

JOB DESCRIPTION

JOB TITLE:	SENIOR SERVICE ANALYST
BAND:	5
DEPARTMENT:	SERVICE AND DESKSIDE TEAM
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR SERVICE SPECIALIST
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Senior Service Analyst is a key role within the Service Team. The role is responsible for assisting in the management and delivery of operational services to the Trust, ensuring the 1st line Servicedesk function is delivered in accordance with Service Level Agreements whilst maintaining high levels of system availability and customer satisfaction.

The role utilises service expertise to provide expert support, ensuring that requests from users for assistance are handled promptly and effectively.

Duties include:-

- Resolving incidents and requests in a timely fashion, ensuring SLAs are met and excellent customer service is adhered to.
- Liaise with 3rd party vendors as required, ensuring that sufficient technical information is provided for each call logged
- Escalate any recurring problems which users are experiencing, so that a more comprehensive and effective solution can be applied
- Security and monitoring of devices and platforms
- Ensure that service associated documentation is maintained and updated
- Business Continuity & Disaster Recovery
- Work within the service team focusing on quality or continual service improvement

The service team consist of technical staff specialising in support, security, maintenance, deployment or management of devices and platforms across the organisation. This role is responsible for resolving challenging and complex queries that have been raised through the Digital Service desk, including: -

- Call management
- Change Management
- Problem Management
- Incident Management
- Asset Management

KEY RESPONSIBILITIES

- Ensure that service delivery standards are achieved
- Work collaboratively and assist the service team, operational leads, and other colleagues to ensure service delivery
- Act as an ambassador for the service team, ensuring the positive development of the service brand, championing the Trust's values
- Responsible for assisting in technical projects and work programmes which impact across clinical and non-clinical areas



- Be able to manage information that is complex and sensitive and confidential when dealing with multi-stranded digital issues.
- Responsible for presenting complex digital issues to peer groups.

MAIN DUTIES AND RESPONSIBILITIES	
Human Resources	<ul style="list-style-type: none"> • Assist new staff during the induction programme • Work with colleagues to ensure a supportive environment • Flexibility in shift patterns changing at short or no notice period due to illness or emergency leave • Development and mentoring of new team member
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Assist in the efficient organisation of the service team within department, making best use of capacity to deliver activity within the terms of the Service Level Agreements (SLAs) and with cost effective utilisation of resources • Act as a point of escalation in the absence of a manager • Monitor outstanding incidents and service requests against Service Level Agreements (SLAs), prioritising workload effectively • Assist in ensuring that the service is proactively monitored and appropriate alerting mechanisms are in-place and fully functional. • Ensure that calls are proactively monitored and appropriate alerting mechanisms are in-place and fully functional. • Propose changes or service levels which impact beyond own area of work in line with pre-defined targets and Key Performance Indicators (KPIs). • Produce reports for senior management and review a range of complex technical problems, developing appropriate solutions. • Work with the programme teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support. • Supporting the development or management of the service and associated platforms across all Trust Sites • Propose changes to and implement new procedures when introduced. • Responsible for managing on the testing or trialling of new equipment and platforms associated with service management • Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed • Correctly record and update asset information • Keep up to date with all Trust Policies and working practices. • Liaise with external companies providing 3rd party support. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Support a culture within the service team that ensures that all



	<p>technical and operational employees comply with Trust policies and guidelines</p> <ul style="list-style-type: none"> • Support the service manager and other team leads in the delivery of the governance plan for the department • Work collaboratively with colleagues to ensure that effective governance arrangements and performance management systems are in place • Work collaboratively with colleagues to ensure that all risks are identified and included as appropriate on the organisational risk register and are progressed appropriately to reduce the risk profile • Work collaboratively with colleagues to address complaints and incidents appropriately, learning from such events to ensure that learning is achieved across the department <p>Corporate</p> <ul style="list-style-type: none"> • Use specialist knowledge and experience to ensure that decisions taken are in the Trust's best interests • Work with colleagues to facilitate corporate and service line performance through realistic, cross referenced and measurable objectives • Put the interests of the Trust before any interest to a specific area of responsibility, and to participate fully in the department's collective decision-making as a team member rather than as a functional or professional advocate
<p>Financial and Physical Resources</p>	<p>The role has no budget responsibility in relation to the management of operational activities.</p> <ul style="list-style-type: none"> • Support the department to meet the required performance standards • Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standard/milestone • Provides training in own area as required • Responsible for the safe use of equipment associated with the service team across the Trust
<p>Personal Skills and Qualities</p>	<ul style="list-style-type: none"> • Analyse complex data/information, problem solve and make judgements/draw conclusions • Work independently, using own initiative and as part of a team • Communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome • Embrace and drive change • Organise and prioritise own workload and that of others and adjust plans as required both in the short and long term • Work flexibly to meet the demands of the role

JOB DESCRIPTION AGREEMENT



We care

We respect

We are inclusive

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities: -	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs. For management posts, to ensure that within their service area a fair employment practice and equality of opportunity are delivered.
Dealing With Harassment/ Bullying In The Workplace	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying. The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences. Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection



	<p>Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training</p>

	provided for them by the Trust asset in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.
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PERSON SPECIFICATION

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DEPARTMENT:	SERVICE AND DESKSIDE
DIRECTORATE:	DIGITAL
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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Relevant IT Degree or equivalent knowledge and relevant experience in specialty Recognised qualifications associated to the role 	E D	S/I S/I
Experience	<ul style="list-style-type: none"> Experience of utilising service platforms, and their implementation within a corporate environment Advanced Keyboard Skills Experience of working with a range of staffing groups including clinicians, nursing and managers 	E E E	S/I S/I S/I
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge of working in a digital support environment. Knowledge of Digital Service platforms and their correct usage Knowledge of service improvements/transformation and project management Risk management and governance Understanding of Information Governance, Digital Security and confidentiality High level of interpersonal skills, including active listening and understanding. Communication skills. Ability to prioritise workload Good working knowledge of MS Office products Experience of working within a health or social care digital department 	E E E E E E E E E E D	S/I S/I S/I S/I S/I S/I S/I S/I S/I S/I

	<p>environment.</p> <ul style="list-style-type: none"> • Knowledge & Experience working in an ITIL environment • Knowledge & Experience working in an PRINCE 2 environment • Experience of service management platforms 	D D D	S/I S/I
Personal	<ul style="list-style-type: none"> • Good analytical and problem solving skills – ability to analyse complex data/information and make judgements/draw conclusions • Ability to work independently, using own initiative and as part of a team • Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation • Ability to embrace and drive change • Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term • Able to work flexibly to meet the demands of the role 	E E E E E E E	S/I S/I S/I S/I S/I S/I

S: Shortlisting I: Interview T: Test

