JOB DESCRIPTION

JOB TITLE:	SENIOR DIGITAL ADMINISTRATION ANALYST
BAND:	5 (TBC)
DEPARTMENT:	DIGITAL ADMINISTRATION & PROJECT INITIATION
DIRECTORATE:	DIGITAL
REPORTING TO:	DIGITAL ADMINISTRATION & PROJECT INITIATION MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION

JOB SUMMARY

The Senior Digital Administration Analyst is a key role within the Digital Administration & Project Initiation Team.

The role is responsible for supporting the Senior Digital Administration Specialist in the delivery of a comprehensive confidential high quality administrative service to both the Senior Team and Digital Leadership Teams.

The Digital Administration & Project Initiation Team comprises of:

• Digital Administration
• Digital Project Initiation
• Digital PMO
• Digital Communications
• Digital People Participation

The Digital Administrative & Project Initiation Team will:

• Act as a central point of contact regarding digital administration for the digital department
• Deliver a high level of administrative support to Senior Digital Leadership team and Digital Leadership Team as directed by the Senior Digital Administration Specialist
• Support the programme and projects team in scoping the proposed projects and supporting the administrative elements of the project such as ensuring project plans remain updated
• In collaboration with the Communications Department, oversee communications from the digital team to the wider Trust
• In collaboration with the People Participation Team represent the digital needs from a service user perspective
• Work collaboratively to ensure that all team functions are met in a timely manner to support the various digital teams to meet their deadlines

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KEY RESPONSIBILITIES

- Lead on managing all Freedom of Information requests received for the Department
- Supporting with the administration of all Digital governance meetings.
- Support in the administering of the ELFT Clinical Safety Hazard Logs and Safety Case reports for all ELFT clinical systems, keep a well organised record and prompt system owners for completion and review by relevant committees and individuals as required by the ELFT IT Clinical Safety Policy.
- Maintain a register of trained CSE staff ensuring that new and refresher courses are booked

MAIN DUTIES AND RESPONSIBILITIES	
Human Resources	- Where appropriate support the Manager in the staff recruitment process in an organised and timely manner - Using Health Roster record sickness, absence and leave requests in line with Trust policy - Assist new staff during the induction programme - Work with colleagues to ensure a supportive environment - Provides training in own area as required
Performance and Quality	**Service Delivery and Improvement** - Support the Senior Digital Administration Specialist in the organisation and planning of the workload of the Digital Leadership Teams by negotiating with internal and external colleagues to fulfil diary commitments including: - Scheduling of formal and complex meetings, ensuring deadlines are achieved - Scheduling service-related departmental meetings ensuring minutes and actions are recorded accurately and disseminated in a timely manner - Initiate/produce reports, briefings, papers, agendas, minutes and action notes for meetings with key stakeholders within the required timeframe as appropriate ensuring actions are followed. - Support the Senior Digital Administration Specialist on administering the following key departmental meetings: - Digital Solutions Board - Digital Operational and Transformation Board - Digital Change Control Committee - Digital Advisory Network - Projects Team Meetings - Support the Senior Digital Administration Specialist in management of the ELFT Clinical Information Safety Governance process as set out in the ELFT Clinical Safety Policy. - Support the Senior Digital Administration Specialist to Administer the Digital Department Risk Register and Internal Auditing

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- Manage all incoming Digital Freedom of Information requests disseminating as appropriate, maintaining a departmental log of all requests and ensuring responses are within the Trust FoI timeline.
- Manage all incoming Datix notifications, ensuring that these are responded by the appropriate member of staff in a timely manner.
- Contribute to an effective communication system including creating and maintaining a database of key contacts for the relevant work-streams within the directorate for liaison with colleagues in other NHS organisations, HSCIC, Software suppliers and key stakeholders.
- Create and maintain effective working relationships with staff at all levels, internal and external, NHS and non-NHS organisations across the whole health economy, locally and nationally.
- Where applicable be the administrator for confidential and sensitive meetings to include, circulating agendas, taking minutes on laptops/PCs where possible, and preparation of equipment, venues and refreshments.
- Propose changes to and as requested implement new procedures
- Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed
- Keep up to date with all Trust Policies and working practices.

Risk Management and Governance

- Support a culture within the Digital Administration & Project Initiation team that ensures that all technical and operational employees comply with Trust policies and guidelines
- Support the Digital Administration & Project Initiation 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

Corporate

- 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
- Act as an ambassador for the Digital administration & Project

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	Initiation team, ensuring the positive development of the service brand, championing the Trust's values
Financial and Physical Resources	• The role has no budget responsibility in relation to the management of operational activities • Support the department to meet the required performance standards • Responsible for the safe use of equipment associated with the digital administration team. • Where appropriate work act as liaison point with the Trust's finance department
Personal Skills and Qualities	• Ability to analyse complex data/information, problem solve and make judgements/draw conclusions • Able to work independently, using own initiative and as part of a team • High level of attention to detail • Able to communicate complex and sensitive information and use persuasion, influencing and negotiation to achieve positive outcome • 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

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.
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.

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	For management posts, to ensure that within their service area 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 in 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 Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.

To safeguard at all times, the confidentiality of information relating to patients/clients and staff. |
| **General Data Protection Regulation (GDPR)** | To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.

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. |
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

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	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	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: 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. 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.

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PERSON SPECIFICATION

JOB TITLE:	**SENIOR DIGITAL ADMINISTRATION ANALYST Previously Clinical Systems Project Support Officer (Band 6)**
BAND:	**5 (tbc)**
DEPARTMENT:	**DIGITAL ADMINISTRATION & PROECT INITIATION TEAM**
DIRECTORATE:	**DIGITAL**
REPORTING TO:	**DIGITAL ADMINISTRATION & PROJECT INITIATION MANAGER**
ACCOUNTABLE TO:	**ASSOCIATE DIRECTOR – INNOVATION & TRANSFORMATION**

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	• Educated to Degree level or equivalent experience	E	S/I
	• Recognised qualifications associated to the role e.g Business Administration, NVQ Level 5 or above	D	S/I
Experience	• Experience of working in an administration function including action logs, minute-taking and diary management	E	S/I
		E	S/I
	• Experience of using Microsoft applications such as Word, Excel and PowerPoint	D	S/I
	• Experience of working in digital and/or within a healthcare environment	E	
	• Experience of working with a range of senior managers		
Knowledge and Skills	• Knowledge of administration processes	E	S/I
	• Knowledge of service improvements/transformation and project management	E	S/I
	• Good understanding of risk management and governance	E	S/I
	• Good understanding of Information Governance, IT Security and confidentiality	E	S/I
		E	S/I
	• High level of interpersonal skills, including active listening and understanding.	E	S/I
	• Communication skills – both written and verbal.	E	S/I
			S/I
	• Ability to prioritise workload	E	S/I
	• Advanced Keyboard Skills	E	S/I
		E	

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	• Good working knowledge of MS Office products	D	S/I
Personal	• Good analytical and problem-solving skills – ability to analyse complex data/information and make judgements/draw conclusions	E	S/I
	• Ability to work independently, using own initiative and as part of a team	E	S/I
	• Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation	E	S/I
	• Ability to embrace and drive change	E E	S/I S/I
	• Ability to organise and prioritise own workload and that of others and adjust plans as required both in the short and long term	E	S/I
	• Able to work flexibly to meet the demands of the role		

S: Shortlisting   I: Interview   T: Test

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