent specialist knowledge acquired through relevant experience	✓		A/I/C
Training related qualifications; for example TAP, City and Guilds 7307/7407 or equivalent	✓		A/I/C
Additional IT related qualifications		✓	A/I/C
Cerner accredited trainer		✓	
Knowledge and Experience			
Experience in delivering digital systems training	✓		A/I
Experience in delivering training for EPR systems		✓	A/I
Experience in delivering Cerner systems training as business as usual and for implementations		✓	A/I
Experience of designing and delivering EPR training across multi-levels of staff		✓	A/I



Thorough understanding of Microsoft Office applications	✓		A/I
Solid grasp of training principles and methodology	✓		A/I/C/T
Excellent verbal and written communication and presentation skills	✓		A/I/C/T
Understanding of TAP procedures		✓	A/I
Familiarity with NHS patient related data		✓	A/I
Familiarity with information security and confidentiality and data quality issues		✓	A/I
Understanding of clinical and non-clinical healthcare processes		✓	A/I
Understanding of change management issues		✓	A/I
Experience of working in an IT training environment	✓		A/I
Experience of using technology to improve working practices	✓		A/I
Experience of working in an NHS environment		✓	A/I
Skills and Capabilities			
Bridge communications between the IT and the wider Trust, with a focus on developing an understanding of how to deliver against business needs and goals	✓		A/I
Ability to work as part of a team and on own initiative	✓		A/I
Ability to develop training courses / materials on the use of various PC systems / software	✓		A/I
Ability to work with multi-disciplinary teams	✓		A/I
Communicate with clarity to internal and external stakeholders and with vendors	✓		A/I/T
Use technology and tools effectively in managing applications	✓		A/I/T
Create a customer-focused, service-based approach to working with stakeholders	✓		A/I
Willingness to work outside of normal office hours as and when required	✓		A/I
Adaptability, flexibility and ability to cope with uncertainty	✓		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	✓		A/I
Current valid UK driving license		✓	A/I
Personal Attributes			
Professional calm and efficient manner	✓		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	✓		A/I
Highly motivated with ability to influence and inspire others	✓		A/I
Enthusiastic and innovative	✓		A/I
Self-motivated	✓		A/I
Ability to show patience and understanding to users at all levels	✓		A/I

Able to manage time/priorities effectively in order to meet deadlines	✓		A/I
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