

## Functional Requirements

### Communications & Relationship Skills

- To receive, identify and amend as appropriate complex/sensitive information i.e unavailability's (Sickness, Annual leave, Bank holidays suspensions etc) via Healthroster and any impact this might have in regards with Pay.
- Process all PV Forms for Redeployments, Acting up, Grade Changes, Change of Hours, suspensions etc and any other requests for changes in the eRostering system in a timely and efficient manner.
- Create and maintain user accounts and system passwords, in line with Trust policies.
- To provide day to day support to users. Diagnose and resolve errors or malfunctions of the system, seeking advice or providing feedback to the eRostering Team Manager, IT or software company if necessary.
- Develop good working relationships with associated teams e.g. Payroll, Temporary Staffing, HR, Finance.
- Escalate any issues or concerns to the relevant team members.
- Promote the use and benefits of the eRostering system and associated module such as eExpenses, being a champion of the software to encourage best practice with users.
- To maintain a high level of data quality and accuracy, and to identify and resolve any data quality issues within the units.
- To provide regular and ad hoc reports as required.

### Analytical & Judgmental Skills

- Resolves queries regarding leave entitlements on Healthroster and ESR, sickness and advise managers of potential vacant posts when moving staff via PV's
- To resolve support calls effectively and promptly, and within agreed timescales.