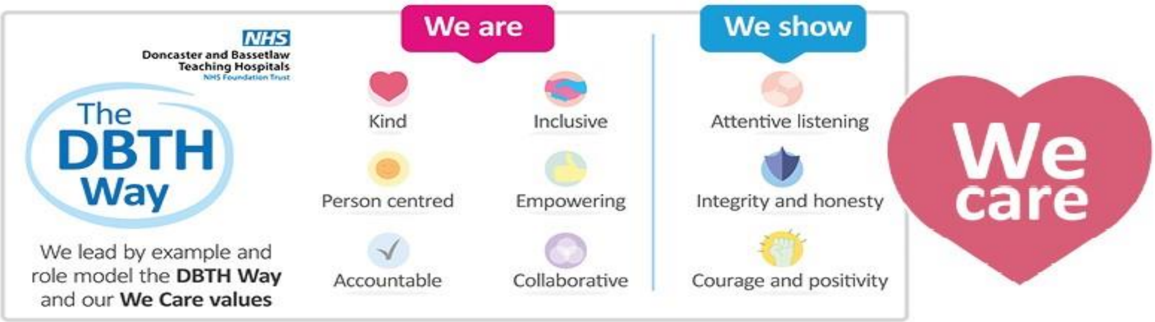
NHS
Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

JOB DESCRIPTION

Job Title:	**People Systems Admin Team Leader**
Band:	**Band 4**
Department:	**People and Organisational Development - HR**
Responsible to:	**ESR & Workforce Information Manager**
Accountable to:	**Associate Director of People & Organisational Development**


NHS
Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust
The DBTH Way
We lead by example and role model the DBTH Way and our We Care values
We are
Kind
Inclusive
Person centred
Empowering
Accountable
Collaborative
We show
Attentive listening
Integrity and honesty
Courage and positivity
We care

JOB PURPOSE

To provide support to all users of HR systems and subject matter expertise (SME) on all matters relating to Employee Self Service & Manager Self Service (ESR, ESS, SSS & MSS) and Payroll issues by owning and handling all enquiries routed to or raised with the HR systems team. This support will include; supporting the management team, undertaking delegated actions as required, producing and continually updating plans to roll out HR systems to new users, providing training and guidance to support the roll out of systems to new users and refresher training to existing users, producing regular and ad-hoc management information reports, offer guidance and assist in supporting junior/less experienced members of the team, ensuring all HR systems interfaced or reliant upon ESR, ESS, SSS, MSS or payroll data are updated within deadline dates, handle payroll issues where interdependencies with ESR & MSS exist, escalate any risks or issues related to ESR, MSS and Payroll, communicate effectively with stakeholders on all matters relating to ESR, MSS and Payroll.

Supervision of a team of administrators including those responsible for the absence reporting for the Trust, conducting regular 1:1s and acting as escalation point for any absence reporting queries.

The role holder must also uphold and champion the governance of change controls and all related policies.

As directed by management be responsible for liaising with payroll service suppliers where necessary to ensure data is processed accurately

The post holder will also fulfil required and requested maintenance of the ESR system and its content and act as point of escalation to external supplier for issue resolution where it cannot be provided locally.

MAIN DUTIES AND RESPONSIBILITIES

The post holders will:

Personal Attributes

- To be able to understand the needs of their customers, take ownership of and resolve enquiries relevant to their responsibilities and assist redirection of all other enquiries
- Be required to prioritise own workload and the requests received, considering the timetable in relation to payroll finalisation dates to ensure that issues related to ESR and pay are dealt with in a timely and effective way.
- To conduct and present oneself professionally at all times.
- To demonstrate flexibility towards the needs of the immediate and wider team and show willingness to apply oneself to delegated tasks and to support others
- Communicate effectively with customers, colleagues and the management team, keeping customers fully appraised of matters relating to their enquiry, and colleagues/management team of developments, workloads and issues
- Use appropriate communication channels, and reporting lines to relay information/messages.
- Provide role model example to colleagues, and conduct oneself professionally at all times.
- Work proactively in the provision of a service to customers and support to colleagues and the management team.

Supervisory role

- Acting as supervisor for a team of administrators responsible for the absence reporting for the Trust, conducting regular 1:1s and acting as escalation point for any absence reporting queries.

System support

- To ensure first line support is provided and available to customers for the whole of the time the service is open, and deals with the vast majority of enquiries on first point of contact.

- Take ownership of appropriate issues raised and tasks delegated, managing these through to resolution, involving and keeping informed all relevant parties (internal/external).
- Data protection (DPA) and legislation: Ensure that DPA rules are always followed and all activity is compliant with current legislation.
- Education and training: Provide training to both new and existing users. Ensure that reference and guidance materials are always current and available to users. Produce and deliver update training.
- Governance and control: Promote adherence to and follow process controls and all relevant policies. Handle requests for system access and user removal for leavers etc... following both change control and DPA rules processes
- Project and change management: To have basic understanding of project management framework and processes. Assist and support any change or project management activity by providing input of knowledge/data, and owning any required actions resulting from the activity which relate to their field of expertise.
- Communication: Pro-actively keep users and the management team informed. Ensure details of any change or team availability issues are escalated through appropriate channels and reporting lines. Engage with users and provide feedback to support efficient and effective use of software and adherence to process and policy.
- Escalation: Provide point of escalation to supplier for resolution of issues where local support cannot provide this. Manage escalated issues with supplier on behalf of users. Ensure any lessons learned are adopted and shared, and all issues are recorded and fully documented.
- Knowledge/Subject matter expert: Act as subject matter expert for HR systems and Manager Self Service and proactively ensure that knowledge and understanding is always current.
- Maintenance: Carry out and complete satisfactorily, required and requested maintenance. Ensure alignment of all data held to main data hub (currently ESR).
- Quality, effectiveness and efficiency: To handle targeted % enquiries at 1st point of contact and provide accurate resolutions which satisfies customer’s needs within target/expected timescales. To ensure targeted level of quality of work is maintained at all times and accuracy targets are achieved. To conduct self and fulfil role and responsibilities in most efficient and effect manner at all times.
- Performance management: Support trust management in the measurement and evaluation of the agreed key performance indicators. Assist in the evaluation and assessment of ESR/MSS benefits producing reports where necessary and reporting to the management team. Support the design, implementation and upkeep of an effective system to evaluate and measure system benefits.
- Demonstrate to wards and departments how the key performance indicators in MSS can be used for analysis, input into continuous improvement projects and highlight workforce effectiveness, efficiency and governance
- Produce and provide support and, assistance in producing the management information from HR systems and software packages.

- To maintain all databases, records, reference materials and media to ensure they are current and fit for purpose.
- Undertake continuous development both personal and professional

SCOPE AND RANGE

The role have shared responsibility to maintain effective and controlled HR systems and payroll, ensuring that all process and tasks supporting users across the organisation are completed accurately and within required timescales ensuring expected outcomes are realised (although not a complete list this would include; all pay related tasks, contractual changes, terminations, etc.

Post holders will be based at DRI, however are required to rotate between all sites that make up Doncaster and Bassetlaw Hospitals NHS Foundation Trust when needed.

PERSONAL ATTRIBUTES

A. Core Attributes

Provide the Safest Most Effective Care Possible

- Demonstrate an understanding of the importance of quality of care
- Be accountable for own actions and those of their team

Develop Responsibly, Delivering the Right Services with the Right Staff

- Have an ability to work efficiently, effectively and professionally in a multidisciplinary team
- Demonstrate that everyone’s contribution is valued

Control and Reduce the Cost of Healthcare

- Work to ensure the care group/directorate improves efficiency and reduces waste
- Demonstrate that you will be open to improving everything that you do

Focus on Innovation for Improvement

- Have an ability to consider and implement new solutions
- Displays networking skills

For senior posts only (typically Band 7 and above), include the following section on Values Based Behaviours for Leaders. Then re-number subsequent sections. For all other posts, go straight to 6. ORGANISATIONAL POSITION.

B. Values Based Behaviours for Leaders

The following characteristics are expected for senior leaders in the organisation:

Strategic Approach

(Be clear on objectives and clear on expectations)

- Will always plan and take initiative in the best interest of the patient
- Will make decisions based on the strategic direction of the organisation
- Can make success criteria clear to others and focuses them on what matters most
- Avoid major problems by anticipation and contingency planning

Relationship Building

(Can communicate effectively, be open and willing to help, courteous)

- Able to consistently understand and meet the needs and interests of patients
- Can develop joint solutions by use of open questions and listening to others
- Can involve key stakeholder and staff in planning organisational change

Personal credibility

(Is visible, approachable, confident, good role model, resilient and honest?)

- Can articulate a compelling vision
- Will consistently deliver on promises and champions DBHs values
- Displays sensitivity to the needs and feelings of others
- Will have a zero tolerance to bad behaviour and actively manage poor performance

Passion to Succeed

(Is patient centred, positive attitude, takes responsibility, and aspires to excellence)

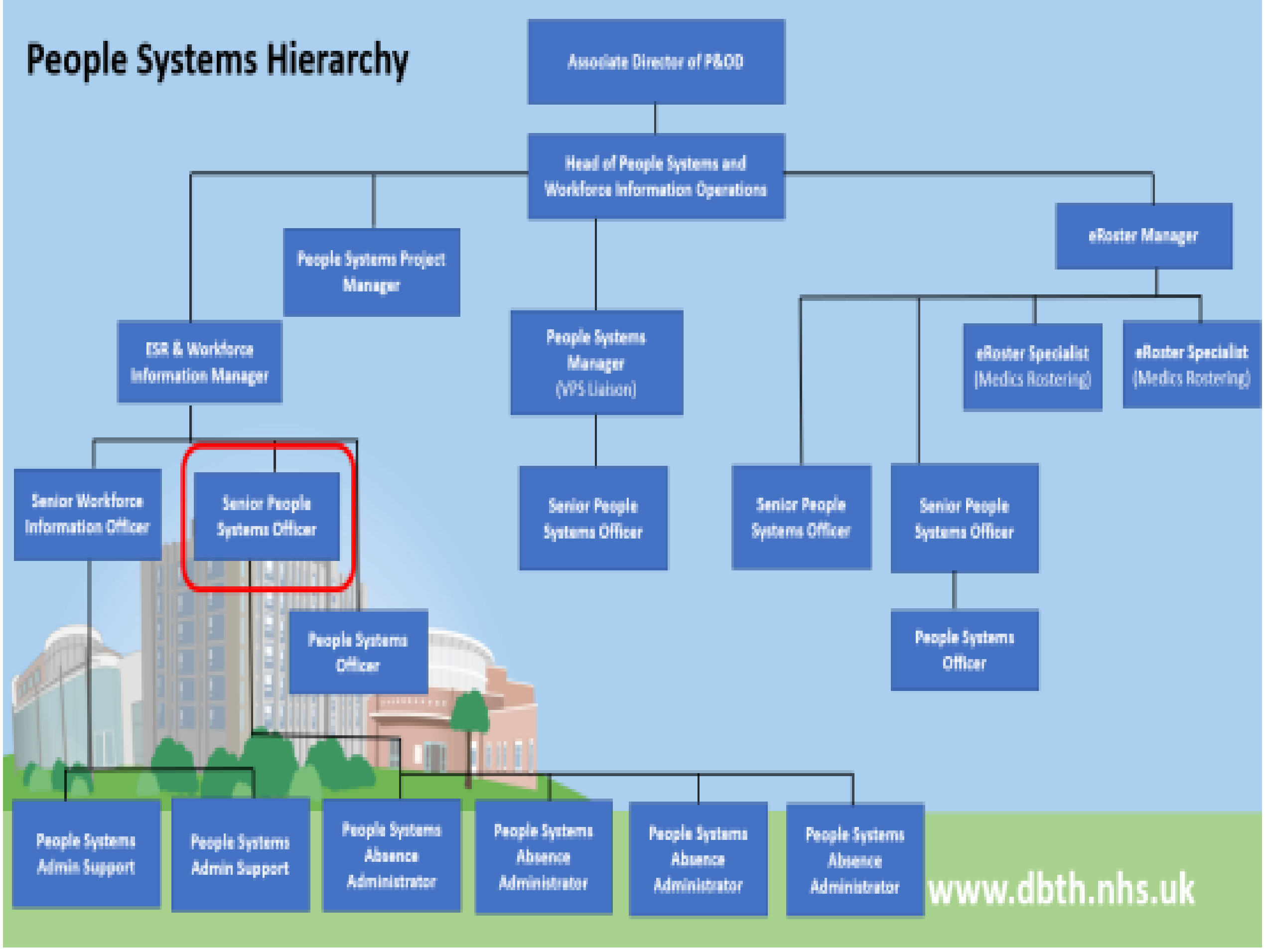
- Will motivate others with enthusiasm and a positive attitude
- Can maintain optimism and sense of humour in stressful situations
- Can infuse pride and joy in work
- Always leads by example by taking responsibility, being compassionate and aspiring to excellence

Harness Performance through Teams

(Able to develop staff, actively listen and value contribution, give feedback, empower staff and respect diversity, champion positive change, creating a culture without fear of retribution)

- Able to take proactive steps to develop team members using a variety of approaches
- Will involve team members in planning and delivering change
- Matches the needs of activity to available resources
- Seeks out and listens to team members and stakeholders, welcoming warnings or problems

ORGANISATIONAL STRUCTURE


People Systems Hierarchy
Associate Director of P&OD
Head of People Systems and Workforce Information Operations
People Systems Project Manager
eRoster Manager
ESR & Workforce Information Manager
People Systems Manager (VPS Liaison)
eRoster Specialist (Medics Rostering)
eRoster Specialist (Medics Rostering)
Senior Workforce Information Officer
Senior People Systems Officer
Senior People Systems Officer
Senior People Systems Officer
Senior People Systems Officer
People Systems Officer
People Systems Officer
People Systems Admin Support
People Systems Admin Support
People Systems Absence Administrator
People Systems Absence Administrator
People Systems Absence Administrator
People Systems Absence Administrator
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APPENDIX 1 - SPECIFIC TERMS

- All staff and volunteers working within the trust have a duty to be aware of their own and the organisation's roles and responsibilities for safeguarding and protecting children and young people, and vulnerable adults. You must be competent to recognise abuse, respond appropriately and contribute to the processes for safeguarding, accessing training and supervision as appropriate to your role. The prevention and control of infection is an integral part of the role of all health care personnel. Staff members, in conjunction with all relevant professionals will contribute to the prevention and control of infection through standard infection control practices and compliance with the Trust's infection control policies in order to ensure the highest quality of care to patients. If your normal duties are directly or indirectly concerned with patient care you must ensure you receive sufficient training, information and supervision on the measures required to prevent and control risks of infection.

- You must be aware of and adhere to Health and Safety legislation, policies and procedures, to ensure your own safety and that of colleagues, patients, visitors and any other person who may be affected by your actions at work. You are reminded of your duty under the Health & Safety at Work Act 1974 to take reasonable care to avoid injury to yourself and others; to officially report all incidents, accidents and hazards using the Critical Incident Reporting Procedure; to use safety equipment provided for your protection at all times and to co-operate with management in meeting statutory requirements.

- Maintaining confidentiality of information related to individual patients or members of staff is a very important aspect of your work within the Trust. Failure to maintain confidentiality of such information may constitute a serious disciplinary offence. Staff should also bear in mind the importance of sharing essential information with carers and others, with the consent of each patient. There will also be circumstances where critical risk information will need to be shared with partner agencies, subject to guidance and advice available from your manager. You should remember that your duty, to respect the confidentiality of the information to which you have access in the course of your employment with the Trust, continues even when you are no longer an employee.

- This job description is not intended to be a complete list of duties and responsibilities, but indicates the main ones attached to the post. It may be amended at a future time after discussion to take account of changing patterns of service and management.