JOB DESCRIPTION

Job Title: eRostering Officer
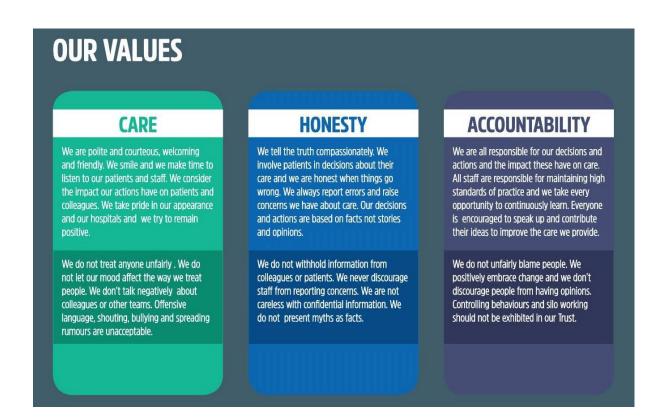
Responsible To: Senior e-Rostering Officer

Accountable To: e-Rostering and Bank Manager

Grade: 5

Unit/Department: eRostering Team, Workforce & Organisational Development Directorate

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly . We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Statement

As a Super User, you will be primarily responsible to provide expert advice, guidance and solutions for staff and department managers for the HealthRoster software. This will include active management of the software by maintaining accurate information in the system and providing KPI reports on key components. The post holder will be responsible for managing an office administrator and the eRostering help desk.

The post holder will be responsible for the development, planning, implementation and evaluation of eRostering training courses as defined by the eRostering Project Officer, within the overall context of the Programme. This will include one to one training for individuals and delivery of classroom training for all aspects of the HealthRoster software programme throughout the Trust to all staff groups.

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disability
confident
EMPLOYER

There is a requirement to have thorough understanding of rostering and roster management.

1. **Communication and Relationship Skills**
   - You will be required to use effective negotiating skills in aiding the successful deployment of the eRostering Programme. This is a significant change management programme and your ability to motivate and initiate change is essential.
   - You will be required to understand the highly complex information in the system and then to impart sensitive and sometimes contentious information to groups and managers.
   - You will be required to communicate regularly with all staff groups at all levels as a specialist in the HealthRoster software including other Trust departments such as Payroll and the ESR bureau.
   - You will be required to have excellent relationship building skills as support for improvement will often be over several months.
   - You will need to be confident in delivering classroom training for groups of up to 10.
   - You will need to be effective in your negotiation style as you will sometimes be required to deliver contentious information that evokes strong opposing views.

2. **Knowledge, Training and Experience**
   - You will use your relevant degree (or equivalent experience) to deliver aspects of the project, manage junior staff members and to deliver training.
   - You will have a thorough understanding of roster management and the safe and effective deployment of human resources.
   - You will be an expert in the complex and multifaceted HealthRoster system and all its modules/components. This will have been gained through significant experience and training.
   - You will undertake training to update your skills and make use of the online training tools.

   - You will share your knowledge and experience with the wider Regional User Groups and likewise learn from other eRostering teams nationally.
   - You will maintain all mandatory training requirements

3. **Analytical and Judgement Skills**
   - No two departments are the same and therefore you will need to use judgment when compiling a training solution for each area.
   - You will answer queries on the system and solve issues that arise. These will often be complex and the answer not always straightforward. You will need to exercise judgement in deciding the solution to the problem in each case whether it is user error, system faults or a mismatch between what exists and what's needed.
   - You will need to use analytical skills in fault finding as queries often present where a problem is the result of a combination of issues that need unpicking.

4. **Planning and Organisational Skills**

- You will work across all Trust sites and plan delivery of training and work on solutions to complex issues in response to Trust priorities
- You will often need to reformulate your plans to accommodate competing Trust demands that interfere with project plans. You will also reallocate tasks for the Administrator in response to changing priorities or deadlines.
- You will organise your own diary commitments liaising with eRostering Team colleagues. This will be weekly, monthly, quarterly and annually work plans to achieve your project objectives.
- You will be responsible for organising the training room allocation/activities. This will often be complicated and involve coordinating activities of different staff groups that have conflicting priorities.

5. **Physical Skills**

- You will be required to proficiently use a keyboard along with a lap top, PC and Smart Board.

6. **Responsibility for Patient/Client Care**

- You will be respectful and uphold the Trust's values at all times when you have incidental contact with patients and carers.
- You will adhere to the Trust policies on infection control and be 'bare below the elbow' when working in clinical areas.

7. **Responsibility for Policy/Service Development**

- You will be responsible for developing procedures and the continued improvement of the way the team work. This means you will be vigilant to opportunities for changing the way we work by recommending and implementing changes to the way we train, deliver project objectives and enhance the software system.
- You will be responsible for identifying good practice and areas for improvement (in the departments you are working with across the Trust) whilst using the software. You will escalate areas of concern and make recommendations for service changes across the Trust.

8. **Responsibility for Financial and Physical Resources**

- You will be responsible for making sure the software and related databases are maintained. This will include synchronising with ESR and cleansing the complex components.
- You will check every month to make sure staff hours match, the contracted grade is the same as ESR and that the 'suspect' staff records are resolved.
- You will continually monitor the system users and make sure the license agreement for number of users is compatible.

9. **Responsibility for Human Resources**

- You will be responsible for teaching large groups and training individuals in the various components and modules of the eRostering software as a specialist. This will include Agenda for Change staff groups, junior doctors and medical staff at all levels.
- You will provide deputise for the Senior eRostering Officer as required

10. Responsibility for Information Resources

- You will be responsible for maintaining the eRostering software system and this will be daily in response to changes, reconfigurations, faults, synchronisation with ESR and other related problems/updates.
- You will be responsible for building and rebuilding the departmental templates in the system in response to reconfigurations, reorganisations and changes to shift patterns or staffing requirements.
- You will be responsible for making changes to the software in response to helpdesk calls every day.
- You will provide reports by using the Reports module and Roster Perform for standard KPI reporting and ad hoc reports in response to requests from service users.

11. Responsibility for Research and Development

- You will collate information from the helpdesk calls and training feedback to then modify the training materials and Intranet page to better support users.
- You will occasionally be required to assist with the audit of the eRostering activities.

12. Freedom to Act

- You will be working and acting independently most of the time and escalate to your line manager appropriately.
- You will supervise the work of the Administrator.
- You will have regular contact with your line manager but be expected to have developed your own work plan to achieve your objectives.
- You will make day to day decisions based on the often changing priorities, to ensure deadlines/outcomes are delivered.

13. Physical Effort

- Light physical effort is required to transport your laptop and training materials across sites.
- You will occasionally be required to solve helpdesk issues that might take longer than 20 minutes at your PC.

14. Mental Effort

- You will respond to issues and calls via the helpdesk and these are unpredictable as to content and frequency. However, as a super user of the system, you will have the knowledge and ability to address each situation calmly and competently.
- You will come across sensitive and complex situations when training on the system. There will be times when you will need to concentrate to resolve issues, build the templates and develop a set of system rules to ensure the software meets the needs of the users.

15. Emotional Effort

- You will discover activity of staff members (by using the software) that are a cause for concern. Practice will need to be escalated and reported to the line managers of each area for resolution.
- You will occasionally be exposed to tense situations whereby staff members and their line managers are in conflict. You will be required to assist with providing information in a sympathetic, unbiased and calm manner.

- You will be part of a team that is leading a change project. You will be required to be professional and positive when in situations of pressure and/or conflict.
- Training individuals will often require repeating the point several times and reframing the learning point. You will always be professional and manage your emotions during frustrating events.

16. Working Conditions

- You will be based within the Employee Service Centre, Suite 21 at Castle Hill Hospital. However, you will be required to work across sites and deliver assistance in all departments.
- There will be rare occasions when you will be in the vicinity of distressing situations as you work with system users in clinical areas.

HEALTH AND SAFETY

In addition to the Trust's overall responsibility for your health and safety, you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others I the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

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