



SCOTTISH AMBULANCE SERVICE

SUPPORTING INFORMATION

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| Position/Title: | National E-Rostering Administrator |
| Directorate/Department: | Strategy, Planning and Programmes |
| Location: | National, Flexible, Home Working |
| Accountable To: | National Resource Planning Manager |
| Responsible For: | No direct supervisory responsibility but could be asked to advise trainees or temporary agency staff. |
| General Summary: | Responsible for the overview and administration of the GRS Resource System. Ensuring systems are maintained and updated to provide a robust resource management tool and allow for the production of accurate reports as and when required. Responsible for the coordination and delivery of training to users. |
| Core Responsibilities: | <ul style="list-style-type: none"> <input type="checkbox"/> Responsible for the loading and mapping of new or existing information in an accurate and timely manner. <input type="checkbox"/> Responsible for the setting of ranges and permissions for individuals who require access to the GRS system. <input type="checkbox"/> Responsible for the maintenance and administration of Electronic Claim Forms <input type="checkbox"/> Investigate complex information requirements; provide assistance and advice as required on all information issues. <input type="checkbox"/> Building information reports as requested, ensuring accurate information is produced and all relevant information contained. <input type="checkbox"/> Extract, track and analyse all data produced and make recommendations for service improvement. <input type="checkbox"/> Responsible for the administration of automated functions within GRS. <input type="checkbox"/> Ability to understand analysis and trends, presenting regular reports to the management teams. <input type="checkbox"/> Responsible for changing definitions within the GRS system. <input type="checkbox"/> Put in place and practice a robust audit process throughout. <input type="checkbox"/> Responsibility for training the GRS function to users. <input type="checkbox"/> Conduct regular Service-wide departmental reviews to support ongoing training requirements of staff using GRS. <input type="checkbox"/> Liaise with software providers regarding errors and developments. <input type="checkbox"/> Liaise with Service-wide users to plan for new releases, projects and changes to assist in seamless transition. <input type="checkbox"/> Develop, implement and ensure adherence to system standards and procedures. <input type="checkbox"/> Identify and review risks associated with changes in service and systems. <input type="checkbox"/> Maintain the highest level of security and data integrity |

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| Management and Leadership: | <ul style="list-style-type: none"> <input type="checkbox"/> Support a Service team focused on delivering high quality service. <input type="checkbox"/> Work effectively as part of the team and with all staff, working in partnership to achieve the department objectives and support the delivery of key performance indicators (KPIs). <input type="checkbox"/> Motivate and support the rest of the team in their personal work objectives. <input type="checkbox"/> Innovate so as to challenge existing processes and identify new ways of working that would be advantageous to the organisation. <input type="checkbox"/> Plan and organise complex activities or programmes. |
| Governance: | <ul style="list-style-type: none"> <input type="checkbox"/> Support the Service to act safely & responsibly in relation to staff, patients and the communities in which they work. Ensure that the law in key areas such as Health & Safety, employment, finance and Information Governance is complied with in your work area. <input type="checkbox"/> Work within specific regulations such as governance arrangements and ethical frameworks for the NHS and encourage your colleagues to comply with all relevant regulations. <input type="checkbox"/> Ensure incidents are reported through the Service reporting system for corrective action and continuous development. |
| Quality: | <ul style="list-style-type: none"> <input type="checkbox"/> Monitor quality of own work to ensure that required standards of performance are met. <input type="checkbox"/> Review and update working practices in the light of developments, legislation and NHS directives. <input type="checkbox"/> Adopt information governance directives. |
| Communication and Working Relationships: | <ul style="list-style-type: none"> <input type="checkbox"/> Communicate complex information to a wide range of audiences both internal and external. Ensuring information is clearly presented and understood by the audience. <input type="checkbox"/> Develop working relationships with colleagues within the Service and other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. <input type="checkbox"/> Adopt a polite, professional and respectful manner at all times. Key relationships include: Operations ACC Support Services Management Information Team ICT Team Service Managers and staff Third party system suppliers and maintenance |
| Service Improvement: | <ul style="list-style-type: none"> <input type="checkbox"/> Develop an operational plan for your area of speciality that will contribute to achieving the objectives set out in the Service business plan. <input type="checkbox"/> Support the identification and practical implementation of ideas for service improvement. |
| Health, Safety and Security: | <ul style="list-style-type: none"> <input type="checkbox"/> Assist in maintaining the health, safety and security of people (including self) in your area. <input type="checkbox"/> Ensure own compliance with Health & Safety legislation. <input type="checkbox"/> Infection control – maintain a high level of housekeeping and cleanliness in all areas of Service premises and equipment. |
| Equality and Diversity: | <ul style="list-style-type: none"> <input type="checkbox"/> Promote equality of opportunity and diversity in your area of responsibility. <input type="checkbox"/> Promote people's equality, diversity and rights. |

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| | <ul style="list-style-type: none">□ Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity. |
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| Personal and People Development: | <ul style="list-style-type: none">□ Undertake necessary training and development to ensure that your own qualifications are maintained and that you develop these skills as new technology is introduced.□ Ensure ongoing personal and professional development and participate in personal development reviews.□ Maintain a smart appearance and be polite and courteous at all times. |
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