



JOB DESCRIPTION

1. JOB DETAILS

Job Title:	IM&T Facilitator
Responsible to:	IM&T Senior Projects & Development Manager
Department & Base:	IM&T- NHS Borders, Newstead
Job Reference No:	043390
Date this JD written/updated:	April 2019

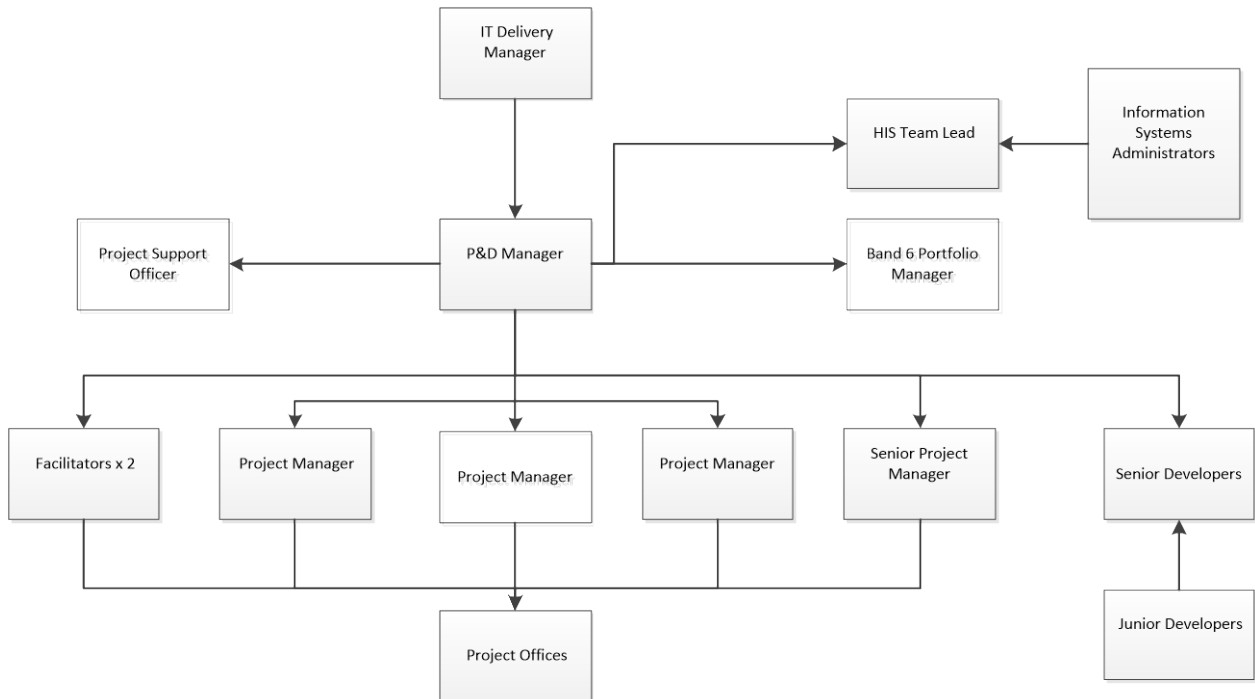
2. JOB PURPOSE

To assist & support Project Managers in all aspects of change to new & current Applications throughout NHS Borders.

To support operationally & to be involved in the handover to support teams as required for new systems.

To provide support and guidance to stakeholders and end-users involved in all aspects of change.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The IM&T department brings together information and knowledge management, corporate information, health records, system administration and development, infrastructure support services, security, data protection, training, projects, facilitation and developments within NHS Borders.

This seeks to assist NHS Borders staff to exploit the use of Information Management and Technology to enhance clinical and business services within the organisation. This work is governed within the strategic plan for IM&T services for NHS Borders. This ensures local and national programmes and targets are addressed across the many aspects of NHS service delivery, and that there is coordinated and co-operative working in IM&T matters across NHS Borders.

OUR VALUES IN ACTION

♦Care and compassion ♦Quality and Teamwork ♦Dignity and respect ♦Openness, honesty and responsibility

5. MAIN DUTIES/RESPONSIBILITIES

- To define user requirements for allocated change or project work to ensure effective delivery and implementation of change/ projects to agreed plans. To assist in drawing up specification as necessary, within the timescales determined by the project manager and ensure all work is accurately and clearly documented and maintained during the change.

- Provide specialist knowledge and guidance in IM&T systems, undertaking the review of systems, testing of developments and upgrades and documentation of information systems with guidance from the Project Manager.
- Evaluation and implementation of new technology, and or processes in support of assigned change/ project work.
- To liaise with third parties in relation to the development and support of systems implemented through assigned change/ project work
- To ensure end-users are skilled and have procedures and documentation for system changes/ new systems.
- To ensure users have the appropriate training and skills to operate the application in their day to day function.
- Support the Project Manager in all aspects of change or project delivery ensuring that formal project management principles and documentation are followed at all times.
- Adherence to help desk response times with regard to support tasks for assigned change/ projects.
- The post holder will work to proposed milestones or timescales, as agreed with the Project Manager for assigned work.
- The post holder will be involved on technical and non-technical aspects of new technology/systems, as part of the change process. The post-holder is responsible for planning, training, testing, analysis, implementation and evaluation. All within NHS Border IT guidelines.
- The post holder will also give attention to data quality, management of change, operational support issues, end user requirements, reporting

6. SYSTEMS AND EQUIPMENT

Systems used for administering project work

Structured storage for progress reports, computer programs and documentation
 Microsoft Project and Project intranet hosted websites / publishing tools
 Project Management tools eg Aspyre used in NHS Borders

Communication systems used to manage project work and liaise with Support, Training and Users

IM&T service desk
 Email – Outlook and NHS mail

Systems utilised within a project environment (not exhaustive)

Scottish Care Information (SCI) Tools e.g. SCI Store, SCI Gateway
 Interfaces to SCI products.
 Trak
 EMIS Web
 Wardview
 EMIS
 CHI 24
 G2

Sapphire Theatre system
Aspyre

Database Systems supporting project work

Microsoft SQL Database for data storage, programming environment, security

Shared electronic storage area.

7. DECISIONS AND JUDGEMENTS

The post holder will:

- Take decisions on assigned change, prioritising workload and undertaking change and support work, to agreed procedures and standards.
- Work with other IM&T specialists to agree on standards and methods to be used within the change and projects.
- Provide advice and guidance on systems being implemented to a wide cross section of staff within the organisation
- Identify the most appropriate solutions for change or project development tasks in response to specifications and recognises the need for procedures, developing these as required and reviewing these with the Project Manager and project teams.
- Provide support for escalated calls on assigned change or project work, provide advice and guidance to users and IM&T staff, and work with projects and operational teams to deliver change or project work.
- Investigate and appraise options for resolution of problems, and arrange potential solutions during development or analysis of reported faults.

8. COMMUNICATIONS AND RELATIONSHIPS

Ensuring that the External Suppliers \ Contractors deliver on time, to budget and to agreed specification. Support and train lead users in the use of Divisional information systems delivered through change or project work, and ensuring that sufficient training and procedures are delivered to support the overall hand over from projects to the IM&T, Support and Training teams.

Provision of one-to-one training to new system users as projects progress, ensuring consistency of training delivery and the development of training materials. Also to ensure new users receive all required information-related mandatory training delivered through Divisional training services.

(a) Within own unit/division/department

Regular written and verbal communication with all information department staff, to receive allocated work, seek advice and assistance, and deliver summary of progress made at task level.

Communication with Information Training and Support services

(b) With other unit/division/departments

Regular liaison with end users of IM&T systems, including clinical, management and administrative staff for information collection, analysis, presentation and support, together with other IM&T issues.

Participation in Project Boards and Project Teams

(c) External to the Health Service

Regular contact with third party suppliers and user groups for information systems as defined with project work

9. PHYSICAL DEMANDS OF THE JOB

Continuous requirement for sitting at keyboard for a substantial amount of time e.g. for reviewing system deliveries, testing of systems, email; includes occasionally moving light equipment. Occasionally required to drive/travel to meetings and other areas of NHS Borders.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Identifying and defining change or project related user requirements.
- Dealing with resistance to change both in terms of working practice and the project introduction/implementation of new information systems.
- Delivering change or projects on time, with access to limited resources.
- Identifying and scheduling of resource to assist in project delivery.
- Managing the organisational change associated with the introduction of new information systems

PERSON SPECIFICATION

For the post of IM&T Facilitator

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

1. Excellent Communication skills - Both written and verbal
2. Knowledge of IT systems & understanding of Change Management and the project development life cycle
3. Ability to understand and use Microsoft office, client, server and web enabled software
4. Presentation skills and effective documentation skills
5. Ability to clearly define and scope new proposed change
6. Ability to understand complicated business and information processes.
7. Demonstrate a sound understanding of change management techniques.
8. Encourage and motivate staff all levels in achieving agreed change management goals
9. Well developed interpersonal skills and ability to apply diplomatic and tactful approach to dealing with change issues.

DESIRABLE

1. NHS Experience
2. Technical project development and support skills
3. Knowledge of Prince 2 Methodology