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| 1. Job Details | |
| Job Title | NSI Helpdesk & Data Processing Manager |
| Band | 6 |
| WTEs, posts | 1.0, 1 |
| Line Manager | NSI Systems Maintenance Manager |

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| 2. Job Purpose |
| The postholder is responsible for managing the Service’s helpdesk; the input, validation, security and integrity of the systems’ standing data and the system used for processing electronic form requests. Responsible for a team of 6 WTEs, the postholder will manage the call logging, prioritisation and resolution of user requests for help/advice and helpdesk incidents. Responsible for the assignment and progress of calls logged with the Service, ensuring that the most appropriate resource is assigned responsibility for call resolution be that the postholder’s own section, the Technical & Application Support functions or third party suppliers. The postholder is also responsible for the management and scheduling of data interfaces from external systems.  To provide cover for Technical & Application Support functions when demand and management dictates.  This is a new post which will commence prior to the final migrations of Boards to the single instance of the national finance systems (NSI) in June 2013. |
| 3. Dimensions |
| This is a national service providing finance and business systems to all 22 NHS Scotland Health Boards and is described in full in the Service Agreement with Health Boards.  There will be approximately 800 concurrent users of the systems once all Boards have migrated to the National Service in Q1 2013/14 and these will be located widely throughout Scotland.  Per annum transaction volumes after final Board migrations are anticipated as follows:   |  |  | | --- | --- | | No. of Suppliers | 100,000 | | No of helpdesk incidents/change requests | 100,000 | | Purchase Ledger Invoices processed | 2,300,000 | | Purchase Orders raised | 1,800,000 | | No. of Customers | 50,000 | | Sales Ledger Invoices raised | 140,000 | | No. of Bank Transactions | 750,000 | | Annual Value of ATOS MTS contract | £465,000 | | Annual Value of ABS maintenance contract | £780,000 | | Annual Value of the BIG contract | £80,000 | | Annual Cost of Staffing | £800,000 |     The postholder will be operationally responsible for the activities of a team of 6 WTE staff to be appointed to new structure (below) employed by the Service’s Host Board. |
| 4. Organisation Chart |
| [See above] |
| 5. Role of the Department |
| The national strategy for Finance Systems in NHSS was agreed by the all 22 Health Boards’ Directors of Finance in April 2011, the key features of which are now:   * a common software application suite for all Boards; ABS Ltd’s eFinancials Business Suite. * a common hosting solution for all Boards; using the ATOS national framework agreement delivered from its Livingston Data Centre. * a common instance of the application using multi-company functionality to allow Boards the flexibility to manage their finances independently of each other yet with the option for them to develop ‘shared services’ * and consequently, a national ‘in house’ application support team; the National Finance Systems Support Team (NFSST)   The NFSST will manage the delivery of the above Finance Systems services to NHSS users as follows:   * Users are supported in their day to day use of the systems. * Users are supported in their strategic development of the systems. * Users are supported in realising the full potential that the systems offer. * Vendors are performing in support of the above. * Vendors are adhering to their contractual obligations. * Maintain and control the Systems’ Standing Data in accordance with the formal policies and procedures determined by the users and their agreed service specification. * Maintain and control the import and export of data from/to feeder systems as determined by the users’ agreed service specification. * Manage the users’ access rights and security in relation to the system’s data in accordance with the formal policies and procedures determined by the users and their agreed service specification. * Provide a forum for users to participate in a ‘shared services’ culture via the collaborative approach to financial systems management offered by the department. * Monitor the use of the services by the users in order to advise of more efficient practices and to provide the necessary data for apportionment of national costs to Boards. * Monitor the quality of its own services and those provided by the third party vendors and continuously seek ways to improve quality. * Maintain the national budgets for the third party services and for the NFSST. |
| 6. Key Results Areas |
| 1. Manage the staff operating the NSI Helpdesk thereby providing the frontline support for the users of the NSI’s Services. Calls to the helpdesk may be by email, workflow form or telephone and must be handled courteously and timeously. 2. For more complex incidents, provide an initial diagnostic/triage response and record resultant actions on the helpdesk’s incident management system, noting the users’ details, the particulars of the incident (including any supplied evidence) and the times of the users’ calls. Provide callers with details of the action taken, a reference number and an indication of resolution timescale. 3. Ensuring that incidents and requests are appropriately assigned by helpdesk operatives. 4. Continuously review unresolved incidents and ensure appropriate follow up is made by helpdesk staff and that progress is reported regularly to originator. 5. Plan and oversee the monitoring and analysis of the standing data tables to ensure integrity, completeness, avoidance of duplication and compliance with nationally agreed standing data conventions. Production of management reports in support of this. 6. In cases where incidents may breach the agreed resolution targets, instigate remedial action. 7. To deputise for the System Maintenance Manager in relation to helpdesk activities to ensure continuous deliver of a robust and efficient service to customers 8. Manage escalated/complex problem areas/incident trends making sure that other NSI Managers are aware of any incidents that may breach targets or may be of particular concern to users. 9. Manage any issues raised regarding the incident management process to ensure the best quality service is provided to customers. Propose service changes that may result in inclusion in the Service’s continuous improvement programme. 10. Ensure helpdesk staff perform post call resolution follow-ups with users 11. Perform as an integral part of the NSI Team, ensuring the provision of a quality service to end users across all service delivery areas. 12. Manage the scheduling and processing of standard interfaces to agreed periodic reporting timetables; including reaching agreement with Boards about scheduling, error clearance. 13. Receive training required to support new service technologies/processes and generate appropriate helpdesk documentation to aid the helpdesk support process. Provide support and coaching to helpdesk staff re these new technologies. 14. Ensure compliance with control procedures for the validation and process standing data requests on behalf of users in a timely and efficient manner. These must meet the timescales in the appropriate Service Agreements. 15. Systems Control:  * Ensure there is a procedure for processing suitably approved user access requests, ensuring that requests follow the system security protocols/standards thereby ensuring that all data is secure and safe from inappropriate use.  1. The post-holder has managerial responsibility for their section as follows:  * To manage the day to day working of the assigned service sections * Input to recruitment and terminations of staff * Approval for expenses claims and overtime working * Recording and monitoring staff sickness absence * Input to grievance and disciplinary procedures * Input to decisions relating to provision of equipment and stock * Motivation and workload management of staff * Manage delegated budgets * Ensure all staff are adequately trained   Input to PDP/eKSF completion and evaluation of training needs to ensure the attainment and maintenance of high quality skills and performance levels as far as these are related to the service’s deliverables   1. Provide cover for Technical and Application Support Officers when demand and management requires ensuring that the highest quality of service continues to be provided to service Customers and to protect the targets set for the NSI by the Customer Service Agreements. |
| 7. Assignment & Review of Work; Decisions & Judgements |
| The postholder reports to, and their work will be assigned by, the System Maintenance Manager (SMM), who will also undertake the necessary periodic personnel reviews.  The postholder should be essentially self-directing, with direction and timescales driven by the NSI goals and targets and objectives agreed by the System Maintenance Manager..  Within agreed objectives, the post holder will be expected to plan the work, resolve problems and make decisions on how outcomes will be achieved. They will communicate regularly with other members of the NSI Team in order to plan and co-ordinate work  The postholder may also be assigned application support or system/data maintenance duties when demand dictates or where their personal skill set would help the Service achieve its Service Agreement targets. |
| 8. Communications & Working Relationships |
| Excellent inter-personal skills are a key requirement of this customer-facing post. These will be applied in developing and maintaining relationships and focussed communications with the following:  **Internal**   * Finance and Procurement * Other NSI Support staff * Host Board staff; HR, Management, Facilities. IT etc. * National Shared Support Services Programme Team * Service Auditors   **External**   * All 22 Health Boards’ staff who use the Service’s systems. * Health Board Procurement departments and National Procurement * Suppliers / providers of relevant IT systems / solutions and other forms of consultancy input to the Service. * Other organisations’ Business Systems Professionals; e.g. workforce, procurement and pharmacy systems * Boards’ Internal and External Auditors   **Types of Communication**   * Email, electronic messaging * Verbal, telephone, voice messages * Written documents, reports * Web conferencing * Workshops, presentations, meetings of various sizes, training sessions etc.   The principal purpose of establishing and maintaining excellent communication links with the above is to build co-operative and added value relationships in pursuance of the Service’s agreed objectives.  The post holder must instil innovation and modern ‘work practice’ thinking into delivery of the NFSST’s required outcomes. Must remain open and sensitive to the needs of the wide range of the Service’s users. Must remain customer focused at all times. |
| 9. Most Challenging Part of the Job |
| The post holder will be required to :   * Deal with the needs of 22 Health Boards in a structured and professional manner whilst ensuring delivery against challenging service quality targets through skilled management and motivation of their Team, some of whom might be remotely based * Ensuring that all system standing data updates are fully compliant with the agreed national conventions and standards at all times * Remain professional and disciplined, in all aspects of communication, when handling difficult customers, especially when under pressure and when in receipt of user negativity. * Manage their own time effectively whilst promoting team spirit, motivation, commitment and morale when pressure and deadlines feature constantly; supporting the other team members to ensure that the NSI Team’s objectives are achieved, recognising when the section’s work needs to be reprioritised in order to meet those aspirations. * The users of the Service are located widely throughout Scotland (including the Northern and Western Isles) and therefore travel/overnight stays may be required from time to time. |
| 10. Qualifications and / or Experience Required for the Job |
| * A degree in a relevant business administration/customer services area is required for this post. The nature of this post demands a broad knowledge of all business processes in Finance and Procurement. * In order to provide the optimal business processes for NSI’s users, the post holder will be required to have an expert knowledge of the processes used by, and transactions/data generated by, the systems in use; including all related data inter-dependencies and the business processes that create and use this data. * Post qualifying experience of directly supporting users of finance and procurement systems is required; in a systems accountant or analyst role. * The post holder requires an extensive working knowledge of Finance and Procurement modules within eFinancials. * Direct, ‘hands-on’ experience in dealing directly with customers and other stakeholders. * Excellent people management skills * Excellent communicator with proactive work ethic. * The post holder requires an excellent working knowledge of Finance and Procurement modules within eFinancials. * The post holder must have excellent Microsoft Office skills. * The post holder must have a working knowledge of SQL Plus. * The post requires an individual who can demonstrate they have the skills in the following areas:   + Ability to prioritise their own workload effectively in a high pressure environment   + Proven analytical and problem solving skills   + Ability to work under pressure   + Strong attention to detail   + Ability to communicate technical solutions in a user-friendly language to non-technical staff   + Excellent customer service orientation   + Demonstrate ability to work effectively in a team environment   Ability to resolve problems, following through issues to a successful conclusion |
| 11. Physical, Mental & Emotional Effort |
| **PHYSICAL**  Good keyboard skills. Accuracy of work. The post involves frequent and extended use of keyboards and VDU equipment. This effort will normally be required throughout the full working day. The postholder will be required to attend, and occasionally present at, meetings/workshops.  The postholder will require to be mobile throughout Scotland and occasionally outwith.  As the postholder’s support team may not be on one site, this will require regular visits across central Scotland.  **MENTAL**  Analytical skills; sustained periods of concentration when reviewing data and frequent requirement to deal with potentially difficult users who may have urgent demands. to quickly quell any user concerns with well-considered sensitive responses.  Due to the national nature of the service requiring the post holder to switch from one thing to another and react quickly to situations as they develop. Delivering the section’s service activities will require considerable mental effort and an ability to prioritise their own work and to multitask effectively. Ultimately the post holder must have the ability to cope well with single point pressure and take all necessary steps to achieve goals.  Having a virtual team based across Scotland where an individual’s line manager may not be co-located will require the ability to remotely manage, motivate and create a team ethos requiring constant vigilance and dedication.  **EMOTIONAL**  Coping adequately with frustration of users when there is a conflict between users’ expectations and approved processes. As Stakeholders often have different requirements/expectations it will be important for the post holder to foresee situations of potential stress or conflict and must react accordingly to resolve conflict situations. The post holder must demonstrate tolerance of different attitudes and have the ability to cope with unexpected problems and take responsibility. The ability to keep one’s own emotions under control and restrain negative actions in conflict situations is essential as will the ability to portray a positive and enthusiastic image at all times. |