

Job Description

NHS Professionals Limited

Job Title	Systems Support Administrator
Salary	Band 4
Location	Hemel Hempstead
Responsible To	Senior Systems Support Analyst
Accountable To	Product & Change Support Manager

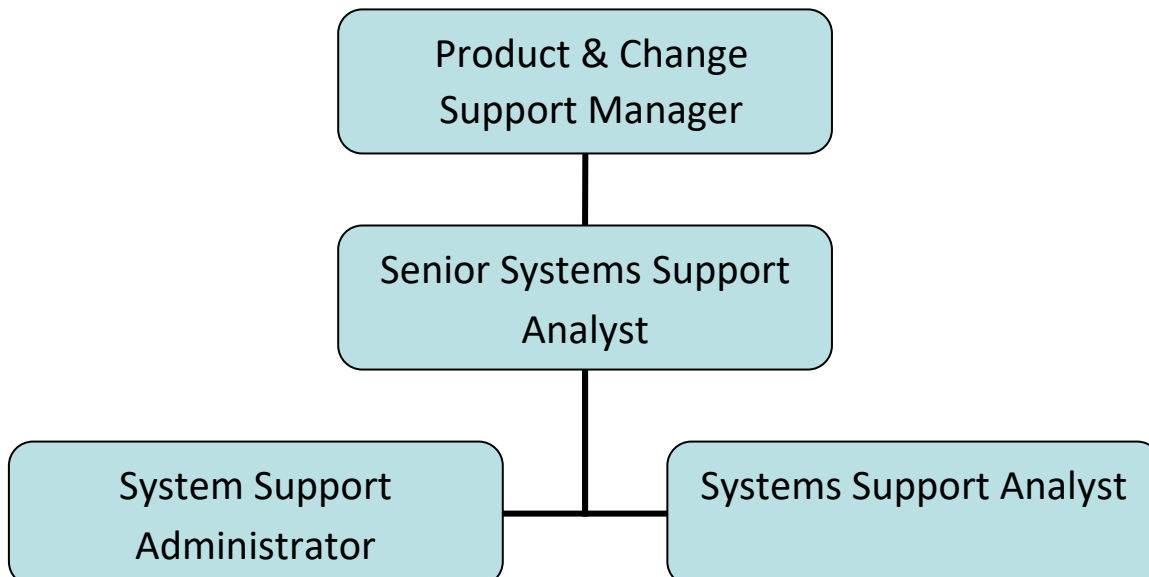
2. Job Summary:

This role will be responsible for the maintenance of NHS Professionals financial and operational information systems.

The post holder will provide an advisory service on data related services and information systems to managers, employees, flexible workers, clients, and external agencies.

A requirement of the role will be to work shift patterns across Monday – Sunday to meet the requirements of the business.

3. Organisational Position (Illustrative)



4. Key Tasks:

- Systems administration for the operational and financial information systems, including setup and maintenance of user accounts and access levels, implementation and maintenance of client trusts data structure.
- Provide first level support to managers, employees, clients and external agencies via email, telephone, fax, and written requests, on matters regarding data related services and information systems policies and procedures.
- Advise and support flexible workers on a range of services, including but not limited to: the calculation of entitlement to statutory payments, production of references, validation of documents confirming eligibility to work, updating of personal details, changes of assignment and associated rates of pay, processing of terminations of engagement.
- Provide information as required to both clients and management accurately and timely through fully utilising the systems.
- Provide support to Service Delivery Manager and Senior Systems Support Analyst to ensure multiple projects and ongoing tasks are completed within service level agreement timeframes.
- Provide, receive, and control access levels to personal and financial data, in compliance with data protection legislation.
- Ensuring the correct authorisation process has been followed, for all requests in accordance with all operational procedure and NHS Professionals guidelines.
- Maintain an accurate database of NHS Professionals flexible workers, and data access permissions to financial and personal details.
- Maintain confidentiality of information about patients, customer trusts, NHS Professionals business, and NHS Professionals employees and flexible workers.
- Organise own workload within parameters set by Service Delivery Manager Data and Senior Systems Support Analyst to ensure service level agreement timeframes are met, by pro-actively identifying and prioritising requests.

5. Communications:

- Form good working relationships with NHS Trust Clients, external agencies, and NHS Professionals staff within the Client Relations, Payroll, Recruitment, HR, Implementations and Finance departments in accordance with NHS Professionals policies and procedures, resolving queries and providing information as required.
- Provide support and advice to all NHS Professionals Flexible Workers on matters relating to: information systems, national and local policies and procedures.
- Work with the management to ensure a seamless and efficient support service is maintained, ensuring all information processed is necessary, complete and purposeful.
- Liaise with the Home Office and UK Border Agency to ensure all flexible workers are eligible to work for NHS Professionals.
- Liaise with the Job Centre Plus and the Department of Work and Pensions regarding queries over statutory payments to flexible workers.

6. Key Values:

In addition to undertaking the duties outlined as above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**



Equality and

To act in accordance with NHS Professionals Limited Diversity Policy which is designed to prevent discrimination of any kind.

- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professionals Limited Health and Safety Policy.
- **Corporate Image**
Adopt a professional image at all times.
- **Risk Management**
Responsible for reporting any complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
Responsible for attending health and safety training as required. Responsible for assisting in risk assessments.

7. Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

8. Acceptance:

I agree to undertake the duties of the job in accordance with the above

Signed: (Job Holder)

Name: (Print)

Dated

Signed: (Line

Manager) Name: (Print)

Dated

Job Title: Systems Support Administrator	Objectives of the Post: This role will be responsible for the maintenance of NHS Professionals financial and operational information systems. The post holder will provide an advisory service on data related services and information systems to managers, employees, flexible workers, clients, and external agencies. A requirement of the role will be to work shift patterns across Monday – Sunday to meet the requirements of the business.		
CRITERIA:	ESSENTIAL <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	DESIRABLE <i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T
Qualifications & Knowledge:	<ul style="list-style-type: none"> • Educated to HNC/Diploma level or an equivalent level of knowledge • GCSE Maths & English A - C 	<ul style="list-style-type: none"> • Information management or business administration diploma • A Level Maths & English A-C. • ITIL foundation 	
Experience:	<ul style="list-style-type: none"> • Experience of working in a demanding, driven customer services environment • Experience of working with databases and how they relate 	<ul style="list-style-type: none"> • Experience of providing 1st level support on IT issues to non-technical people • Experience of testing and troubleshooting IT upgrades to information systems • Experience of working as an IT systems administrator 	
Communication & People Skills:	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to effectively communicate technical information. • Ability to build and maintain effective working relationships with staff across a wide range of professional and managerial groups. 		
Organisational Skills:	<ul style="list-style-type: none"> • Ability to approach problems in a methodical manner • Prioritisation of tasks with a frequent requirement for concentration and an unpredictable work pattern • Excellent time management skills 	<input type="checkbox"/> Project management experience	
Specialist Knowledge/ Skills:	<ul style="list-style-type: none"> • Fault-finding and error reporting of issues of complex information systems • Intermediate knowledge of Microsoft Office suite 	<ul style="list-style-type: none"> • Previous experience of working closely with HR • Advanced knowledge of Microsoft Office 	

	<ul style="list-style-type: none"> <input type="checkbox"/> Able to use initiative to independently deal with a wide range of queries. <input type="checkbox"/> Have a flexible and adaptable approach to department working hours 	<ul style="list-style-type: none"> <input type="checkbox"/> Suite. Intermediate knowledge of Microsoft and Oracle databases. 	
Physical Skills:	<ul style="list-style-type: none"> <input type="checkbox"/> Able to pass pre-employment assessments. <input type="checkbox"/> Advanced keyboard skills, with high level of speed and accuracy. 		
Equality:	<ul style="list-style-type: none"> <input type="checkbox"/> Candidates should indicate an acceptance of and commitment to the principles underlying NHS Professional's Equality and Diversity and Health and Safety Policies. 		

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation