

e-Roster System Support Officer

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Job Advert



e-Roster Systems Support Officer

Band 5 £30,229 to £37,664 pro rata

Plus £1,279 Distant Islands Allowance pro rata

22.5 Hours per Week

Fixed term contract/secondment opportunity to cover maternity leave

An exciting opportunity has become available to support the implementation of the new E Rostering system currently being rolled out in NHS Western Isles.

We are seeking an integral member of the Project Team who will lead on roll out of the system across the organisation. You will support a range of professional groups in efficient and effective rostering

We are looking for an individual with experience of rostering and related workforce systems. You must be educated to HND/Degree level in IT, Business or Admin related subject and project management experience is desirable.

If seeking a secondment please request permission from your current line manager before applying.

For further information regarding this post please contact Diane Macdonald, Head of HR – diane.macdonald6@nhs.scot

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description.

Any further queries please contact Tel: 01851 762027.



NHS WESTERN ISLES AGENDA FOR CHANGE

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: e-Roster Systems Support Officer

Department(s): Human Resources

Job Holder Reference:

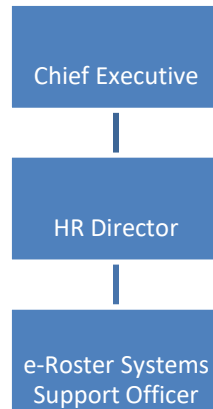
No of Job Holders: 1 (22.5 hours)

2. PURPOSE

To support the NHS Western Isles E Rostering Team in the implementation, management and operation of complex NHS Western Isles wide electronic rostering and supplementary staffing systems and responsible for the linkages / interfaces with other business systems through provision of specialist technical input that will ensure the integrity of the data.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The post will

- Manage the corporate programme of electronic rostering (eRostering) implementation within a diverse range of staff groups in the organisation.
- Lead the provision and implementation of this corporate programme and ensure delivery in adherence with the timelines agreed with the eRostering Project Board.
- Play a role in workload monitoring, workforce planning and staff scheduling.
- Implementing, maintaining and supporting the eRostering systems and providing in-depth training on their use.
- Work with teams to ensure rosters are the most efficient and meet 24 hour service demand.
- Manage the re-engineering of work processes associated with eRostering.
- Responsible for providing advice, guidance and support in the use of eRostering system ensuring that it remains fit for purpose and help the achievement of the overall objectives of the function.
- Review roster practice and monitor key performance indicators and compliance, reporting and providing expert analysis of data.
- Develop and promote the use of SafeCare with nursing staff, to better match staffing supply to patient demand.
- Develop and promote new methodology in eRostering to support efficiency, skill mix and manage acuity.
- Promote cultural changes in the organisation around the acceptance/use and understanding the benefits of electronic rostering software.
- Develop self-service capacity within Employee Online and Loop, taking into account information governance and communications policy.

5. MAIN DUTIES/RESPONSIBILITIES

1. Support in the implementation, operation and management of complex electronic rostering (eRostering) systems for staff across the whole of NHS Western Isles. These include but are not limited to HealthRoster, SafeCare.
2. Delegated responsibility for maintaining the integrity of the data and database structure in HealthRoster, and SafeCare, as an addition / amendment in one system will affect the structure and output in another.
3. Required to be expert power user of eRostering systems currently utilised for rostering, absence management, time and attendance, training administration, professional registration etc. Required to have a reasonable knowledge of Bank staff procedures currently utilised for the placing and management of supplementary staffing, to enable identification of any possible conflict with HealthRoster.
4. Consider any development in eRostering systems to assess if there is any impact other aligned systems.
5. Responsible for eRostering maintenance and associated business critical risks to ensure systems are fully functional 24 hours per day, seven days per week, 52 weeks per year.
6. Act as the one of the eRostering links with the system supplier and in particular will ensure any new software is suitable for implementation into the live environment (e.g. upgrades, interface changes) and that any change plans are agreed and clearly communicated to relevant stakeholders. The post holder contributes to the strategic and operational planning of the system developments across NHS Western Isles.
7. Responsible for the testing and signing off of any new software releases and co-ordinating the implementation of any future upgrades to eRostering software and hardware, communicating to the wider eRostering team and users any relevant change to the system as a result of the upgrade.
8. Support Management Report generation and give presentations to necessary groups/committees (e.g. Strategic Workforce Group, Operational Service Delivery Group) and Senior users on the implementation and development of eRostering throughout NHS Western Isles.
9. Support the re-engineering of work processes associated with the new eRostering systems. Review roster practice and monitor key performance indicators and compliance, report and provide expert analysis of data to local managers; develop action plans for remedial and quality improvement.
10. Provide training and workshops to meet user requirements and lead on the development of Service User Groups; provide advice, guidance and support in the use of eRostering systems ensuring that they remain fit for purpose and help the achievement of the overall

objectives of the function.

11. Responsible for design and maintenance of consistent security measures within the eRostering computer system (e.g. account setup, password allocation, controlled privilege and restrictions). Ensure full compliance with IT Security Policies to prevent unauthorised access, maintain confidentiality and adhere to the principles defined by General Data Protection Regulation (GDPR).

The eRostering Section is responsible for the implementation, operation and management of complex electronic rostering (eRostering) systems for staff across the whole of NHS Western Isles.

HealthRoster/BankStaff System:

- 135 Core system users (with continuous additions)
- 472 Employee On Line Users (with continuous additions)
- 1338 Employee records held on system

eRostering Team:

- HealthRoster Systems Support Officer
- Systems, Information and Resource Officer
- Bank Manager

6. SYSTEMS AND EQUIPMENT

eRostering and associated software solutions including a range of eRostering systems and reporting tools HealthRoster, SafeCare, RosterPerform; and knowledge of 'Cloud' based hosting. Working with other System owners on the implementation of interfaces developed nationally e.g. finance, payroll, eESS and with external systems e.g. SWISS to ensure communication, consistency and transfer of data, system compatibility, etc.

Expert user of a range of software applications including Word, Excel, PowerPoint, Outlook, MS Windows, and have a working knowledge of SSTS.

High dependency on IT equipment including PC's, and scanners for delivery of outcomes.

A range of presentation tools (laptop, data projector, overhead projector) are used in creating and delivering materials to groups.

Telephone and mobile telephone for communicating.

7. DECISIONS AND JUDGEMENTS

The post holder will be expected to work autonomously, be self-directed, with freedom to make judgments within the parameters of their role.

The Post holder will prioritise their work and that of their team determined/influenced by:

- Payroll / SSTS deadlines
- Implementation schedule
- Internal demands by NHS Western Isles Service Areas
- Project Board/Steering Groups

Deciding how the eRostering system is technically configured and managed within NHS Western Isles to meet Local, Regional and National priorities.

Has responsibility for testing and authorising new software releases as fit for purpose and safe use.

Prioritising workload for eRostering team ensuring tasks are completed in a timely and accurate manner ensuring deadlines are met.

Decisions and judgements will be made in relation to day to day work and the postholder must determine when to seek line management support for example when faced with a highly complex issue e.g. such as an anomaly in the system or a business process that has widespread HR or financial implications.

There is a requirement on an ongoing basis to exercise both judgement and discretion when dealing with staffing issues and in depth enquiries.

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder will develop and nurture strong partnerships and working relationships with a range of stakeholders across health and social care and use good communication, influencing and relationship skills to shape and articulate the contribution eRostering can make.

Lead on the development of eRostering Service User Groups and represent eRostering team on the group. As there will be a wholesale change in process and system to how staff are rostered this will not necessarily be embraced, there is significant resistance to this change. Postholder will use high level communication, influencing and relationship skills to shape and articulate the contribution eRostering can make.

Presentational skills to small groups, delivering training and providing information at workshops and meetings. Represent NHS Western Isles on Local and National eRostering groups.

One of the Key contacts in eRostering team for eRostering systems suppliers.

Internal

- Clinical and non-Clinical Senior Managers e.g. Operational Managers, Nurse Team Leads, , Service Managers, Finance Managers, for example to present Key Performance Indicators and advise on aspects of eRostering systems that could be utilised to produce improved results.
- Workforce Information Systems Users/Administrators, SSTS & Payroll Managers for interfaces/linkages between systems.
- Charge Nurses & other users of the system to provide advice and support and resolve complex queries; Service User Groups to provide improved support to roster creators/approvers post implementation.

External

- eRostering teams from other Boards / Trusts UK wide to share learning.
- National Forums to represent NHS Western Isles.
- eRostering solutions suppliers – part of NHS Western Isles contact with suppliers.

9. DEMANDS OF THE JOB

Physical:

- Advanced keyboard skills with attention to detail and accuracy.
- Work is predominantly computer based therefore a restricted sitting position can be necessary for full period of shift.

Mental:

- The post requires a detailed understanding of how eRostering can resolve many of the operational staffing issues within the organisation. A high concentration and interpretation level is therefore required along with the requirement to produce solutions to short, medium and long term objectives.
- The post involves managing several complex eRostering and associated products and therefore there are periods of intense concentration on different projects/activities. The post holder requires the ability to alternate between projects/activities due to varying deadlines.
- There can be regular interruptions and requests for advice, support, reports or information from both eRostering team members and users of the system.

Emotional:

- As a result of different management teams across sites the post holder requires strong people management skills and the ability to deal with emotionally charged groups or

individuals.

- Post involves presenting progress reports to senior users, project board and external suppliers, which can at times generate defensive and confrontational reaction where results illustrate poor or non compliance. Stressful situations arise when there is conflict of interest when in discussions with senior staff, project board or external suppliers which require strong negotiation skills to reach a satisfactory outcome for NHS Western Isles.
- Post holder requires to manage the work process redesign, which includes dealing with the emotional stress of individuals/groups due to transitional periods in the work place.

Environmental:

- Continuous use of VDU throughout the shift.
- Requirement to travel to Local and National meetings

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Delivering a strategic eRostering solution that 'fits' with local, regional and national requirements. The eRostering system is new to Scotland and on completion of implementation phase will operate across all staff in NHS Western Isles and therefore there is little precedent or local / national guidance for its implementation.
- Implementing, managing and overcoming resistance to this change. There will be a wholesale change in process and system to how staff are rostered; this will not necessarily be embraced, there is significant resistance to this change.
- Balancing the demands of a wide range of stakeholders across a broad range of professions and disciplines to ensure the provision of effective and efficient eRostering systems to deliver the functionality required by users, managers and staff within NHS Western Isles.
- Maintaining an efficient service within an environment of constant change and development and dealing with unpredictable situations, errors or unplanned downtime.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Educated to Degree level in a business, HR or IT subject or equivalent experience.

Significant previous knowledge and experience in the health care sector and implementation and customising electronic rostering system/s.

Project management and organisational skills.

Excellent communication skills (oral, written & presentation).

Staff management experience.

Excellent IT skills essential.

Experience in data analysis and reporting.

12. STANDARD ELEMENTS

These are sections that will be generic and included in every job description and will include confidentiality, health and safety and avoiding discrimination. Example sections are noted below:

Confidentiality

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and the need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality. NHS Staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.

(c) Recognising the need for aids or adaptations.

JOB DESCRIPTION AGREEMENT

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

	Essential	Desirable
Qualifications/Training	<ul style="list-style-type: none"> • HND/Degree in IT, Business or Admin related subject 	<ul style="list-style-type: none"> • Project management qualification and significant experience of project and programme management technique. • Allocate Software Accreditation or equivalent work experience
Experience	<ul style="list-style-type: none"> • Experience of developing project plans. • Demonstrable practical experience of providing high end customer support • Experience of delivering system related training to end users 	<ul style="list-style-type: none"> • Experience of working in NHS structures • Proven experience in a project management role
Skills/Knowledge	<ul style="list-style-type: none"> • Experience of engaging all levels of staff in change, supported by mutually agreed project plans. • Ability to work well in a team . • Excellent communication and interpersonal skills . • Approachable and flexible. • Ability to be able to present and train to a range of audiences. • Expert knowledge of Rostering systems. • Experience of working within 	<ul style="list-style-type: none"> • Ability to present complex information to a variety of audiences verbally and in written reports. • Knowledge of temporary staffing processes. • Knowledge of eRostering and eJob Planning Levels of attainment. • Knowledge of ESR. • Knowledge of Change Management Principles.

	<ul style="list-style-type: none"> • complex organisation environments either private, public or voluntary sector. • Advanced knowledge of Microsoft Excel such as pivot tables and conditional formatting. 	
Additional job requirements Eg. unsocial hours	<ul style="list-style-type: none"> • Customer Focussed – deliver high quality customer service • Working together – work in partnership with others in the team and the organisation. Collaborates, enthusiastic, proactive, assertive 	
Any other additional information		

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37.5 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,117 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

