

JOB DESCRIPTION

GENERAL INFORMATION

Title: Specialist E- Rostering and Systems Facilitator

Grade: Band 6

Job base: Royal Brompton Hospital

Accountable to: Head of Workforce Intelligence

**Professionally
accountable to
(if applicable): N/A**

Disclosure & Barring Service (DBS) checks (please delete as appropriate):

not required	<input type="checkbox"/>
basic	<input type="checkbox"/>
standard	<input type="checkbox"/>
enhanced	<input type="checkbox"/>
enhanced with adult/child barred list	<input type="checkbox"/>

Job summary

The post holder will be responsible for the management of the Allocate Healthroster - Rostering platform, providing advanced support and advice to both Managers and staff on the management, maintenance and functionality of Healthroster and its related systems. The postholder will manage the migration of new teams/departments onto Healthroster and the reconfiguration of existing units following service change.

The post holder will be an expert user of the Allocate HealthRoster System and provide frontline support and advice in all aspects of the system and related systems. The post holder will support the clinical teams during the implementation and ongoing use of the systems and will perform a variety of tasks including ensuring Healthroster is fully incorporated within clinical and non-clinical wards and departments. Setting deadlines, assigning responsibilities, monitoring and summarising progress and in the delivery of the key performance indicators and benefits realisation of utilisation of the system. The post holder will be able to prepare and deliver training to all levels of trust staff.

The post holder is responsible for communicating extensively with staff and assisting staff to collect and analyse highly complex data including shift patterns and hours in order to develop, test, deploy and support end user requirements.

Main tasks and responsibilities

- Day to day line management responsibility for the HealthRoster System.
- Attend meetings across the organisation to discuss the benefits of the HealthRoster Systems sharing knowledge and working through organisational change requests
- Ensure appropriate training is available and provided for all staff whether off the shelf/bespoke from Allocate or internal.
- Supervise the support and rollout of Healthroster to all new and existing clinical and non-clinical departments.
- Oversee the collection of data from teams/departments requiring implementation or reconfiguration of Healthroster and the production of all required elements for new roster templates.
- Work with key staff to gather data and gain their tacit knowledge of producing rosters in order to enter this on to the system.
- Be the key contact both internally and externally for all system development communications.
- To input staff data / ward data as required; ensuring timely, accurate data is available to users in time for roster production, including all new starters / leavers and changes to staff data.
- Work with HR to validate data between Electronic Staff Record (ESR) and Healthroster.
- Undertake such duties as may be required to ensure that the system is fully incorporated within the ward/department.
- To provide day to day support for the users, diagnose and remedy any errors or malfunctions of the system.
- To provide advice to all Managers, Heads of Nursing, Matrons, Ward Managers and their deputies on unachievable rosters.
- To be a champion of e-rostering and encourage others to adapt to this new way of working.
- To lead or support sub-projects as required within the wider HR Data Sphere.
- Undertake pilots for new developments of the software / interfaces as required.
- Be responsible for the roll out of any new Software updates or installation modules Trust wide.

Communication

- The post holder will contribute to the strategic development of comprehensive customer focused training in collaboration with software suppliers(s)
- They will demonstrate a willingness to be actively involved/lead in the implementation of the system.
- Provide rostering advice and support to unit/departments managers and other roster creators, as required.
- Pilot new methodology in e rostering to support efficiency, skill mix and managing acuity. Review national best practice in roster management and work with the manager to implement any new solutions if agreed.
- Promote cultural changes in the organisation around the acceptance/use and understanding the benefits of electronic software.

- Provide written and oral communication and presentation's and be able to inspire and enthuse users in a non- confrontational, collaborative style, in one to one situations, small groups and large audiences.
- Demonstrate a courteous and helpful approach to patients, relatives and visitors in the clinical area within their own capabilities.
- Report untoward incidents and any other relevant information to a registered nurse immediately.
- Attend external meetings as Trust Electronic Rostering representative. E.g. Allocate update conferences

Patient/customer care (both direct and indirect)

- To ensure all new users have received adequate training and have been issued with appropriate access levels to enable them to fulfil their job roles.
- To prepare, plan and facilitate workshops/training sessions to assist with project implementation and ongoing use of the system.
- To provide technical support and advice throughout the user testing period and beyond, recording and reporting any issues experienced with system configuration.
- The post holder will establish effective working relationships with staff across the trust. Acting as a champion and demonstrating attitude towards change
- Provide monthly information of staff rostering to the Finance Department from all ward areas.
- To be aware of other service-based audits/research and to assist in these studies as appropriate that support hospital services

Policy & Service development

- Ensure all service leads are able to generate relevant reports to aid effective roster management e.g. sickness, annual leave etc, and deliver the key performance indicators and deliver the financial benefits of the revised systems.
- Contribute to the production of project documents such as project plans, projects progress reports and project risk reports and share same with relevant staff.
- Support all developments of the Electronic Rostering System using specialist e-rostering knowledge to advise on rostering solutions
- To develop and maintain working relationships with the IS department, payroll, Temporary Staffing Office and Allocate software.
- Work with clinicians and managers to overcome highly complex service patterns to obtain the optimum roster ensuring working arrangements comply with Trust policies.
- Advise on highly complex issues to achieve agreeable outcomes including complex pay queries.
- Identify ways in which e-Rostering can support the implementation of external body recommendations
- Ensure regular maintenance of the gateway.
- Lead the provision of on-going technical support, maintenance, upgrades and development of the e-Rostering software (HealthRoster, BankStaff, EOL/MOL, SafeCare

- **Resource management**

- Responsible to arrange and deliver training for new users specially who are ward mangers, matrons and departments heads to ensure best knowledge of how to use the e- Rostering systems effectively to achieve their rostering KPI's and staffing goals.
- Produce and maintain high quality user guides and training materials on effective use of e- Rostering systems to support training and incoming business as usual queries.

- **People management**

- Plans and prioritises own day to day workload.
- Plans and prioritises medium to long term workload.
- Will be required to administer short term project groups/committees.
- Lead on the project management and implementation of any major systems implementation, integration or upgrade projects within a delegated budget ensuring that a project is costed, resourced and delivered to time and budget.
- Attend regular e- Rostering operational Group meetings designed to encourage open communication on the effective use of HealthRoster.
- Assist with the supervision and teaching ward administrators, nurses and other clinical staff in the use of Trust based information technology.
- Provide education and training to other disciplines in critical care data entry and the importation of data from handheld IT devices.
- Responsible to arrange and deliver training for new users specially who are ward managers, matrons and department heads to ensure best knowledge of how to use the e-Rostering systems effectively to achieve their rostering KPIs and staffing goals.
- other new system Trust may implement in future) so that the Trust may benefit from enhancements to the product functionality.

- **Information management**

- Lead, manage and support the business change process across the Trust in relation to rostering and effective workforce planning.
- Work closely and collaboratively with ward mangers, clinical leads and teams' leaders, department leads to ensure a successful and effective implementation of e- Rostering systems and embedding the best rostering practices.
- Act as the main point of contact in the Trust to raise awareness of the e- Rostering software and the change activities to staff who may wish to use it and to feedback any difficulties or issues to the relevant departments.
- Use the Trust Internet to enhance care and for professional development.
- To maintain a register of all IT based training undertaken, identifying updates where necessary.

- To abide by the Trust's core behaviours for staff and all other Trust policies including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety policies.
- Set up required templates for ward areas clinical departments and amend as required due to service demand and against budget constraints
- Work with the Finance department to provide Unify reports for NHSi on a monthly basis
- Work with Finance annually regarding staff budgets and alter templates to reflect staffing as appropriate.
- Work with Clinical leads, HR and Staff side to update roster policy in accordance with guidelines
- **Research and development**
- Post holder may be asked to contribute to local audits agreed with the workforce systems team.
- Proactively keep ahead of systems developments, undertaking surveys or audits where necessary, to assist in the evolution and testing of software upgrades and highlighting potential impacts. Where appropriate communicate these changes in advance to system users and other stakeholders.
- Implement effective processes to evaluate and measure the benefits of e-Rostering systems to the Trust.

Further sections

Always include for management roles:

- To attend and play a part in corporate groups as a representative of the directorate and team to represent the Trust at regional and national conferences and on working groups as appropriate
- To abide by the NHS Code of conduct for managers, the Trust's Core behaviours for staff and managers and all other Trust policies, codes and practices, including standing financial instructions, research governance, clinical governance, patient and public involvement and health and safety.
- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

Other duties

To undertake any other duties commensurate with the grade as requested.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Smoking

It is the policy of Royal Brompton & Harefield Hospitals Group that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

Disclosure & Barring Service checks (where relevant)

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about unspent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

Core behaviours for all Trust staff

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Confirmed as accurate by post holder:.....

Date:.....

Confirmed as accurate by manager:.....

Date:.....

Date:

PERSON SPECIFICATION

GENERAL INFORMATION

Post: e- Rostering and Systems Faciliatory

Grade: Band 6

Directorate/Department: Head of the Workforce Intelligence

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<p>Educated to degree level or Post Graduate qualification</p> <p>Excellent mathematic and analytical skills</p> <p>Degree in Computer Sciences</p> <p>All staff are expected to take responsibility for their own continual personal development</p> <p>Excellent knowledge of working regulations and guidelines e.g. EWTD</p>	
EXPERIENCE & KNOWLEDGE	<p>Experience gained within NHS or public sector organisation</p> <p>Expert Knowledge of electronic rostering Healthroster® implementation/system administration within a large organisation</p> <p>Knowledge and awareness of key operational issues such as WTD, temporary staffing, IWL etc.</p> <p>Understanding of demands on Ward / Dept heads in terms of service pressure.</p> <p>Experience of supporting and facilitating</p>	

	<p>organisational change</p> <p>Experience gained</p> <p>Customer Service or</p> <p>Support team leader role.</p>	
SKILLS & ABILITIES	<p>Demonstrate good Team Leadership skills</p> <p>Able to demonstrate well developed interpersonal skills.</p> <p>Able to demonstrate high levels of communication skills to; coach, mediate, negotiate, present and train.</p> <p>Highly developed organisational and time management skills</p> <p>Proven ability to manage competing priorities and deadlines</p> <p>Able to prepare and analyse complex reports and policies (workforce information, clinical practices and shift patterns)</p> <p>Communication skills to articulate complex issues in a clear way verbally and in writing and to handle sensitive situations ensuring that individual needs are understood and responded to</p>	
PERSONAL QUALITIES	<p>Demonstrate a forward looking and proactive approach</p> <p>exercise influencing/negotiating skills</p> <p>Work effectively within a team environment</p> <p>Attention to detail and quality of work output</p> <p>Use initiative and think creatively</p> <p>Show empathy</p> <p>flexible approach to work</p> <p>Commitment to own CPD</p>	

OTHER REQUIREMENTS	Ability to work effectively when dealing with staff issues that requires diplomacy and sensitivity on a regular basis.	
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Date: 3 March 2021