NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Workforce Systems Administrator |
| Department(s)/Location | Workforce Directorate: eRostering Department |
| Number of Job Holders | 2 |
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| JOB PURPOSE To assist in the administration and local implementation of Workforce Systems, mainly eRostering, throughout NHS Tayside, ensuring compliance with current data protection legislation and Agenda for Change/working time regulations, and consulting with the Workforce Systems Analyst / Team Leader/ manager on operational matters.  Providing first line support to all users of eRostering, and give advice as directed to the organisation to gain maximum benefits from the system, keeping in mind NHS Tayside’s overall goal of an integrated approach to the provision of Payroll and Workforce information  Ensure both eRostering systems are configured and maintained in an accurate and timely manner, reflecting organisational needs and requirements.  The post holder will encourage and inform staff on the benefits of eRostering and support them in the use of the systems. | | |
| ORGANISATION CHART | | |

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| SCOPE AND RANGE  * + eRostering is an electronic rostering and staff management tool procured by NHS Tayside which assists the effective production of the monthly staff roster, supporting line managers in ensuring that the staffing levels and skill mix are appropriate and safe. It is also seen as a key system in NHS Tayside’s integrated approach to manpower planning and management decision making.   + The post holder is responsible for the daily administration tasks associated with the system, such as system configuration, user access and removal, and changes to staffs details within both systems.   + NHS Tayside employs approximately 15,000 employees who will, within agreed timescales have their time and attendance recorded on the eRostering system. Basic, unsocial, overtime and excess hours for these staff are calculated by SSTS and exported on a monthly / weekly basis to the Scottish Standard Payroll System for payment. SSTS is also an approved NHS Tayside performance management system and in conjunction with the reporting application Business Objects provides management including senior executive level management with manpower reports e.g. Staff absence of all types, staffing levels, overtime, excess hours. SSTS also hosts the Nursing and Midwifery Workload Tools which are used by the Nursing Community to determine staffing establishments within wards.   + eRostering will be implemented across NHS Tayside within agreed timescales, allowing staff through the use of self-service functionality to request both leave and working shifts. This creates a large user database which must be maintained by the Workforce Systems Management Team. |
| MAIN DUTIES/RESPONSIBILITIES **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.   * To provide assistance and support to the Workforce Systems Analyst/ Team Leader/Manager throughout the implementation and development of eRostering across NHS Tayside whilst still providing assistance and support for SSTS users across NHS Tayside . * The post holder will apply daily changes made to employee details held within the relevant system (SSTS or eRostering) received through the Alerts facility within SSTS as a result of a Payroll change. The post holder must ensure the change being applied will be correctly reflected in preparation for system export taking account of AFC rules. * To utilise payroll & systems knowledge in providing assistance and support to all users of Workforce systems and assist in providing advice to all NHS Tayside departments in order to gain maximum benefits from the systems. * Configuring Workforce systems on receipt of documentation from the eRostering Implementation Team and existing NHS Tayside Managers wishing to make changes to roster locations, rostering rules and/ or staff details and other roster related information. * Deal with LANDesk calls allocated to the Workforce Systems Management Team relating to queries or problems being experienced by users of eRostering * Granting access to users on receipt of LANDesk requests after checking Audit guidelines are adhered to ( eg Authorised by an authorised signatory) * Ensuring users are de-activated in the systems on leaving NHS Tayside employment. * Encourage and reassure members of staff on the benefits of the Workforce systems and support them in the use of the systems when problems or queries arise.   **Main Duties/Responsibilities Contd**   * Ability to produce reports to assist in identifying any areas of weakness relating to the entry of data by individual users or departments and assist in initiating any appropriate training and development requirements. * Undertake audits of the systems on a regular monthly basis ensuring users are entering data in a complete and appropriate manner eg, shift data entered and authorised for all staff members. Advising any non compliant areas of the appropriate actions required. * Deliver training on the administration functions of both SSTS and eRostering to staff members new to the department ensuring competency in undertaking basic system administration tasks. * Support the training of systems users by delivering ad hoc training via telephone when queries / issues arise. * Propose changes to own and departmental working practices when recognising any inefficiency in current practice. Implement and work to amendments to current practice and policy. * Undertake national and local systems testing as required in preparation for systems updates.      * Ensure compliance with Data Protection legislation in relation to data held by the system in respect of each individual employee. * Ensure systems hierarchies and staff data are reflective of organisational structures allowing accurate reporting of both local and corporate information. * Ensure queries/changes/other systems related activities are undertaken in a timely and efficient manner in accordance with NHS Tayside recognised operating procedures and departmental processes. * The post holder is responsible for ordering stationery for use by all members of staff within the department. |
| COMMUNICATIONS AND RELATIONSHIPS Communication is undertaken on a regular basis by e-mail, in writing, by telephone and in person with:   * Head of Payroll Services and Payroll Office Manager * SSTS system personnel in Scotland * eRostering supplier * Atos Origin * Line Managers / Directorate Managers / Workforce Department * SSTS Users * eRostering Users * eRostering Implementation Team * LANDesk * eHealth Training Department * Staff members from various disciplines / levels * Audit   Purpose  To maintain a level of communication and build relationships in order to fulfil key result areas.  To provide assistance regarding issues relating to pay through SSTS and eRostering, assist in solving problems with staff who actively use the systems.  Providing clear instruction in order to promote understanding of the system so that accurate data is recorded with when required e.g. explaining recording of sick leave in the required system in order for occupational and statutory sick pay to be paid correctly.  eRostering is a new system within NHS Tayside. The post holder is required to assist on unexpected outcomes according to what the user has recorded and how the system has dealt with it. eRostering can uncover problems/issues that have never arisen through the historical paper-based rostering, as a result of recording employees working activities.  The post holder must have the ability to communicate information in a readily understood manner.  Diplomacy, tact, empathy and restraint is often required especially when dealing with staff reluctant to use the system as they are opposed to the change or are not computer literate. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   Educated to diploma level in a subject relevant to systems administration or have equivalent knowledge gained through experience in systems administration.  Have knowledge and experience of all Agenda for Change terms and conditions of service and the effect this has on employee information required within ePayroll / SSTS / eRostering.  Have knowledge of how Scottish Standard Time System, ePayroll and eRostering operates.  Ability to manage workload to strict deadlines.  Ability to produce high standard of work accurately and with attention to detail whilst under pressure.  Ability to work under pressure, manage time effectively and apply an adaptable and flexible approach to work.  Excellent communication and interpersonal skills.  Ability to provide detailed advice to Users / Management and other clients as required  Ability to relate confidently and with accuracy to all concerned parties.  Advanced keyboard skills.  Highly numerate.  Ability to identify errors or problems through queries.  Ability to extract reports from Business Objects to assist with problems/queries and undertake local system audits |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT   To fulfil the role, the post holder will require having knowledge in the tools and modules within the following systems:    Scottish Standard Time System – SSTS  ePayroll  eRostering  LANDesk ( NHS Tayside IT Helpdesk facility)  Business Objects / BOXI  NHS e- Mail system  Mobius – Internet based payroll data retrieval system  Internet – HMRC, SPPA, and internal NHS sites  Word / Excel  On a daily basis the postholder will activate contractual changes made by Payroll to ensure that change takes effect in eRostering/SSTS whilst giving consideration to AFC rules and regulations.  The post holder must deal with complex queries or problems logged through LANDesk by users to assist them in their use of relevant systems.  The post holder is responsible for ensuring the maintenance of own working equipment such as PC, workstation etc  The post holder must activate user access requests through LANDesk ensuring Audit guidelines are followed.  There will also be frequent daily use of the ePayroll system to validate data received through ‘Alerts’ in order to correctly apply changes to be made within the relevant system.  An in depth knowledge of word processing, e-mail, excel spreadsheets and daily use of fax, photocopier and telephone is required.  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**   Physical Effort  Occasional moderate physical effort lifting in excess of six kilos, moving and handling records and occasional clearing out of same.  The post holder requires to be positioned at their workstation for long periods of the working day (around 3 to 4 hours at a time), answering telephone queries and giving solutions to user’s problems, dealing with staff changes in required system via ePayroll and giving user access upon request via LANDesk.  Speed and accuracy of keyboard use is required including advanced keyboard skills.  Due to the nature of the workload and the dependency of computer packages, the post holder is therefore sitting in a restricted position for a substantial proportion of their working day.  Mental Effort  The post holder experiences frequent unpredictable interruptions to their daily working schedule as a result of various demands for attention from Users / Managers/ Pay Staff.  The exercise of diplomacy, empathy and restraint is essential as the post holder will be required to assist in dealing with enquiries/complaints from disgruntled and/or emotional employees.  Emotional Effort  The post holder is also required to negotiate, persuade and motivate new users of the system who may not be I.T. proficient or, who are very reluctant to change their historic working practice of paper systems over to an electronic version.  Working Conditions  The ability to cope with pressure of meeting deadlines is essential. |
| 1. **DECISIONS AND JUDGEMENTS**   The post holder is required to plan and prioritise their workload whilst administering the Workforce systems of eRostering and SSTS on a daily basis.  The post holder is required to ensure that own workload is managed efficiently within set deadlines and to alert the Analyst/Manager when any problems occur. Work is supervised rather than managed.  The post holder is required to process information received from the eRostering Implementation Team/NHS Tayside Managers to both configure new areas and re-configure existing areas within these systems.  Systems users also request access through the LANDesk system, which is checked in compliance with Audit regulations, before allowing their access to the system.  Advising users / Managers in relation to queries arising as a result of contractual changes to employees, and how these changes need to be implemented through Workforce / Payroll / SSTS/ eRostering. This can often be of a complex nature. e.g. hospital ward closing down, therefore valid information required to ensure staff moves are dealt with timeously in order for them to be paid correctly according to their shifts and that they are placed on the correct roster appropriate to their pay group. |
| 1. **MOST CHALLENGING PART OF YOUR JOB**   To assist in ensuring that new users (including Managers) are able to furnish/confirm/authorise (or equivalent) the relevant data required in the relevant system in order for departmental staff to be paid correctly.  Ongoing observation is required where advice and guidance is given to all users who are at various stages of use of the relevant system.  Persuasion and encouragement is required for new areas in order to fulfil roll out expectations. The post holder is required to assist in motivating users who are sometimes reluctant to use the system because of their previous historic working pattern. This is sometimes difficult with staff reluctant to the change in working practice.  The post holder must have the ability to remain calm and efficient whilst working within strict Payroll/SSTS/eRostering deadlines to assist in ensuring these deadlines are met and that high standards are maintained throughout.  They must also be able to respond to change instantly, re-prioritising their workload accordingly. |