

Job Description

JOB TITLE: E-Rostering Project and Implementation Officer

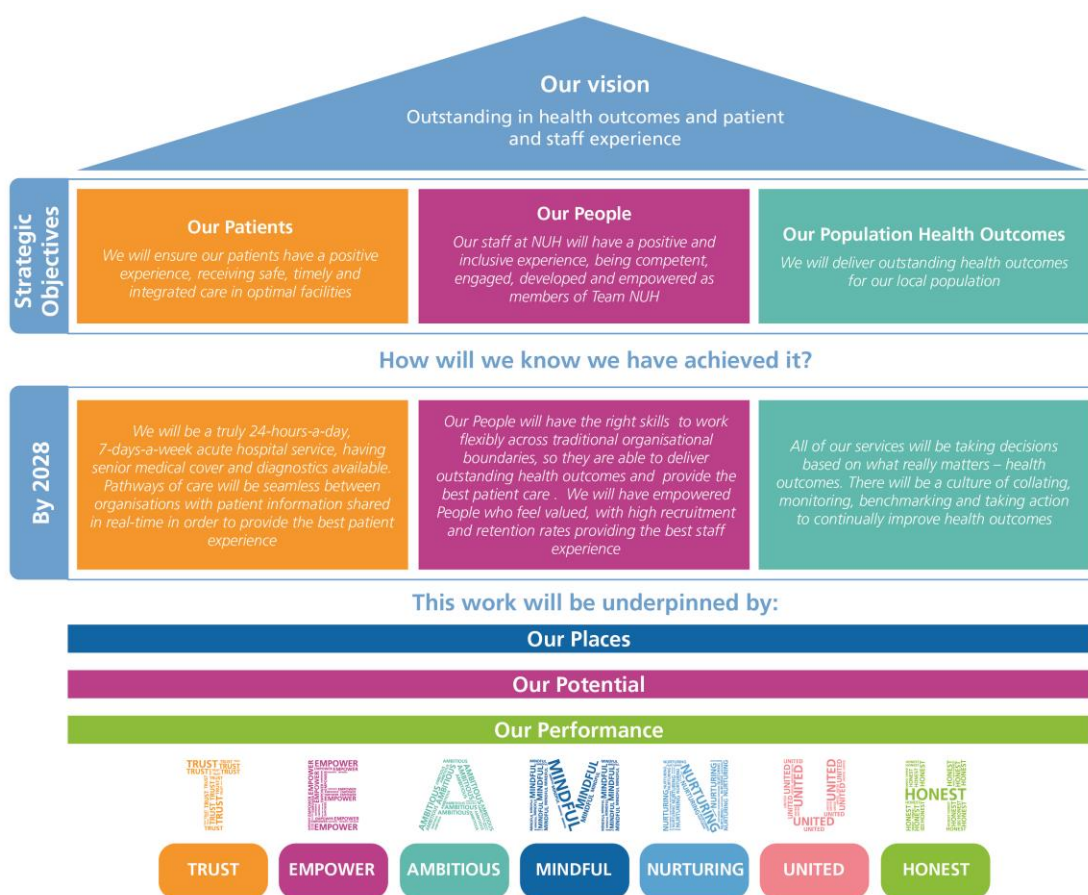
DIVISION: Human Resources

GRADE: 5

REPORTS TO: Assistant Head of Medical Workforce

ACCOUNTABLE TO: Head of Medical Workforce

VALUES AND BEHAVIOURS



ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the

biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes. We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

JOB SUMMARY

Working closely with the chosen supplier, the post holder will work methodically to implement e-rostering across our junior doctor workforce and in a small number of consultant groups. They will help to design implementation plans, and work alongside the rota teams and specialties to replace existing spreadsheet based rotas with e-rosters, ensuring a smooth transition within the agreed timescales. They will train key stakeholders in the use of the system.

The post holder will be a subject matter expert in medical e-Rostering and will be able to support system users, junior doctor coordinators and the Medical Workforce senior team.

The post holder will co-ordinate the use of e-Rostering across the medical workforce and ensure, ultimately that all departments are using the system and seeing the operational and financial benefits via KPI reporting.

The post holder will be supported by the Medical Workforce Manager and Assistant Head of Medical Workforce, who will have overall responsibility for the implementation project.

KEY JOB RESPONSIBILITIES

1. Support the co-ordination of the successful implementation of the eRostering system for Medical & Dental staff across all departments.
2. Take a key role in determining when specialties/rotas will move over to e-rostering.
3. Develop and enact implementation plans and identify resource requirements, key milestones,



- impact and risks to ensure successful implementation of the eRostering system.
4. In liaison with the supplier, maintain all relevant documentation relating to the implementation of the eRostering system.
 5. Engage constructively and effectively with a wide variety of internal and external stakeholders of varying levels of seniority to ensure effective engagement using the appropriate channels and adapting communication style as required for the audience.
 6. Have the ability to receive, process, summarise, interpret and communicate complex and sensitive information where they may be barriers to acceptance and resistance to change in a pressurised environment.
 7. Investigate complex implementation issues, analyse and determine the appropriate action for the resolution of the reported problem and impact/risk to the key stakeholders.
 8. Provide constructive feedback on experiences and lessons learnt from previous successful implementation of systems.
 9. Support the financial objectives of the business case, including reduction of locum and agency spend, efficiencies within the junior doctor co-ordinator team and improvements in meeting contractual deadlines.
 10. Write regular highlight/exception reports.
 11. Support the development of policies, procedures and standard operating procedures relating to the functioning of the medical electronic rostering system.
 12. Analyse complex system and/or user issues and risks and ensure rectification, escalating any issues where appropriate to the software provider.
 13. Provide advice and feedback to specialties and rota co-ordinators where system utilisation could be improved to ensure rosters are as safe, effective and efficient as they can be.
 14. Communicate with the supplier on a regular basis, reporting faults, problems and user requests as well as giving regular feedback on the software and making suggestions for improvements.
 15. Provide specialist system training to Junior Doctor Co-ordinators, Medical Workforce colleagues and other colleagues outside the Medical Workforce team who maintain rosters and end users on a one-to-one basis or in groups, arranging these training sessions independently, managing own schedule and ensuring that participants have been issued with appropriate access levels.
 16. Meet regularly with Junior Doctor Rota Co-ordinators/Junior Doctor Workforce Specialists to review use of the eRostering system and to offer advice and guidance based on knowledge of the system and procedures to resolve issues identified.
 17. Undertake reviews of roster templates (prior to implementation) and offer advice on the functionality of the eRostering system and local rostering rules to improve efficiency, cost savings and safety.
 18. Provide advice and support around rotations to ensure that best use is being made of the technology so processes are as efficient as they can be and rotas are issued 6 weeks before rotations.
 19. Maintain and update project documents as required.
 20. Provide technical support and advice throughout the user testing period and beyond.
 21. Use specialist knowledge to resolve complex technical, process, and management queries relating to the eRostering system. Where necessary, escalate highly complex issues to a senior member of the team and / or the supplier.
 22. Manage all upgrade and new releases of the system.
 23. Ensure that the processes for system administration, including generation of user accounts and password are embedded and efficient.
 24. Undertake relevant training programmes to ensure up to date knowledge of the system.
 25. Contribute to appropriate changes in working practices to maximise the benefits of the system.

General Duties:

1. Represent Medical Workforce where required at internal and external meetings/fora.
2. Contribute to policies and procedures related to Medical Workforce.
3. Contribute to discussions concerning the procurement of software products on an as and when basis.

4. Provide information as and when required for statistical analysis.
5. Provide cover for colleagues when necessary, ensuring that advice and guidance is available in urgent situations
6. Contribute, as appropriate, to the broader objectives of the Medical Workforce function.
7. Undertake any other duties consistent with the role and as agreed between the post holder and the Head of Medical Workforce.
8. Make an active contribution to the work of the Medical Workforce function through a professional approach to working with colleagues and through effective participating and partnership working.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

WORKING CONDITIONS

General office environment.

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: Victoria Solley, Assistant Head of Medical Workforce

Date: March 22