

JOB DESCRIPTION

Job Title	Clinical Systems Test Analyst
Band/ Grade	4
Directorate	IM+T
Professionally Accountable to	Head of Clinical Systems
Responsible to	Clinical Systems Testing Manager

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence.

- **Compassion** – we will support patients and ensure that they are cared for with compassion
- **Accountability** – we will act with integrity, assuming responsibility for our actions and decisions
- **Respect** – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- **Excellence** – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

To work as part of a testing team supporting operational requirements as defined by testing plans. The post holder will be required to follow testing standards and will be required to supervise non-qualified users / testing staff in their testing activities.

- Follow defined test scripts and other testing methods.
- Report and log testing issues identified during testing.
- Update test scripts as required.
- Support small groups of end users with testing activities. Undertake relevant duties as

required in line with the testing cycle

ORGANISATION CHART



BAU Structure draft
V2.1 with grade.pdf

MAIN FUNCTIONS OF THE JOB

Communication and Key Working Relationships

- Communication will be verbal, one to one and through email. Occasionally there may be a requirement to write a report, or graphically present results of testing.
- Act as a point of contact for testing guidance
- The post holder will be required to attend local team meetings to provide feedback on testing issues and discuss any actions required.
- Occasional attendance at the Change Advisory or Project meetings may be required.

Planning and Organisation

Post holder will be required to:

- Work with other testers to identify and run test scripts, identify any test issues/risks and assist in completion of impact assessments
- Work with trainers/business process analysts/support staff/customers to share knowledge of test scripts and impact on current work processes
- Assist in the successful testing plans of programme and projects and planned change routines
- Undertake scripted testing as required.
- Assist in defining the Testing Approach given new software functionality to be released
- Support the Testing Manager in providing checks at agreed stages of the testing lifecycle including acceptance criteria and appropriate gateway review criteria
- Identify risks and issues on assigned releases, upgrades or changes
- Report on status of testing and associated issues as required
- Escalate issues appropriately within the clinical systems team and, where necessary, to systems suppliers

Responsibility for Patient / Client Care, Treatment & Therapy

- Testing of electronic patient records in such a way as to ensure the clinical systems are functioning correctly to enable front-line staff with recording of accurate and timely information.
- Participate in the out of hours clinical system support rota as required.

Policy, Service, Research & Development Responsibility

- Establish and maintain an appropriate level of knowledge and understanding of assigned testing subject matter areas.
- Contribute to the review and revision of clinical system testing processes and scripts in preparation for the testing of system upgrades and other developments / changes.
- Facilitate and promote re-use of material and good practice between team members.
- Follow departmental as well as the relevant Trust wide policies and procedures.
- Ensure own mandatory training is kept up to date.

Responsibility for Finance, Equipment & Other Resources

- Delegated responsibility for the security and maintenance of IM&T Services testing areas and the computer equipment held in those areas.
- Responsibility for the secure safekeeping and appropriate use of all equipment and supplies provided by IM&T Services, clients and external organisations and the return or disposal of such items when no longer required for the delivery of services.
- Contribute ideas on ways of minimising the cost of delivery of testing services.

Responsibility for Supervision, Leadership & Management

- Assist NHS nominated test staff in undertaking and reporting of test scripts, ensuring correct processes and procedures are followed.
- Liaise closely with suppliers and other stakeholders to facilitate the timely resolution of queries or operational issues affecting deadlines or completion of tasks.

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trust's safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection

prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice,

training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
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Date:	
Post holder Name:	Post Holder Signature:
Date:	







PERSON SPECIFICATION

Directorate IM+T
Job Title Clinical Systems Test Analyst
Band/ Grade 4

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Level 3 or higher in IT or equivalent experience	✓	
Minimum of 5 GCSE's inc Maths & English or equivalent	✓	
Significant NHS environment working experience.		✓
SKILLS, KNOWLEDGE AND ABILITIES		
Good organisational, analytical and interpersonal skills with a proven ability to perform IT systems testing work in a systematic way.	✓	
Understand the needs of an NHS Trust health community and current issues relating to the NHS		✓
Able to demonstrate a clear understanding of how a clinical system supports patient care and the information needs of the Trust	✓	
An ability to gain an understanding of testing procedures and reporting requirements that accompany a system upgrade or change	✓	
Able to manage own time and workload effectively and meet agreed deadlines.	✓	
Ability to prepare, interpret and appraise testing documentation	✓	
EXPERIENCE		
Proven experience in systems testing process	✓	
Proven experience of supporting the delivery of change		✓
Computer literate (including use of the internet and other appropriate programs such as Microsoft Office, etc).	✓	

PERSONAL ATTRIBUTES		
Ability to work effectively on own or as part of a team	✓	
Ability to work under pressure	✓	
Ability to work under own initiative	✓	
Have a confident approach and the ability to inspire confidence in others	✓	
A willingness to learn new systems and programs as they are developed	✓	
Communication Skills: Excellent communication skills - both verbal and written Able to work in a team with good interpersonal skills including tact and discretion Ability to coach staff in adopting new methods of working Ability to communicate clearly with colleagues, senior managers and customers Ability to write reports and associated project documentation Ability to convey new requirements or processes, which may contain some complex information to both technical and non-technical staff including presentations to large groups Good interpersonal skills and team working skills with tact, discretion and empathy	✓ ✓ ✓ ✓ ✓ ✓ ✓	
Analytical & Judgement Skills: Excellent analytical and problem solving skills with ability to analyse, interpret and resolve issues Logical and analytical approach required when designing a new solution	✓ ✓	
Planning & Organising Skills: Ability to work autonomously and prioritise workload Flexibility and ability to meet challenging deadlines and remain focused with conflicting demands and priorities Innovative and well organised Positive approach to change	✓ ✓ ✓ ✓	



<p>Physical Skills:</p> <p>Advanced keyboard skills including ability to use mapping / modelling tools and e-learning packages</p> <p>Strong PC skills including advanced use of Microsoft packages</p> <p>Able to travel to all parts of the County covered by WVT when training requirements are needed.</p> <p>Ability to work under pressure.</p> <p>Confident approach and ability to inspire others.</p> <p>Ability to work alone and as part of a team.</p> <p>Ability to work flexibly (especially during Go-live periods).</p>	     	
<p>Other:</p> <p>Willingness to use technology to improve standards of care and support to our patients</p> <p>A team player able to contribute to wider issues of the NHS</p> <p>Commitment to improving services for staff and patients</p>	