NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | SSTS Administrator |
| Department(s)/Location | SSTS Team |
| Number of Job Holders | 2 |
| JOB PURPOSE To assist in the administration and local implementation of Scottish Standard Time System (SSTS), throughout NHS Tayside, ensuring compliance with current data protection legislation and Agenda for Change and other terms and conditions  Providing first line support to all users of SSTS, 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 SSTS system is configured and maintained in an accurate and timely manner , reflecting national terms and conditions, organisational needs and requirements.  The post holder will encourage and inform staff on the benefits SSTS and support them in the use of the system. | | |
| ORGANISATION CHART | | |

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| SCOPE AND RANGE  * + The Scottish Standard Time system (SSTS) is a Crown Copyright rostering system that relays information directly from wards/departments, interfacing with ePayroll for pay purposes and provides a range of management information for reporting purposes. It is seen as a key system in NHS Tayside’s integrated approach to manpower planning and as such is implemented throughout the organisation.   + The post holder is responsible for the daily administration tasks associated with SSTS, such as system configuration, user access and removal, and changes to staffs details within the system.   + NHS Tayside employs approximately 18,000 employees who will, within agreed timescales have their time and attendance recorded on SSTS. Basic, unsocial, overtime and excess hours for these staff are calculated by SSTS and exported on a monthly / weekly basis to the ePayroll system for payment. SSTS is also an approved NHS Tayside performance management system and in conjunction with the reporting application Business Objects(BOXi) 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. |
| MAIN DUTIES/RESPONSIBILITIES  * To administer SSTS for NHS Tayside to ensure accurate recording of time and attendance to ensure accurate payment and workforce information. * The post holder will apply daily changes made to employee details held within SSTS received through the Alerts facility within the system 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 rules relating Agenda for Change terms and conditions. * To utilise payroll & systems knowledge in providing assistance and support to all service users of SSTS in order to gain maximum benefits from the system. * Configuring SSTS on receipt of documentation from 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 SSTS Team relating to queries or problems being experienced by users of SSTS * Granting access to SSTS users on receipt of LANDesk requests after checking Audit guidelines are adhered to ( e.g. 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 SSTS and support them in the use of the system when problems or queries arise. * 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 system on a regular monthly basis ensuring users are entering data in a complete and appropriate manner e.g., 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 SSTS to staff members new to the department ensuring competency in undertaking basic system administration tasks. * Support the training of system users by delivering ad hoc training 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 General Data Protection Regulations in relation to data held by the system in respect of each individual employee. * Ensure system 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. |
| COMMUNICATIONS AND RELATIONSHIPS Communication is undertaken on a regular basis by e-mail, in writing, by telephone and in person with:   * SSTS team members * Payroll Team members * SSTS system personnel in Scotland * Atos Origin * Line Managers / Directorate Managers / Workforce Department * SSTS Users * 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, 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.  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  Have knowledge of how Scottish Standard Time System and, ePayroll 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  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  MS Office products  On a daily basis the postholder will activate contractual changes made by Payroll to ensure that change takes effect in 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 SSTS.  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 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 Team Leader when any problems occur. Work is supervised rather than managed.  The post holder is required to process information received from /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 SSTS. 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.  On going observation is required where advice and guidance is given to all users who are at various stages of use of the relevant system.  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 SSTS 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. |