

JOB DESCRIPTION

JOB TITLE:	SENIOR SYSTEMS TRAINING ANALYST
BAND:	5
DEPARTMENT:	SYSTEMS AND DEVELOPMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR SYSTEMS TRAINING SPECIALIST
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Senior Systems Training Analyst is a key member of the Systems team.

The role is responsible for providing a comprehensive digital training and facilitation service across the Trust.

The role will include training new starters, as well as helping teams adopt any new developments in the various clinical systems. The postholder will also be expected to meet with teams and refresh their knowledge and ensure that they are kept up to date on current process.

The Systems and Development team consists of technical staff specialising in support, daily checks, maintenance or management of the Trusts clinical and non-clinical systems and associated platforms. The team are responsible for resolving challenging and complex queries that have been raised through the Digital Service desk.

KEY RESPONSIBILITIES

- Support the change management aspects of deployment and ongoing management of the Trusts clinical and non-clinical systems, including all aspects of end user support, data migration activities and promote initiatives to improve data integrity and coverage.
- Act as an expert in all Trust systems acting as a champion user, providing a user centred approach, working in the clinical environment and be able to adjust training delivery/content dependent on individual need.
- Play a key role in the implementation of the Trust’s Clinical Systems strategy and be prepared to work flexibly within the team to ensure the overall objectives of the systems development are met
- Propose changes to processes in collaboration with other digital specialists to jointly support the business, delivery and development of services
- Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that technical information can be explained in non-technical / business terms.
- Take ownership of escalated issues handling until an acceptable resolution is achieved and escalating when necessary
- Responsible for planning and organising straight forward tasks that may require some adjustment to support the management of continual service improvement
 - Act as an ambassador for the systems team, ensuring the positive development of the service brand, championing the Trust’s values
 - Organise and co-ordinate small meetings, workshops and events.
 - Be able to manage information that is complex and sensitive and confidential when



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dealing with multi-stranded digital issues.

MAIN DUTIES AND RESPONSIBILITIES	
Patient Care	<ul style="list-style-type: none"> To liaise with Service Managers, Clinicians, Support staff and relevant members of Social Services in the use of Health Information Systems. To ensure that all information received, is dealt with in accordance with Trust policy, ensuring patient/client confidentiality at all times.
Administration	<ul style="list-style-type: none"> Be a clinical systems expert, super user, flexible, working onsite with staff who have a wide range of PC literacy and systems experience. To identify individual user training needs and using all tools and techniques available to deliver training in the clinical sites, classrooms, MDT meetings, workshops and user groups. Support system administration tasks, helpdesk queries, signposting users, hardware and software installations, raise jobs, chase completion, escalate and generally act as the voice of the user. To support registration authority and users with smartcards in the role of an unlocking sponsor. To be able to use common information management software packages and other tools A sound knowledge of Excel and databases is especially required. Work in an intense programme environment, switching between projects and tasks as required
Human Resources	<ul style="list-style-type: none"> Assist new staff during the induction programme Work with colleagues to ensure a supportive environment
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> Undertake Information and other record system support, including local and national systems, ensuring that such systems are always updated accurately and in a timely manner meeting Trust standards and targets. Communicate complex and contentious information, identify, raise and escalate risks/issues within the clinical systems, any recording practices or the administrative and clinical feeder processes. Be aware of information governance, and security including Data Protection and Caldicott Guardian issues within area of responsibility. Support the implementation of identified projects for meeting local or national objectives or targets. Support development, implementation and maintenance of a Service Data Quality action plan to improve the



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	<p>competencies, accuracy and timeliness of data collection and recording practice. Also to ensure the correction of identified errors in the trust's information systems.</p> <ul style="list-style-type: none"> • Address all information management issues for the trust systems, ensuring data collection, collation and reporting corresponds with internal and external service standards and requirements. • Produce reports for senior management proposing solutions or options to address any issues. • Work with the programme teams to ensure new services are provisioned in line with project tolerances & successfully transitioned into support • Propose changes to and implement new procedures when introduced. • Keep up to date with all Trust Policies and working practices. <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • Support a culture within the systems and development team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the Systems 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 • Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed <p>Corporate</p> <ul style="list-style-type: none"> • Support a culture within the systems team that ensures that all technical and operational employees comply with Trust policies and guidelines • Support the digital 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
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	ensure that learning is achieved across the department
Financial and Physical Resources	<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 • 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 systems team across the Trust
Personal Skills and Qualities	<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

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.
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Equal Opportunities	<p>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.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
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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
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	<p>environment free from any form of harassment and / or bullying.</p> <p>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.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
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 in not permitted.
Confidentiality	<p>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 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	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.
Service User and Carer Involvement	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.
Personal Development	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.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.

Conflict of Interests	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.
Risk Management	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.
Personal and Professional Development/Investors in People	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.
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' 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:</p> <p>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 provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/	<ul style="list-style-type: none"> Relevant Digital Degree or equivalent knowledge and relevant experience in speciality 	E	S/I
		D	S/I



Training	<ul style="list-style-type: none"> Recognised qualifications associated to the Training 		
Experience	<ul style="list-style-type: none"> Experience of working as part of a project team Experience in the use of information systems, and in the development of systems to meet service needs and changes Expert user of standard computer applications such as Word, Excel, and Outlook Experience of carrying out system migrations and upgrades. Experience of working with inexperienced computer users. Experience in a health or social care sector. Experience and knowledge of Hospital and Community Information Systems and related procedures, e.g. EMIS, RiO, JAC, S1 , , , Practical experience of applying PRINCE or equivalent in digital projects Experience of change management in the role of a change agent Use of advanced project applications e.g. Project or Visio Experience of working within an NHS Digital Department environment. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
Knowledge and Skills	<ul style="list-style-type: none"> Ability to define and address information needs of users. Competent in distilling information from data and analysing and / or communicating complex and contentious information to a wide variety of audience, based on their needs and in such a way that conclusions are clear, concise and in formats suited to the audience Competent in assessing data quality baseline and ability to support planning and actions to continually improve completeness, accuracy and timeliness of data in information systems Ability to analyse and solve computer user's digital problems. Ability to communicate technical concepts and terms to a non-technical audience. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

	<ul style="list-style-type: none"> • Ability to use/create databases and spreadsheets for technical documentation and recording. • Knowledge of working in a Digital Support environment. • Risk management and governance • Understanding of Information Governance, Digital Security and confidentiality • Good working knowledge of MS Office products • Able to perform routine tasks without the need for instruction and able to undertake more complex tasks once given detailed instruction. • Able to document own work processes and more routine processes 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>
<p>Personal</p>	<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 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p> <p>S/I</p>

S: Shortlisting I: Interview T: Test

