

WALSALL HEALTHCARE NHS TRUST JOB DESCRIPTION

Post Title **Application Support Analyst**

Grade **Band 4**

Reports to **Senior Application Support Analyst**

Responsible to **Application Support Manager**

Job Summary

The role of Informatics is to ensure an NHS organisation has the required cost effective systems, information and technology services needed to provide excellent clinical care to its patients, in conjunction with its partners throughout the wider health community.

Implement and perform testing, release and change control services to ensure all releases and configuration changes are appropriately tested and released in accordance with defined best practice, policies and procedures.

Deliver effective Change Management processes and procedures to minimise impact and maximise benefits to end users. Provide effective administration and co-ordination for the release, test and change processes

Key Responsibilities

Release Management

- ☐ Support the nominated Release & Test Lead by administering and co-ordinating the release process and schedules as determined by the contract with suppliers.
- ☐ Assist the nominated Release & Test Lead in the negotiation of acceptable maintenance release and exceptional release dates between WHT and suppliers for new code, changes, fixes to Clinical or Business systems
- ☐ Assess complex release components to determine fit for purpose and compatibility with existing systems and configuration.
- ☐ Attend and effectively participate relevant internal or external meetings/workshops where the release of new/changed functionality is discussed in order that the schedule of change is clearly understood by all parties and effectively communicated to the end users and IT support teams.
- ☐ Effectively plan and co-ordinate the deployment and service/technical teams to ensure that the releases are implemented successfully.
- ☐ Participate in the continuous improvement review process to ensure that the

method –practices and systems remain efficient and effective.

- ☐ Administer the release tracker to ensure that new or changed components are built, tested and implemented without error into the production environment.
- ☐ Provide timely and relevant Management Information and Reports, as required.

Testing

- ☐ Interpret and execute complex tests in line with the test schedule to ensure that all tests are developed, executed & reported according to the strategy and agreed timescales.
- ☐ Ensure all tests meet agreed acceptance criteria and supporting evidence documented.
- ☐ Ensure that the standard methodology and tools are utilised.
- ☐ Assist with the management of all risks associated with the agreed test strategy, planning, and execution. Ensure they are clearly documented and communicated to relevant trust managers.
- ☐ Support all phases of testing in Cert and post implementation into Production, and the execution of testing activities, including comprehensive test scenarios & scripts, supported by adequate data & expected results.
- ☐ Liaising with internal Infrastructure branch and suppliers to ensure continuity of the test environment and identify and rapidly fix any issues.
- ☐ Identify test issues, report and prioritise to determine the level of regression testing.
- ☐ Liaise with software suppliers to ensure that the Trust has access to complex information from the supplier on any software release. Translate this information to ensure that where possible it is jargon-free, unambiguous and in sufficient detail for a test plan to be prepared.
- ☐ Interpret and communicate any aspect of software testing, release management and change management to end users

Change Control

- ☐ Effectively administer the Change Control process
- ☐ Administer the Forward Schedule of Change
- ☐ Provide timely and relevant Management Information and Reports, as required

Education and Training/Self-Development

- ☐ Identify own training and development needs and undertake appropriate training/education as required.
- ☐ Develop agreed areas of technical expertise commensurate with the delivery of the job and keep abreast of new technologies.
- ☐ Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed.

- ☐ Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies.
- ☐ Adhere to all Trust Policies as applicable.

Other Duties

The information supplied above is intended to summarise the key responsibilities and duties of the role. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of their Banding and development as agreed between employee and manager.

Confidentiality and Data Protection

All employees who have access to personal data in relation to patients or employees will be aware of their responsibilities under the General Data Protection Regulation (GDPR) (EU) 2016/679. Any breach of the Regulation could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Regulation.

Health and Safety

Individual employees of Walsall Healthcare Trust and other NHS employees contracted to work on the organisation's premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the Trust's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

Clinical Governance

All employees are required to actively contribute towards the organisation's clinical governance systems, taking responsibility as appropriate for quality standards and work towards the continuous improvement in clinical and service quality.

Safeguarding

Children Walsall Healthcare NHS Trust, working with partner agencies, is committed to safeguarding children and promoting their welfare. All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 yrs.

Employees must comply with Walsall NHS Trust
Local Safeguarding Board Child Protection Procedures and Trust Child Protection Procedures and recognise the importance of listening to children. All employees must attend child protection training relevant to their role and know how to seek advice or support from their manager or the Safeguarding Children team if required.

Vulnerable Adults

All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with organisational and Walsall Local Authority Vulnerable Adults policies and procedures.

Equality and Diversity

The Trust is committed to promoting equality opportunities to achieve equity of access, experience and outcomes, and to recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.

Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference. All employees should be familiar with, actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

This applies to all activities as a service provider and as an employer. All employees must adhere to the Equality Act 2010

Patient Experience and Public Involvement (PEPI)

The Trust is committed to gaining feedback from all patients using a variety of methods including electronic, paper based and verbal. Within this Trust that feedback is monitored by the patient experience group and used to ensure that future services meet the needs of the patients and demonstrate continuous improvement. Volunteer, staff and families participate in the collection of this data

Customer Care

The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put the patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently.

Infection Control

Employees will work to minimise any risk to clients, the public and other employees from Healthcare Associated Infection including MRSA and *C. difficile* by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the organisations Infection Control policies located on the Intranet.

Further responsibilities involve employees in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the wider organisation. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

Smoking

The organisation operates a No Smoking policy.

Duty of Candour

There is also a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm

Duty of Candour aims to help patients receive accurate, truthful information from health providers

The NHS LA's duty of candour guidance seeks to demystify how health providers can deliver on candour, achieving a wholly transparent culture in health provision – being open when errors are made and harm caused

All NHS provider bodies registered with the Care Quality Commission (CQC) have to comply with a new Statutory Duty of Candour

Policies and Procedures

All employees need to be aware of the organisations policies, procedures and protocols relating to their service and work within the guidelines at all times.

Employees have a major role in suggesting and implementing improvement to services and in exercising professional responsibility for both themselves and their peers within an open 'no-blame' culture.

General Medical Council (GMC) Revalidation (Medical and Dental Staff only)

Revalidation is the process by which all licensed doctors are required to demonstrate on a regular basis that they are up to date and fit to practise in their chosen field and able to provide a good level of care. This means that holding a licence to practise is becoming an indicator that the doctor continues to meet the professional standards set by the GMC.

Licensed doctors have to revalidate usually every five years, by having annual appraisal based on our core guidance for doctors, Good medical practice. This needs to be adhered to as per Trust Policies and Procedures. Failure to comply will result in being withdrawn from Medical practice.

Personal Development Review (PDR) (Medical and Dental Staff only)

A part of the revalidation process, all Medical and Dental Staff are required to have an effective IPDR every 12 months. This is a requirement for all staff and will need to be arranged by the individual.

PDR (All Staff)

The NHS Constitution requires organisations to provide staff with clear roles and responsibilities, personal development and line management, to support them to succeed.

An organisation-wide appraisal process that focuses on performance and personal development helps deliver this.

It is required for staff to have a yearly effective and meaningful appraisal with their Manager

Nursing and Midwifery Council (NMC) Revalidation (Nursing and Midwifery Staff only)

Revalidation is the process that all nurses and midwives in the UK will need to follow to maintain their registration with the NMC. Failure to revalidate will result in withdrawal from practice

Revalidation will help you as a nurse or midwife demonstrates that you practice safely and effectively. It will encourage you to reflect on the role of the Code in your practice and demonstrate that you are 'living' the standards set out within it.

Major Incident Planning and Business Continuity

Managerial post-holders, will be responsible for the development and delivery of major incident planning, business continuity and resilience. This will include ensuring there are effective and up to date plans that comply with legislation and guidance that meet the requirements of the Civil Contingency Act (CCA) for their area of responsibility