

JOB DESCRIPTION

JOB TITLE: Senior System Support Co-ordinator

BAND: Band 5

DEPARTMENT: Informatics Customer Operations

LOCATION: The post holder is expected to be flexible in travelling to sites across the Trust and to be available to work at any of its premises.

ACCOUNTABLE TO: Head of Informatics Customer Operations

REPORTS TO: System Support Lead

RESPONSIBLE FOR: System Support team

MAIN PURPOSE OF THE JOB

To provide a customer focussed system support service to staff who use Trust wide information systems. Working closely with project teams and the service desk, the systems support team will provide 2nd level support for all Trust wide information systems and provide support, advice, training and guidance to users who require assistance.

The post-holder will be responsible for:

- Receiving and handling second line support calls from the service desk where systems support is required.
- Support the Project team on tasks during system implementation.
- To undertake changes and updates to systems determined by service and Trust requirements using agreed change control procedures.
- Supervision of the System Support Co-ordinator and System Support Officers.
- Monitor incidents and ensuring that calls are resolved to the user's satisfaction within the agreed service levels, or escalated as appropriate.
- Constantly analyse performance information to identify trends and issues to make recommendations for a course of action.
- Monitor information systems.
- Logging calls to 3rd party maintainers/ system suppliers to the Trust's own internal systems development team and tracking responses.
- Maintain frequent contact with user's for the duration of any support issues, ensuring regular communication and frequent status updates are provided.
- Design, update and provide training to support end users on information systems when required.
- Assist with systems upgrade tasks including testing, training, user documentation and user communication.
- Support system user groups.
- Co-ordinate development of knowledge base and self help material.
- Support development and maintenance of system level security policies, risk assessments and business continuity plans.

The post-holder will provide an efficient and flexible systems support services focussed around the needs and requirements of the customer.
The department will provide support to approximately 5,000 staff that use the Trust's informatics facilities across a geographically diverse area.

DIMENSIONS

Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

The post holder will commit to the vision and values of the Trust

VISION AND VALUES

The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

To be caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

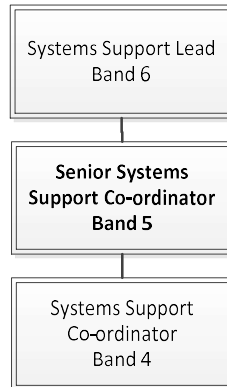
To be respectful

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

To be honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

- Excellent proven communication skills to develop effective relationships with internal users, staff and external partners.
- Maintain frequent contact with user's for the duration of any support issues, ensuring regular communication and frequent status updates are provided.
- Ability to work across multiple departments, organisations and agencies to and build working relationships to speed the resolution of system issues.
- Communicates complex informatics service issues to a wide range of internal and external staff, conveys informatics concepts and solutions clearly.
- Liaise with other functions across informatics and beyond to ensure 1st and 2nd level support calls are resolved in the shortest possible time.
- Support system user groups for staff to attend and provide direct feedback on the Trust wide systems and support.
- Act as a role model for staff working within the department.
- Act as an ambassador for the trust and its services.
- Promote the objectives and ethos of the Trust at all times.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Qualifications

- Must be educated to degree level or have equivalent experience.
- Desirable to have a computer or business orientated qualification.
- Desirable to have the ITIL foundation qualification.

Knowledge

- Knowledge of a wide range of NHS functions and disciplines.
- Knowledge of one or more computer system(s),
- Excellent ability in working with a diverse range of operating systems and applications.
- Clear understanding of local and national commissioning arrangements and able to articulate developments in the commissioning environment.
- Ensure professional knowledge is regularly updated and keep abreast of relevant developments.
- Knowledge of NHS integrated governance principles.

- Knowledge of NHS information submission requirements.
- Understanding of the business goals of the organisation.

Skills

- Ability to understand, absorb and comply with detailed procedures.
- Able to manage more than one task at a time.
- Must have a high standard of accuracy.
- Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer.
- Excellent report writing and presentation skills.
- Excellent interpersonal and communication skills.
- Good analytical and problem solving skills.
- Ability to work successfully with a broad range of statutory and non-statutory agencies with extensive experience of working with key stakeholders, including service users, carers and professionals.

Experience

- At least 3 years experience in a live informatics support department with 1 years experience of supervising staff.
- Experience of supporting information systems and their users.
- Experience in working with a diverse range of systems and applications.
- Experience of working in a busy office environment and dealing with high volumes of telephone calls.
- Must have experience of dealing with people, over the telephone and face to face, in a customer service environment.
- Experience of designing and delivering training.
- Experience of promoting and supporting change management.
- Experience of multi agency working.

ANALYTICAL AND JUDGEMENTAL SKILLS

- Analytical skills are required to interpret, analyse and resolve complex problems relating to the use or operation of information systems and follow / development procedures for resolution or escalating problems where required.

PLANNING AND ORGANISATIONAL SKILLS

- Requirement for planning and organisation of the resolution of system support incidents according to priority and other factors including the volume of users affected.
- Requirement to adjust priorities frequently as incident calls are received.
- Manage and prioritise own workload and workload of System Support Co-ordinator and System Support Officers.
- Requirement to assist with the planning and implementation of system updates and upgrades.
- Requirement to co-ordinate tasks in relation to system changes to meet service and Trust requirements.

PHYSICAL SKILLS

- Advanced keyboard skills to manipulate information at speed.

- Required to be mobile across all Trust sites and services.

PATIENT CARE AND FAMILY INVOLVEMENT

- Incidental contact with service users in the care environment.
- Responsibility for operational support for information systems.

POLICY AND SERVICE DEVELOPMENT

- Support the development of, and provide a customer-focussed support approach within the department by working with the Support Manager/ Systems Support Lead to identify the most effective and efficient support model.
- Conduct problem analysis to identify root causes of recurring issues and support development of fixes, training or communication packages with other Customer Operations teams.
- Support the development of system policies and ensure policies are adhered to ensure support functions comply with relevant security requirements and statutory legislations.
- Support development of change control processes for use within the system support team to record system changes, and ensure processes are adhered to.
- Monitor professional standards of support personnel.
- Support development and maintenance of system level security policies, risk assessments and business continuity plans

FINANCIAL AND PHYSICAL RESOURCES

- Support liaison with internal and external audit as required during routine audits. Support provision of management responses to relevant audits and development of action plans for improvement as required.
- Responsible for the proper and safe use of IT systems by users by ensuring proper advice is given

HUMAN RESOURCES

- Deputise in the absence of the System Support Lead.
- Provide day-to-day supervision for Systems Support Co-ordinator(s) and System Support Officer(s).
- Liaise with a range of staff across the Trust in relation to systems.
- Assist with the management of recruitment, selection, performance and development of staff.
- Ensure that all staff receives appropriate supervision and regular appraisal in accordance with Trust policies.
- Ensure all staff receive appropriate essential, statutory and mandatory training in accordance with Trust policy and development needs.
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate.
- Participate in personal objective setting and review, including the creation of a personal development plan.
- Respect confidentiality of any confidential information shared during the course of employment

INFORMATION RESOURCES

- Responsible for the day to day supervision of the second line Systems Support

team to ensure calls and emails are logged, prioritised and escalated appropriately.

- Tracking and managing all incidents and ensuring that calls are resolved to the user's satisfaction within the agreed service levels, or escalated as appropriate.
- Logging calls to 3rd party maintainers/system suppliers, and/or to the Trust's own internal systems development team and tracking responses.
- Maintaining frequent contact with user's for the duration of any support issues, ensuring regular communication and frequent status updates are provided.
- Support maintenance of financial and data coding across systems.
- Participate in the implementation of major infrastructure and system upgrades including testing, training, user documentation and user communication.
- Co-ordination of system changes, based on service or Trust requirements, including requirements gathering, build, test, training and communication.
- Monitor calls rates and resolution rates, manage the escalation of calls which fall outside of agreed service level agreements through to resolution.
- Aim to increase the number of calls closed by the system support team on first contact and to customers satisfaction.
- Comment on and follow processes and procedures within team and wider department.

RESEARCH AND DEVELOPMENT

- Produce agreed performance information in relation 2nd level systems support services.
- Constantly analyse performance information to identify trends and issues and recommend a course of action.
- Support the implementation of system implementation and upgrades.
- Co-ordinate changes and updates to information systems based on Trust and service requirements.
- Develop and maintain training material for a range of systems and solutions.
- Develop configuration and change management processes to ensure the risks associated with system support tasks are minimised.
- Ensure professional knowledge is regularly updated and keep abreast of relevant developments.
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate.

FREEDOM TO ACT

- The Senior System Support Co-ordinator will use his/ her initiative to quickly resolve critical informatics support issues that could affect access to systems.
 - Works as part of a team acting within defined policies and procedures.
 - Often works on the resolution of support calls alone, escalating to the System Support Lead if unable to resolve
 - Gives advice and supervision to the System Support Co-ordinator(s) and System Support Officer(s) as required
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Effort and Environment

Physical:

- The post requires sitting at a desk in an office environment or in meetings for long periods of time.
- The post requires keyboard and VDU use.
- Full UK driving license and use of a car for work purposes. The post holder is required to be mobile across all sites and services within the Trust.

Mental:

- Frequent need to concentrate for pro-longed periods of time when analysing and resolving issues related to the running of the department.
- Regular interruptions from own staff and wider Trust staff to resolve queries associated with day to day running of the service.
- Un-predictable work patterns, requirement to respond to urgent situations if major problems interrupt the running of systems

Emotional:

- The Senior System Support Co-ordinator must be capable of maintaining composure even in the face of aggressive and abusive customers. This requirement is likely to be the exception rather than the rule. They must be capable of dealing with high volumes of calls and not react to verbal provocation.
- Occasional distressing or emotional circumstances associated with staff performance and disciplinary issues.
- Frequent exposure to stressful situations in relation to managing demands and pressures of the role.
- Occasional emotional circumstances when dealing with staff who are not content with the level of service provision

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve,

the quality of services they provide

Information of a Confidential Nature or Access to Confidential Information

“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.

CALDICOTT RESPONSIBILITIES:

Principle 1. Justify the purpose(s) for using confidential information

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

Principle 2. Don't use personal confidential data unless it is absolutely necessary

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).

Principle 3. Use the minimum necessary personal confidential data

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

Principle 6. Comply with the law

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

Sustainability

The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance.

Clinical Effectiveness:

This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.

To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone's responsibility. Therefore all members of staff should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities which continuously improve the quality of services that they provide.

Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, thought clinical supervision procedures.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner, which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature: **Date:**.....

Line Manager's Name:

Line Manager's Signature: **Date:**

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p><u>Certificates and Experience</u></p>	<ul style="list-style-type: none"> • Must be educated to degree level or have equivalent experience. • At least 3 years experience in a live informatics support department with 1 years experience of supervising staff. • Experience of supporting information systems and their users. • Experience in working with a diverse range of systems and applications. • Experience of working in a busy office environment and dealing with high volumes of telephone calls. • Must have experience of dealing with people, over the telephone and face to face, in a customer service environment. • Experience of designing and delivering training. • Ability to work successfully with a broad range of statutory and non-statutory agencies with extensive experience of working with key stakeholders, including service users, carers and professionals. 	<ul style="list-style-type: none"> • Desirable to have a computer or business orientated qualification. • Desirable to have the ITIL foundation qualification.
<p><u>Knowledge</u></p>	<ul style="list-style-type: none"> • Knowledge of one or more computer 	<ul style="list-style-type: none"> • Knowledge of a wide range of NHS

	<p>system(s),</p> <ul style="list-style-type: none"> • Excellent ability in working with a diverse range of operating systems and applications. • Clear understanding of local and national commissioning arrangements and able to articulate developments in the commissioning environment. • Ensure professional knowledge is regularly updated and keep abreast of relevant developments. • Knowledge of NHS integrated governance principles. • Understanding of the business goals of the organisation. 	<p>functions and disciplines.</p> <ul style="list-style-type: none"> • Knowledge of specific systems used by the organisation. • Knowledge of NHS information submission requirements.
<p><u>Skills</u></p>	<ul style="list-style-type: none"> • Ability to understand, absorb and comply with detailed procedures. • Able to manage more than one task at a time. • Must have a high standard of accuracy. • Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer. • Excellent report writing and presentation skills. • Excellent interpersonal and communication skills. • Good analytical and problem solving skills. • Analytical skills are 	

	<p>required to interpret, analyse and resolve complex problems relating to the use or operation of information systems.</p> <ul style="list-style-type: none"> • Advanced keyboard skills to manipulate information at speed. • Full UK driving license and use of a car for work purposes. The post holder is required to be mobile across all sites and services within the Trust. 	
<p><u>Behaviours</u></p>	<ul style="list-style-type: none"> • Flexible approach to working hours, maintaining an effective work / life balance in line with IWL principles. • Commitment to Equal Opportunities. • Able to learn from constructive criticism. • Ability to meet tight deadlines within a pressurised work environment. • Highly motivated. • Analytical approach. • Pleasant, friendly disposition. • Focussed and completer/ finisher. • Passionate about enhancing Mental Health and Learning Disability Services. • The Senior System Support Co-ordinator should be flexible in providing support at a number of Trust premises, including occasional home working, to provide training or support 	

	<p>needs.</p> <ul style="list-style-type: none">• The System Support team operate a rota to ensure support by the System Support team, which may be changeable depending on the demands of the clinical and corporate services it supports. There may an increasing requirement for early/late shift cover and changeable working patterns.	
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