

JOB DESCRIPTION

JOB TITLE:	SENIOR SYTEMS TRAINING SPECIALIST
BAND:	7
DEPARTMENT:	SYSTEMS & DEVELOPMENT
DIRECTORATE:	DIGITAL
REPORTING TO:	SENIOR SYSTEMS MANAGER
ACCOUNTABLE TO:	ASSOCIATE DIRECTOR – DIGITAL OPERATIONS

JOB SUMMARY

The Senior Systems Training Specialist is a key member of the systems team. The post is a lead role responsible for the training of users on the correct use of clinical and non-clinical systems across the organisation. This includes the development of training packages, e-training packages and maintaining training records which dictate staff access to systems. The postholder will be responsible for line managing the Digital Training Team and ensuring they train to the required standards.

The postholder is a subject matter expert for clinical and non-clinical systems, developing or delivering challenging and complex training packages to staff of all levels across the organisation. The role incorporates customer care, vendor or relationship management, operations and communications co-ordination.

The Senior Systems Training Specialist is responsible for the supervision and coordination of the Training Team. This includes the day to day management, 1:1s, PDPs and disciplinary matters as delegated by the Senior Systems Manager.

The post holder is also responsible for working closely with the project teams, ensuring system or application training is planned or executed effectively. This involves working as part of a team or on an individual basis with application vendors, internal or external stakeholders and other technical experts, ensuring assigned project tasks are completed within project tolerances.

KEY RESPONSIBILITIES

- Develop, plan, organise and deliver complex specialist training programmes and packages across clinical and non-clinical departments to deliver services to the required standards and within the available resource base
- Day to day line management of the Digital Training Team
- Ensure Training Team are following a standardised training package for all users and are training to the required standard
- Maintain a comprehensive knowledge of current working practices across the Trust.
- Propose changes to and implement processes in collaboration with other team leads to jointly manage the business, delivery and development of services
- Ensure the efficient organisation of Training team services within department, making



	<p>best use of capacity to deliver activity within the terms of the Service Level</p> <ul style="list-style-type: none"> • Produce reports for management and review a range of complex technical problems, developing appropriate training solutions if appropriate • Work with the Senior Systems Administration Specialists and Senior Systems Manager to review the quality of systems training and focus on continual service improvement • Help to ensure the department meets the required performance standards • Record, update and overall maintenance of training records • Ensure that training materials are kept up to date and can be easily accessed by system users
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MAIN DUTIES AND RESPONSIBILITIES	
Management/ Leadership	<ul style="list-style-type: none"> • Lead, manage and motivate staff within Training team to deliver and improve services • Management of staff within the Training team, either directly or through delegated responsibility • Work alongside the Senior Systems Manager to schedule resources within the team in order to meet the operational or project priorities • Develop, plan, organise and deliver complex specialist training programmes and packages across clinical and non-clinical departments to deliver services to the required standards and within the available resource base • Work as an expert within the systems team, encouraging knowledge sharing across that team • Manage a constant stream of conflicting priorities utilising exceptional organisation or communication skills, ensuring that complex technical information can be explained in non-technical / business terms • Take ownership of escalated incidents and problems, handling until an acceptable resolution is achieved and escalating when necessary • Lead tasks and activities which may require adjustments to priorities in order to satisfy business needs • Manage the training team (Systems Trainer Specialist and Senior Systems Training Analysts)
Human Resources	<ul style="list-style-type: none"> • To assist with the recruitment of the application team staff • Training and mentoring within the team
Performance and Quality	<p>Service Delivery and Improvement</p> <ul style="list-style-type: none"> • Provide a range of varied and complex training packages, able to translate and explain complex situations in simple terms to all levels of staff • Work with the programme teams to ensure new training services are provisioned in line with project tolerances & successfully transitioned into support • Responsible for the successful implementation into live



	<p>environments of new developments as part of project or service objectives</p> <ul style="list-style-type: none"> • Work within defined deadlines as part of a team and on an individual basis ensuring assigned work is effectively completed • Responsible for assisting with the testing and trialing of new systems as required • Share and communicate performance indicators and level of performance throughout the department, taking action where required to address variance from the standard/milestone • Ensure that unplanned variation in service delivery (activity, capacity, performance) is identified and appropriate, timely action taken • Responsible for the successful implementation of policy changes, changes in legislation & new reporting processes within the applications you are maintaining • Deputise for the Senior Systems Manager as required • Ensure clinical systems training documents and guides are kept up to date and can be accessed by system users <p>Risk Management and Governance</p> <ul style="list-style-type: none"> • 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 – lead the 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 divisional 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>	<ul style="list-style-type: none"> • Ensures physical resources are maintained appropriately. • Takes responsibility for the security of resources held by the role • Ensures the role owner and team utilises resources in line with

	<p>the instructions of the resource</p> <ul style="list-style-type: none"> • Promotes the best use and care of resources throughout the Trust • Work with Senior Systems Manager to understand team finances
Personal Skills and Qualities	<ul style="list-style-type: none"> • Ability to give clear, effective and customer sensitive advice. • Ability to communicate complex technical issues to non-IT staff. • Enthusiasm for working collaboratively with business owners and other technical experts. • A willingness to maintain and acquire new skills in the area of application training • Ability to develop effective working relationships with peers and stakeholders across the organisation

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	<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>
Dealing With Harassment/ Bullying In The Workplace	<p>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.</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</p>



	<p>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: 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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ATTRIBUTE S	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Relevant Digital Degree or equivalent knowledge and relevant experience in specialty Recognised qualifications associated to training 	E	S/I
		D	S/I
Experience	<ul style="list-style-type: none"> Experience of working in a leadership role 	E	S/I
	<ul style="list-style-type: none"> Experience of working and liaising with Third Party Suppliers. 	E E	S/I
	<ul style="list-style-type: none"> Experience of working in a large organisation with a wide range of staffing 	E	S/I

	<p>levels.</p> <ul style="list-style-type: none"> • Strong experience of application training across a mixed computing environment • Strong experience in influencing the application of Digital to working practices. • Experience of working with a range of staffing groups including clinicians, nursing and managers. • Develop/design policies, protocols and able to analyse, interpret complex data and report in a variety of different styles. • Experience of working within an NHS Digital Department environment. • Experience producing training materials • • Experience of managing, leading and motivating a small team 	<p>E</p> <p>E</p> <p>E</p> <p>D</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>Knowledge and Skills</p>	<ul style="list-style-type: none"> • Understanding of Information Governance, Digital Security and confidentiality High level of interpersonal skills, including active listening and understanding. • Excellent communication and presentation skills. • Influencing, motivation and negotiation skills • Ability to work across organisational and professional boundaries • Excellent presentation and written communication skills • Ability to prioritise and plan use of resources • Understanding of the Strategic aims and priorities of the Trust. • Understanding the benefits of Information Technology to Trust staff. • Knowledge of the Digital strategy • Working knowledge of MS Office products. • Knowledge of the National Digital Strategy. • Knowledge of Patient Pathway in the Trust • Good understanding of the current NHS 	<p>E</p> <p>E</p> <p>E</p> <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>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> <p>S/I</p> <p>S/I</p>

	<p>agenda and healthcare policy</p> <ul style="list-style-type: none"> • Knowledge & Experience working in an ITIL environment • Knowledge & Experience working in a PRINCE 2 environment • Strong knowledge of using clinical systems: e.g. RiO, JAC, EMIS, S1 	D	S/I
		E	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 	E	S/I
	<ul style="list-style-type: none"> • Ability to work independently, using own initiative and as part of a team 	E	S/I
	<ul style="list-style-type: none"> • Strong communication skills both written and verbal – able to communicate complex and sensitive information and use persuasion, influencing and negotiation 	E	S/I
	<ul style="list-style-type: none"> • Ability to embrace and drive change 	E	S/I
	<ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Able to work flexibly to meet the demands of the role 	E	S/I

S: Shortlisting I: Interview T: Test

