Opportunities for development into this role may be obtained if the candidate meets the entry level essential requirements detailed within the Person Specification. In order to successfully complete development into this role it will be necessary to fulfil a detailed development plan which will be designed on an individual bases following recruitment.

A candidate who is successful in applying for this development role will be paid a band 3, and only on completion of the development plan will then be transferred into the position outlined in this Job Description.

If the development plan is not achieved within the timeframe stipulated in the development agreement, employment may be at risk.

CHCP reserves the right to retract the offer of progression to a higher banded role, if service provisions do not lend themselves to this model at the time the development agreement is achieved. CHCP will consult with the employee as soon as practicably possible should service provisions occur which affect the agreement.

JOB TITLE:	Information Systems Administration Assistant – Development Role
BAND:	3-4 Development Role
REPORTS TO:	Project Support Manager
RESPONSIBLE TO:	Senior Information Systems Manager
LOCATION:	CHCP CIC Business Support Centre

JOB PURPOSE

The post holder will:

- Provide support to the CHCP CIC Information Management team through Manage Engine (call logging system), providing direct support across the organisations information systems including SystmOne, Care Identity Service (Smart Cards), and e-Referrals.

- The post holder will contribute to the business as usual and the continued development of the primary record keeping system, SystmOne.

- Support with aspects of SystmOne configuration, utilisation and operational performance enquiries and provide advice and assistance to CHCP CIC managers and to other members of the wider IM&T team.

- Assist in the development and co-ordination of data and information systems to ensure consistency of use.

- Demonstrate and develop knowledge and experience to support services and ensure the successful delivery of the Services and CHCP CIC objectives.

- Assist in the responsibility for the Maintenance of CHCP's IM&T systems

- Support the wider system Quality Agenda, including but not limited to User Access roles, Task Management and staff availability

- Carry out any other duties as may reasonably be required by their line manager

- Work flexibly, supporting all delivery streams within the team to meet wider goals/objectives.

DUTIES & RESPONSIBILITIES

Communication

- To be the first point of contact for systems users experiencing difficulty with identified CHCP systems.
- Constructively challenge working practices and make recommendations both within the team and wider colleagues within the organisation.
- Utilise tact and diplomacy when communicating across the organisation.
- To produce regular reports including updates on progress, to follow-up with relevant departments and facilitate timely resolution, escalating any issues that require management input.
- Maintain and develop effective relationships with a range of internal and external stakeholders to ensure CHCP CIC services are informed on progress and resolution.
- To be able to tailor communication were technical and complex matters are being discussed.
- Participate in relevant working groups/team discussions, offering suggestions for improving working practices in line with corporate objectives and values.
- Communicate any issues or concerns regarding data quality or confidentiality to line manager.
- To support less experienced staff in the development of their practical skills e.g. in Excel, Word etc.
- Support and communicate the wider themes associated to the team related to good practice when utilising IM&T systems, Information Security and systems access.

Analytical Tasks

- To ensure that established processes are undertaken appropriately, contributing towards development where identified.
- Reporting any suspected misuse of the organisations property or processes.
- Responsible for understanding and interpreting organisation related policies and procedures.
- Assist in the development of routine and non-standard analysis in response to customer needs. This may include comparisons across data sources to draw conclusions.
- Assist training sessions delivered to users of systems processes, inclusive of general administration.
- Maintain knowledge of the various systems and data sources available within CHCP CIC and those managed within the team, ensuring they are used effectively, and that data is collected and stored appropriately, sharing any issues identified with other members of the team and suggest recommendations for improvement.
- Support in the continual maintenance and monitoring of IM&T systems, and associated data quality, assessing potential impact and feedback any issues within the team and to services within CHCP CIC.

Planning and Organisational Skills

- To support the Information Management team in ensuing that an efficient and effecting service is provided.
- Assist in delivering scheduled tasks inclusive of audits that preserve the quality of information security throughout CHCP CIC.
- Carry out routine maintenance and monitoring of the organisations IM&T systems to ensure effective utilisation is maintained by all staff.
- Ability to plan own workload demonstrating flexibility in re-adjusting plans and priorities in line with customer/departmental/performance indicator requirements within agreed timeframes, seeking line manager's advice when required.
- Comply with information governance procedures and protocols, including the confidentiality of patient and staff records.
- Deliver against agreed objectives, achieving quality outcomes.
- Create and maintain system standard operating procedures (SOPs) to facilitate department's efficiency and identify other opportunities for improvement within reporting processes and recommend alternatives.
- Maintain operational procedures and check lists for all areas of work, and ensure they are held centrally, together with working papers

Physical Skills

- To have good keyboard skills with an appropriate standard of speed and accuracy.
- Maintain up to date training and knowledge to effectively move and handle equipment in a safe and effective manner
- To travel to meetings locally and regionally as required
- Operate photocopier and other office equipment used for general office duties.

Responsibility for Patient Care

- Incidental patient contact.
- Comply with information governance procedures and protocols, including the confidentiality of patient and staff records.

Policy and Service Development Implementation

- Adhere to policies appropriate to own role, contributing to the development of departmental policies on data handling and production within a team environment.
- Contribute to reviewing and developing departmental policy relevant to service areas, audit processes and those which may impact on own department and CHCP CIC as a whole.
- Understanding of relevant Company policies and procedures e.g. Fire, Health & Safety, Data Protection/Security of Information

Responsibilities for Financial and Physical Resources

- To report issues relating to faulty equipment, buildings, and security, according to workplace procedures.
- Contribute to effective asset management, data and data collection which impacts on Information Security.
- Ensure assets are secured, reporting breaches through reporting mechanisms where identified.

Responsibilities for Human Resources

- Contribute to own development and actively participate in supervision process to negotiate realistic aims in consultation with line manager.
- Assist immediate and wider colleagues within CHCP CIC in resolving queries on a day-to-day basis
- Support new starters/employees and apprentices in training to obtain information and use various software and overall contribution to the induction process and demonstrating own role.

Responsibilities for Information Resources

- Regularly designs and format complex spreadsheets that support the wider team's objectives.
- Maintain and suggest improvements for intelligence systems in own area.
- Update IM&T systems and reporting systems to meet the business needs of the users and ensuring that data of appropriate quality is used.
- Liaise with CHCP CIC staff within the services to establish procedures and practices to allow the required data sets to be obtained.
- Create ad-hoc analyses and routine reporting to support business requirements. Liaising with customers to ensure their needs are met.
- Ensure appropriate data confidentiality and security is maintained.
- Work within the standards outlined in the department's "Performance System Review & Assurance" document and framework.
- Contribute to Standard Operating Procedures & Business Rules for data quality/entry to include facilitating training and initial set-up.
- Interpret and process information compiled by others e.g. datasets and reports, and where necessary re-present accurately and effectively.
- Comply with version control in accordance with departmental and corporate requirements.
- Undertake informal note taking as required.

Responsibilities for Research and Development

- Undertake surveys or audits as defined by the department or line manager and contribute to formal audit written reports.
- Cross referencing of reports with reports already produced to determine quality.
- Support the training of colleagues in relation to the use of IM&T systems and collection of accurate information and data through adherence to SOPs.

Freedom to Act

- Use initiative to manage own day to day workload, referring to line manager where there is conflict.
- Adheres to policy and guidance as and when required to fulfil duties.
- Update standard operating procedures referring to line manager as necessary to facilitate efficiency across the team.

EFFORT AND ENVIRONMENT
Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year
Physical Effort • Frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time e.g. Reception/keyboard • Lifting/manual handling which may include stationery deliveries, files etc.
Mental Effort • Occasional requirement for prolonged periods of concentration are required to facilitate accurate development of reports and data analysis • Reconciling and checking of data and information to ensure validity and accuracy. • Switching between numerous tasks • Work requires careful planning and preparation but can be unpredictable requiring immediate action and re-organisation of priorities
Emotional Effort • Exposure to emotional and distressing circumstances is rare, though there can be pressure around short timescales for data production
Working Conditions • Open plan office with various departments resulting in varying noise/interruption levels • Use of computer for significant proportion of the day

PERSON SPECIFICATION
INFORMATION SYSTEMS SUPPORT ASSISTANT

Candidates applying for a development opportunity must meet the entry level essential requirements. If successful, a detailed development plan will describe the development pathway enabling progression to the higher band. If the development plan is not achieved within the timeframe stipulated in the development agreement, employment may be at risk.

Should a formal qualification be identified as part of the development plan, it is essential that the successful candidate meets the specific entry requirements to enable entry onto the course(s). Being unable to access the necessary course(s) for this reason may result in the offer of development being withdrawn and employment may be at risk.

CHCP reserves the right to retract the offer of progression to a higher banded role, if service provisions do not lend themselves to this model at the time the development agreement is achieved. CHCP will consult with the employee as soon as practicably possible should service provisions occur which affect the agreement.

A successful candidate who obtains the higher-level essential requirements at the point of recruitment will commence at band 4.

	Entry Level Essential Requirements (Band 3)	Higher Level Essential Requirements (Band 4)	How will candidate achieve the Higher Level Requirements (university course, competency framework, etc)
Qualifications			
NQV Level 3 in Business Administration/IT, or equivalent qualification or able to demonstrate this level of skill and experience	X		
Significant experience with SystmOne		X	Competency Framework/Development Plan
Knowledge			
Thorough working knowledge of Microsoft Office packages	X		
Able to demonstrate in depth usage of using word processor and presentation software to produce attractive and clear reports and presentations	X		
Able to demonstrate in depth usage of using information systems and/or database systems to extract data for reporting purposes	X		
Understanding of importance of organisational information systems and data sources	X		
Good knowledge of SystmOne within a healthcare setting		X	Competency Framework/Develo

			pment Plan
Ability to interpret issues raised and explained by systems users		X	Development Plan/Peer Support
Ability to discuss and explain complex issues to employees		X	Development Plan/Peer Support
Experience			
Relevant Experience in an IT or customer service-related environment	X		
Experience of using NHS Clinical Systems (SystmOne, Lorenzo, etc)	X		
Experience as SystmOne System Administrator (Configuration of SystmOne units)		X	Competency Framework/Development Plan
Ability to discuss and explain technical issues to non-technical staff		X	Development Plan/Peer Support
Ability to interpret complex technical problems explained by non-technical systems users		X	Development Plan/Peer Support
Support of IT systems		X	Development Plan/Peer Support
Personal Attributes			
Conversant in the 7 C's – Care, Compassion, Competence, Communication, Courage, Commitment and Candour and the values of the organisation	X		
Self-motivated and able to manage own workload	X		
Able to use initiative to seek out information relevant to the area's of responsibility	X		
Ability to operate as part of a team and independently	X		
Excellent communication and presentation skills both written and oral	X		
Ability to resolve problems effectively and with the minimum of supervision	X		
Commitment to continuous professional development	X		
Willingness to question existing methodologies	X		
Ability to lead/motivate staff to embrace change		X	Development Plan/Peer Support
Gives and encourages peer support		X	Development Plan/Peer Support
Personal Circumstances			
Ability to work flexibly to meet the needs of the service e.g. cover for annual leave, sickness and training	X		

Ability to commute between local sites and occasional meetings and conferences outside the area i.e. North West, access to a suitable means of transport	X		

Job Holder Signature …………………………………….. Date ……………………………

CHCP is an equal opportunities employer and we will consider reasonable adjustments to the requirements set out above if you are unable to fulfil the requirements because of a disability or other protected characteristic.