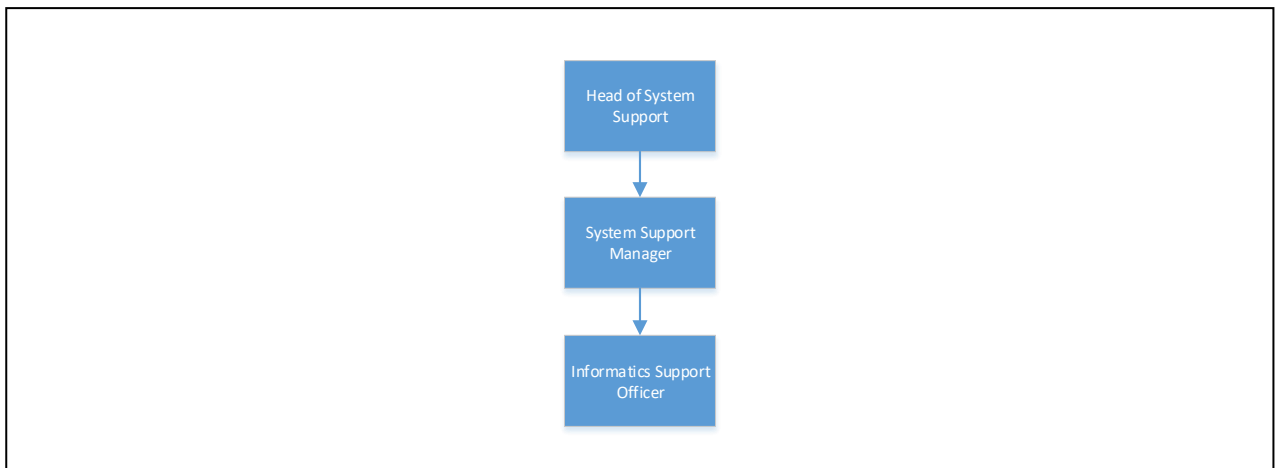


JOB DESCRIPTION

POST TITLE	Informatics Support Officer
BAND	3
DIVISION	Performance & Informatics
BASE	Royal Blackburn Hospital
REPORTS TO	System Support Manager
RESPONSIBLE FOR	Head of System Support

ORGANISATION CHART



JOB SUMMARY

The Informatics Support Officer will act as a first and single point of contact for all users of Informatics services, the post holder must be able to classify, investigate, and diagnose and where possible resolve incidents reported to the Informatics Service Desk.

The post holder will be required to have strong customer service skills and an aptitude for working with application/systems as well as excellent keyboard skills. Speed and accuracy are essential in this role as due to significant data input duties in the support and maintenance of the trusts main patient based systems. Other administrative tasks are required with a knowledge and understanding across the range of duties so that all functions can be maintained during periods of staff absence

It is expected that the post holder will liaise with external suppliers to resolve issues in agreed timescales, an element of IT/Informatics support and demonstration will be required, so experience of supporting end users in the most proficient use of applications is essential.

MAIN DUTIES

Describe main duties of the job

Provide an excellent first and single point of contact service to all users of the trust informatics services:

- Provide first line diagnostic support to callers to identify first time fixes and resolutions, feeding back information which maybe complex to non-technical staff, maintaining a high degree of customer service.
- Ensure that all service desk calls are answered promptly and courteously within agreed service levels acting professionally at all times.
- Act as a point of contact for IT related advice for IT equipment – not limited to logging of incidents, problems and requests for work, identification and rectification of some software issues, systems/applications.
- Resolving, triaging, escalation and updating and closing of call logs using the Service Desk System, ensuring they are maintained to a high standard, call can be received in person, email or via the self-service portal ensuring that:
 - All contact details are checked and verified.
 - An accurate description of the incident is recorded.
 - An appropriate priority is assigned to an incident.
 - All updates from the service users are recorded accurately and in a timely manner.
 - Seeking further advice and information within informatics when necessary.
 - Use a library of knowledge (knowledge base) as a reference when supporting service users.
- Report actual or potential violations of IT systems security to the Head of System Support/Head of ICT.
- Provide first line support and troubleshooting of incidents from internally supported applications and trust issued endpoint hardware devices e.g. tablets used across community to support the emis application.
- Remote access to client PC's to solve problems/errors on various applications.
- Amendments to clinical applications to support end users including:
 - Printing for ICE Desktop and Clinicom PAS (creation of print queues).
 - PAS & ICE Printing Issues – provide first line diagnostic support
 - Set up of clinics and casenote tracking codes on PAS
 - Adding & Amending Theatre Sessions
- Maintain an in-depth knowledge of multiple trust applications (clinical and non-clinical) is required to enable the day to day support of many of the trusts key clinical applications.
- Provide the interface between the service user and 2nd/3rd line support and third party suppliers.
- Take ownership of user problems, follow up the status of problems on behalf of users, and communicate progress in a timely manner.

- Support the investigation and resolution arising from the identification of application errors
 - Escalate and monitor incidents and requests reported to external agencies and suppliers ensuring that the appropriate minimum data sets are submitted correctly and full communication of call progress is maintained in a timely manner.
- Good understanding of Role Based Access knowledge in Informatics Systems to create user accounts, reset passwords and other administrative tasks as appropriate.
- Undertake duties in relation to Registration Authority Agents for all staff who need to access spine compliant systems. Staff will be expected to register staff and issue smart cards to access Emis and other key hospital systems that require smart card access – duties will include the following:
 - Provide the interface between members of staff, manager RA Manager and sponsor should problems arise when a card is issued.
 - Responsibility for undertaking identity checks for the identity services system, ensuring these adhere to national policy.
 - Registering users and user roles and terminating users in line with national and local policy.
 - Support the RA Leads with other aspects of RA projects as required.
 - To transfer and accurately input information from RA forms onto the HSCIC IT system.
 - To maintain a manual and electronic filing system for all inputted forms, which complies with national guidance on RA data storage and the Data Protection Act.
 - Assist user(s) in ensuring their card is secure at the point of issue (by them entering a confidential PIN).
 - Ensure that relevant information is signed by the user to register their acceptance of the conditions for holding a smartcard.
 - Support RA users and sponsors, assisting with any routine queries relating to the completion of RA forms or the IT system, seeking assistance if required.
- Undertake a range of daily data quality checks and rectify errors on patient based IT Systems including:
 - Demographic checks
 - Update systems with missing information using the summary care record (SCR)
 - Identify systematic problems with data quality and advice on solutions accordingly.
 - Co-ordinate and monitor the returned GP correspondence and forward to correct GP's either manually or through the Lancashire Patient Record Exchange Service (LPRES)
 - Investigate potential duplicates within systems and follow procedures to ensure that records are merged without loss of any data.
- Liaise and support system users amending and maintaining system outputs including letters, reports and labels as appropriate.
- Participate where required in IT projects in the upgrade of systems and attend training for system when new modules are being implemented, assisting with end user awareness as required.
- Provide relevant support, assisting with the training of new Service Desk Staff on relevant systems and processes as appropriate.
- Provide administrative support to other sections of the team including:

- Processing of quotes for purchase of IT equipment.
- Maintain the service desk system asset register.
- Contribute to ongoing development of the service desk by proposing changes to working practices and procedures and forward on end user views and opportunities for enhancements.
- Undertake other duties are required to support the service at the request of departmental managers.
- Ensure at all times the maintenance of patient and staff confidentiality in line with the trusts policy and procedures.

COMMUNICATION

The post holder must have good communication skills in both verbal and written mediums and be able to describe complex technical concepts effectively in a clear manner across all levels of staff within the trust and be able to inform where service delays may occur.

The post holder will be required to communicate across all levels of staff within the trust. It is essential for technical concepts to be translated into straightforward language and so the post holder must be able to explain technical complexities in simple terms to ensure understanding.

TRAINING AND DEVELOPMENT

The post holder is responsible for their own training and development (including mandatory training) and should be able to identify their own development needs and plans will be discussed and agreed at their annual appraisals.

It is important that the post holder maintains and increases their own knowledge of internal systems and a rotational learning system will be encouraged within the department.

ORGANISATIONAL RESPONSIBILITIES

The post holder is responsible for planning and organising their own day to day work and activities on a rotational basis, managing priorities under pressure and making adjustments to work plans in accordance with the varying needs of the service.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

EQUALITY AND DIVERSITY

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

HEALTH AND SAFETY

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

INFECTION CONTROL

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

RISK MANAGEMENT

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

SAFEGUARDING

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

DATA PROTECTION ACT

All members of staff are bound by the requirements of the Data Protection Act 1998.

RULES, REGULATIONS, POLICIES, STANDING ORDERS AND FINANCIAL INSTRUCTIONS

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

RESEARCH AND DEVELOPMENT PROJECTS

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

OUTSIDE EMPLOYMENT / OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

REVIEW OF JOB DESCRIPTION

This is not intended to be a comprehensive description of the duties of the post. Due to the Trust's commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual

- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust’s vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

JOB TITLE

Knowledge, Experience and Training required for the Post	Essential at Recruitment √	Measured By A – Application I – Interview P – Presentation T - Test	Desirable/Developed within the Role √	Measured By A – Application I – Interview P – Presentation T - Test
Qualifications	<p>GCSE English and Mathematics grade C or equivalent experience</p> <p>Keyboard skills to RSA 1 or equivalent experience</p> <p>A minimum of 2 years' experience working in an administrative role.</p> <p>Good basic IT Skills</p> <p>ITIL Foundation (or willingness to work towards)</p>	<p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p>	<p>NVQ 2+</p> <p>ECDL</p> <p>Customer care qualification</p> <p>Previous Service Desk experience</p>	<p>Application</p> <p>Application</p> <p>Application</p> <p>Application</p>
Experience	<p>Good awareness of customer care</p>	<p>Interview</p>	<p>NHS IT experience</p>	<p>Application</p>
Knowledge and Skills	<p>Ability to determine appropriate work priorities and manage workloads effectively and work under own</p>	<p>Interview/Assessment</p>	<p>Knowledge of NHS information flows, data standards and performance requirements</p> <p>Experience of using SCR</p>	<p>Application</p> <p>Interview</p>

	<p>initiative or as part of a team</p> <p>Good accurate keyboard skills with high level of speed and accuracy</p> <p>Excellent telephone manner</p> <p>Good interpersonal skills, diplomatic and able to inspire user confidence</p> <p>Ability to deal effectively with dissatisfied customers</p> <p>Ability to assess, resolve and forward enquiries</p> <p>Ability to analyse data problems, to understand their cause and to resolve them</p> <p>Willingness to learn new skills to keep abreast of continuing developments</p> <p>Taking initiative to correct inaccurate information</p>	<p>Assessment</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>		
<p>Personal Attributes Describe any personal attributes</p>	<p>Good communication skills with the</p>	<p>Interview/Assessment</p>		

<p>required organisation flexible, worker, etc. Essential desirable</p> <p>e.g. skills, team initiative, or</p>	<p>ability to convey complex technical concepts in plain language in a credible and confident manner</p>	Interview		
	<p>Effective decision making and ability to work under pressure</p>	Interview		
	<p>Ability to use own initiative and take responsibility for the outcomes and impact of their decisions</p>	Interview		
	<p>“Can Do” attitude with positive approach to service delivery</p>	Interview		
	<p>Ability to take action and exceed customer expectations</p>	Interview		
	<p>Have a flexible approach to work – participate in departmental rotas and active involvement in system upgrades.</p>	Interview		

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Lifting/Bending to move equipment	Occasionally	Short Periods	Various	No

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes	Every shift	More than 20 mins On each occasion	VDU and telephone work

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Data quality reports	Daily	2 hours
Are there any duties of an unpredictable nature?	How Often?	For How Long?

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Ability to deal with abusive and difficult people	Direct	Occasionally
Ability to communicate technical concepts to non-technical people which required patience, understanding & empathy	Direct	Frequently

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Long periods of working at a computer screen	Frequently.