JOB DESCRIPTION

JOB TITLE:	**SERVICE SPECIALIST**
BAND:	**6**
DEPARTMENT:	**SERVICE & DESKSIDE TEAM**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**SERVICE MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – DIGITAL OPERATIONS**

JOB SUMMARY

The Service Specialist is a key member of the Service and Deskside team. The role utilises expert knowledge to act as a point of escalation and co-ordinates or schedules junior staff within the team.

The post-holder will act as a technical expert providing support for Business As Usual (BAU) across a range of technical issues offering guidance to Trust users with MS Windows, MS Office and Clinical Systems queries and working closely with other teams within the department to resolve issues at first point of contact. The role incorporates customer care, vendor or relationship management, operations and communications co-ordination.

The post holder is also responsible for working closely with the project teams, ensuring service team tasks are identified, planned and executed effectively. This involves working as part of a team or on an individual basis with 3rd party vendors, internal or external stakeholders and other technical experts, ensuring assigned project tasks are completed within project tolerances.

The post holder is also responsible for the configuration and support of the Servicedesk support system. Responsible for producing Digital Department performance statistics for relevant meetings and Boards

KEY RESPONSIBILITIES

- Utilise expert knowledge to resolve a range of varied, complex technical issues and explain complex situations in simple terms to staff at all levels
- Maintaining support relationships with 3rd party vendors
- Responsible for the production of relevant system configuration documentation e.g. request for change documents, process maps, legacy documentation etc
- Producing monthly reports for different divisions and teams within the Trust
- Communicate complex system configuration information to service managers, clinical colleges, administration staff across the Trust, where on occasions there may be barriers to change in process.
- To identify and communicate data quality issues in the Trust's information systems to end users and service managers and where appropriate action these issues.
- To work with the Information Governance team to support them with queries, FOIs and investigations Assist with managing customer expectations by providing realistic timescale estimates and giving early warnings of any likely delays.
- To assist in the implementation of new releases, testing releases, completing

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relevant testing documentation and providing the ongoing support for these releases.

- Escalate any recurring problems which users are experiencing, so that a more comprehensive and effective solution can be applied
- Correctly record and update asset information
- Provide expert support or guidance relating to technical service requests, problems or issues
- Demonstrate activities and work routines to others in the service team
- Liaise with 3rd party vendors as required, ensuring that sufficient technical information is provided for each call logged
- Ensure that service documentation is maintained and updated
- Schedule resources and execute work packages allocated and relating to technical service requests, problems or issues
- Work with the Senior Service Specialist and Service Manager focusing on quality or continual service improvement

MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	- Work alongside the Senior Services Specialist to schedule resources within the team in order to meet the operational or project priorities - Develop, plan, organise and deliver complex service deployments across clinical and non-clinical departments to deliver services to the required standards and within the available resource base - Work as an expert within the service team, encouraging knowledge sharing across that team - Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms - Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary - Lead tasks and activities which may require adjustments to priorities to satisfy business needs - Delegates work to some team members - Deputise for the Senior Service Specialist as required
Human Resources	- To assist with the recruitment of service team staff - Training and mentoring within the team
Performance and Quality	**Service Delivery and Improvement** - Ensure the efficient organisation of service team services within the department, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of staff and non-pay resources - Working closely with other Digital Department Leaders to collect relevant service specifications for Servicedesk portal configuration changes - Process map service pathways for users of the Servicedesk portal ready to implement configuration changes

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Page **2** of **9**

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- Communicate the benefits of Servicedesk portal updates and changes to Trust staff
- Develop and maintain in-depth specialist knowledge of the relevant service issues, requests or problems as appropriate to deliver the Trust strategy
- Log faults with 3rd party Service Desks as requested ensuring that the minimum data set information is provided for each call logged and that regular communication is maintained with the 3rd party until calls are resolved. Ensuring that for each call logged there is a corresponding log on the Trust's IT Helpdesk.
- Responsible for service specification and the review of vendor specifications in line with objectives or business requirements
- Demonstrate activities and work routines to others in the service team
- Guidance of Trust users with basic MS Windows, MS Office and Clinical Systems queries from how to guides provided by other technical teams
- Proactively identify risks and issues that affect release scope, schedule and quality
- Escalate to Service Manager any service impacting or critical issues, give clear updates of progress to resolution for staff at all levels
- Supporting all Trust Sites you will be required to provide service support across multiple platforms
- Correctly record and update asset information
- Present and demonstrate the services you responsible for, communicate a range of complex business processes supported by the Digital service to large user groups and senior managers
- Utilising your expert knowledge, meet with various stakeholders or users to troubleshoot or resolve matters that may arise regarding complex issues or problems associated with the delivery od Services
- Maintain up-to-date knowledge with regards to Data Protection, Patient Confidentiality, Information Sharing Protocols and relevant Trust policies relating to these
- Develop and maintain professional relationships with disciplines in and outside of the Trust
- Work with the programme teams to ensure digital services are provisioned in line with project tolerances
- Responsible for the successful implementation into live environments of new service elements as part of project or service objectives
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed
- Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standard/milestone

Risk Management and Governance

- Support a culture within the Servicedesk team that ensures that all technical and operational employees comply with Trust

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policies and guidelines
- Support the Service manager and other team leads in the delivery of the governance plan for the department
- Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place
- Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile
- Work collaboratively with colleagues to address complaints and incidents appropriately – lead the learning from such events to ensure that learning is achieved across the department

Corporate
- Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests
- Work with colleagues to facilitate corporate and divisional performance through realistic, cross referenced and measurable objectives
- Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate

Financial and Physical Resources	• Share and communicate performance indicators/standards and level of performance throughout the department, taking action where required to address any variance • Works with Service Manager to understand team finances • Responsible for the safe use of equipment associated with the service team across the Trust • Takes responsibility for expensive digital equipment or software installations and their maintenance. • Ensures physical resources are maintained appropriately. • Takes responsibility for the security of resources held by the role • Ensures the role owner and team utilises resources in line with the instructions of the resource • Promotes the best use and care of resources throughout the Trust •
Personal Skills and Qualities	• Ability to provide clear, effective and customer sensitive advice. • Ability to communicate complex technical issues to non-digital staff. • Communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome • Enthusiasm for working collaboratively with business owners and other technical experts. • A willingness to maintain and acquire new skills in the area of

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digital hardware or service support
- Ability to develop effective working relationships with peers and stakeholders across the organisation
- Ability to analyse complex data/information, problem solve and make judgements/draw conclusions
- Able to work independently, using own initiative and as part of a team
- Able to embrace and drive change
- Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term
  Able to work flexibly to meet the demands of the role

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered. |
| **Dealing With Harassment/ Bullying In The Workplace** | The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. |

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	Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy. To safeguard at all times, the confidentiality of information relating to patients/clients and staff.
General Data Protection Regulation (GDPR)	To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR. As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional	The Trust is accredited as an Investor in People employer and is

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Development/Investors in People	consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations. Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

PERSON SPECIFICATION

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DIRECTORATE:	DIGITAL
REPORTING TO:	SERVICE MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Relevant Digital Degree or equivalent knowledge and relevant experience in specialty • Recognised qualifications associated to the role	E D	S/I S/I
Experience	• Experience in system configuration • Working and liaising with Third Party Suppliers. • Working in a large organisation with a wide range of staffing levels and being able to liaise with Administrative Staff to Senior Managers. • Strong experience of hardware maintenance & upgrades across a mixed computing environment • Strong experience in influencing the application of digital to working practices.	E E E E	S/I S/I S/I S/I

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	• Working with a range of staffing groups including clinicians, nursing and managers.	E	S/I	
	• High level of interpersonal skills, including active listening and understanding.	E	S/I	
	• Excellent communication and presentation skills.	E	S/I	
	• Influencing, motivation and negotiation skills	E	S/I	
	• Ability to work across organisational and professional boundaries	E	S/I	
	• Excellent presentation and written communication skills	E	S/I	
	• Ability to prioritise and plan use of resources	E	S/I	
	• Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles.	E	S/I	
	• Experience of working within an NHS Digital Department environment.	E		
Knowledge & Skills	• Knowledge of Desktop operating systems such as Windows 10	E	S/I	
	• Practical knowledge of PC and printer maintenance and support	E	S/I	
	• Knowledge of thin and fat client support and maintenance	E	S/I	
	• Understanding of Information Governance, Digital Security and confidentiality Understanding of the Strategic aims and priorities of the Trust Understanding the benefits of Information Technology to Trust staff.	E	S/I	
	• Knowledge of the Digital strategy			
	• Good Working knowledge of MS Office products.	E	S/I	
	• Knowledge of the National Digital Strategy.	E	S/I	
	• Knowledge of Digital Pathways in NHS Trust	E	S/I	
	• Good understanding of the current NHS agenda and healthcare policy	D	S/I	
	• Knowledge & Experience working in an ITIL environment	D	S/I	
	• Knowledge & Experience working in an PRINCE 2 environment	D	S/I	
		D	S/I	
Personal	• Good analytical and problem solving skills – ability to analyse complex data/information and make	E	S/I	

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	judgements/draw conclusions		
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation	E	S/I
		E	S/I
	• Ability to embrace and drive change	E	S/I
	• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role		

S: Shortlisting I: Interview T: Test

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