

**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION

**Job Title: Scottish Standard Time System (SSTS) Officer****Department(s): NHS GREATER GLASGOW & CLYDE PAYROLL SERVICES****Job Reference number (coded):** |
| 1. **JOB PURPOSE**

The Scottish Standard Time System (SSTS) is a Crown copyright rostering system that relays shift and absence information directly from wards and departments, interfaces with ePayroll for payroll purposes and provides a range of management information for reporting purposes.The rationale behind SSTS is that it replaces manual processes, thereby reduces administrative demands and maximizes clinical resources.The post holder will be a key member of the SSTS Team to work as part of a team in assisting with the coordinating of the roll-out of Scottish Standard Time System (SSTS) for service users across sites within NHS Greater Glasgow & Clyde, NHS Lanarkshire, The State Hospital, The National Waiting Times Centre and NHS Western Isles.The post holder will be a local system expert, analysing reports, identifying user weaknesses, providing first line support to all users of SSTS and advice to the organisation to gain maximum benefits from the system. |
| 1. ORGANISATIONAL POSITION
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| **4. SCOPE AND RANGE**SSTS holds and maintains workforce data for circa 75,000 employees within NHS Greater Glasgow & Clyde, NHS Lanarkshire, The State Hospital and National Waiting Times Centre and Western Isles.This entails the SSTS Team supporting circa 12,300 system users.Circa 10,000 roster transactions are input to the system every day, providing the payroll data for 12,000 weekly and 63,000 monthly paid employees. |
| **5. MAIN DUTIES/RESPONSIBILITIES*** To assist the SSTS Lead Project/System Manager with the implementation of SSTS across NHS Greater Glasgow & Clyde, NHS Lanarkshire, The State Hospital, The National Waiting Times Centre and NHS Western Isles.

 * As a “specialist user” of the system you will fully utilize all the complex functions to ensure accurate information is sent to ePayroll to support the weekly and monthly payroll processes.
* To act as a system expert, providing first line support and advice to all system users across NHS Greater Glasgow & Clyde, NHS Lanarkshire, The State Hospital, The National Waiting Times Centre and NHS Western Isles in order to allow them to gain the maximum benefits from SSTS.

 * Regulate and audit exports and imports to Standard Time System (SSTS) ensuring the accuracy of data entered into ePayroll.
* Setting up of SSTS user accounts, adhering to strict IT security policies. Auditing of authorised signatories on user access forms. Deactivating user accounts when users leave their employment.
* To interpret and implement payment of complex terms and conditions of service to ensure that every individual is paid correctly in accordance with national or local agreements e.g. Agenda for Change conditions and/or locally agreed policies. The post holder is required to understand the differences between Agenda for Change, Medical & Dental and Senior/Executive Manager terms and conditions of service, in order to process salaries correctly and provide accurate advice to managers and staff.
* Update SSTS via dynamic alerts from ePayroll to reflect any changes made on ePayroll e.g. reassigning employees on SSTS to another location, change of grade, etc.
* To investigate and resolve pay enquiries from Managers/users of SSTS.
* To collate developments of the system to meet the needs of all users (keeping in mind the overall goal of an integrated approach to the provision of workforce, pay/financial and HR information), encourage and inform members of staff on the benefits of SSTS and support them in the use of the system.
* On a weekly and monthly basis, the post holder is required to verify the accuracy of the data entered into SSTS, ensuring that managers make any necessary amendments that are identified. When the verification process is complete, the post holder will then run an export to create a download file which is picked up by the IT service provider and then electronically transfer all payroll data to ePayroll to ensure that employees are accurately paid.
* Ability to run and analyse complex reports for SSTS to check the integrity of data exported to payroll, using Business Object (Webi) tool.
* Work as part of a team including deputising for fellow SSTS Officers during periods of sickness or annual leave in order to maintain the expected level of service
* Other duties as deemed relevant by the SSTS Lead Project/System Manager in order to ensure efficient and effective running of the department.
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| 1. **SYSTEMS AND EQUIPMENT**

**Equipment:** PC, Telephone, Printer, Photocopier, Calculator – all on a daily basis**Systems:** Used on a daily or as required basis

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| **System** | **Description & use** |
| Scottish Standard Time System (Daily) | Web based rostering tool. Data input at source and electronically transferred to e-payroll |
| Business Object webi tool(Daily) | Reporting tool used to extract data from SSTS e.g. quality control checking of data to payroll |
| ePayroll (Daily) | Payroll bespoke system utilised by every NHS Scotland employer use to check info regarding alerts, pay enquiries |
| Mobius(As required) | Internet based pay archive system used to view and retrieve historic pay and employment details and Payroll Audit reports at both individual and organisational levels. |
| Genysis(As required) | Computerised scanned personal files system. Used to view and retrieve employment records for individual employees, check authorised signature on SSTS user access forms |
| Microsoft Word(Daily)  | Used to produce letters and memos to employees and outside agencies including the use of templates.  |
| Microsoft Excel (Daily) | Used to save Business object reports to excel  |
| Microsoft PowerPoint (As required) | Used to deliver presentations to managers / employees e.g. new SSTS installations |
| Microsoft Outlook (Daily) | E-mail used to communicate with employees, line managers and outside agencies.Calendar used to record and plan Training, tasks and availability. |
| Internet (As required)Intranet (Daily) | Used to acquire up to date information from Inland Revenue, SPPA, Scottish Executive (SHOW) and other employment related websitesUsed for locating contacts etc and accessing up-dates on new initiatives eg SSTS National Support web page |
| USD 6 (Daily) | Tool provided by Atos origin to log helpdesk calls, which we retrieve and deal with. |

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| **7. DECISIONS AND JUDGEMENTS*** The post holder works with no direct supervision, although workload is allocated by the SSTS System Manager
* Operational decisions regarding day-to-day administration of the post are the responsibility of the job holder.
* The post holder will be required to interpret Agenda for Change terms and conditions of service along with local and national policies to enable the correct and complex configuration of SSTS, to suit the variety of circumstances active within NHS Greater Glasgow, NHS Lanarkshire, The State hospital, National Waiting Times Centre & NHS Western Isles. This aspect is critical to ensure quality control of the data entered for the payroll processes.
* The majority of work emanates from Service users and is system generated. The job holder has responsibility for managing and prioritising their own workload whilst ensuring that all work is completed within deadlines.
* Work is reviewed informally on an ad-hoc basis and annually through the Boards

 Performance Appraisal process. |
| **8. COMMUNICATIONS AND RELATIONSHIPS****Internal Communications**Communications are written, e-mail, via telephone and in person with the following:* Payroll Manager and Payroll Teams
* All users of SSTS System
* Human Resources, Workforce Planning e.g. workforce information reports
* IT departments e.g. to resolve system operational issues

**External to the NHS** Communications are via telephone and email on an occasional basis* Atos Origin, NHS Scotland IT Service provider
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| **9. PHYSICAL DEMANDS OF THE JOB**The job requires the post holder to be positioned at their workstation for long periods of the working day, analysing data, quality control checking reports and updating SSTS in line with ePayroll via dynamic alerts/download of changes from the ePayroll system. Due to the nature of the workload and the dependency on computer packages, the postholder is therefore sitting in a restricted position for a substantial proportion of their working day, about 50% of the time. Requirement to maintain speed and accuracy, with advanced keyboard skills  |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**The post holder will be required to frequently work for long periods of prolonged concentration especially when completing weekly and monthly data export transfers. The job is frequently unpredictable as interruptions to daily working schedules will be apparent due to ever changing information requests by departmental managers. Meeting the challenges of prioritisation of workload whilst working to strict task driven deadlines is therefore essential in this post.The post holder will also require negotiate/persuade and/or motivate new users of the system who may not be proficient or who are very reluctant to change their historic paper systems of recording roster data to electronic version.The post holder is required to deal with enquiries/complaints from disgruntled and emotional employees, who may feel they have been wrongly paid, on a daily basis where the exercise of diplomacy, empathy and restraint are essential.  |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*** The post holder will have a CIPP (Chartered Institute of Payroll Professionals) professional payroll qualification (HND AAT member equivalent) and at least one year’s relevant NHS payroll experience.
* The post holder will ideally have time and attendance system experience, with an extensive knowledge of Agenda for Change Terms and Conditions of service, statutory payroll related regulations and statutory employment legislation.

 * The post holder is required to interpret Agenda for Change terms and conditions of service circulars issued by the Scottish Executive Health Department, along with changes to local and national policies. The purpose is to identify any required system updates, which will enable the complex configuration of SSTS to be updated as necessary, by the post holder. This aspect is critical to ensure quality control of the data entered and transferred to the payroll system, for each weekly and monthly pay period to ensure employees continue to be paid accurately.
* Comprehensive knowledge of the organisation, especially familiarity with staff roster, HR and payroll data i.e. knowledge of the organisational structure / culture, working practices and patterns etc.
* Expertise in using the SSTS, ePayroll and Business Objects
* Excellent communication and inter-personal skills to enable the post holder to communicate effectively with all levels of staff from a wide range of disciplines.
* Computer literate, including proficiency with MS Office software, in particular Excel, and Word
* Comprehensive knowledge of the Data Protection Act, Freedom of Information Act, and the ability to apply these to ensure that complete confidentiality is maintained at all time, whilst being able to respond to queries with tact and diplomacy.
* Ability to absorb and retain large volume of complex information and take action accordingly.
* Use initiative to effectively manage and prioritise workload while working under pressure and maintaining high standards of accuracy
* Work within part of a team to meet fixed deadlines, incorporating a flexible approach to meet the needs of the service.
* Ability to remain calm and efficient whilst working under pressure.
* Ability to instantly respond to change.
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| **12. JOB DESCRIPTION AGREEMENT**A separate job description will need to be signed off by each jobholder to whom the job description applies. **Job Holder’s Signature:** **Head of Department Signature:** | **Date:****Date:** |