

**WALSALL HEALTHCARE NHS TRUST
JOB DESCRIPTION**

Post Title	Senior Application Support Analyst
Grade	Band 5
Reports to	Service Delivery Manager
Responsible to	Head of Digital Transformation & Deployment

Job Summary

The post holder will participate in the full application lifecycle, including configuration, role based access, testing, implementation of new clinical systems within the trust and managing the future releases of existing systems.

The position will involve working with suppliers, clinicians, operational leads, and project teams to ensure the successful implementation or upgrade to Digital Services managed clinical systems.

Working within agreed Service Level Agreements you will deliver a professional and timely service.

Key responsibilities will include, but not limited to:

- System configuration, research, and design of application
- Enabling formal acceptance of systems creating measurable acceptance criteria related to requirements, features and test scenarios
- Establishing access control requirements
- Manage the lifecycle of change requests- logging, planning and monitoring through to release
- Responding to service requests
- To act as a contact point and offer “expert” advice on the use of trust systems.
- To investigate and resolve incidents raised aligned to agreed service levels
- To oversee problem management of known issues for these applications
- To actively support the transition of systems from pipeline processes through to live service catalogue offerings

The post holder will be involved in the management, development, and implementation of support duties across the range of applications utilised within the trust.

The post holder will be responsible for the operation of one or more information systems including involvement and input into the workstream.

The team will form part of the core delivery and on-going support mechanism for clinical systems within the Service Portfolio throughout Local Health Economy (LHE) supported by Digital Services. The post holder will be expected to be flexible on working hours.

Key Responsibilities

- Ensure the local configuration of systems meets the business needs of the trust.
 - Actively support the transition from local legacy systems to new products.
 - Find and remedy errors and variances early in the service lifecycle
 - Interface with suppliers, customers, and support teams
 - Manage user access and roles within the applications. Ensuring the processes and procedures are in place and up to date to ensure effective progression and resolution of incidents.
 - Ensuring processes and procedures are in place and up to-date to enable efficient execution of application management functions.
 - Ensure a close relationship exists with the service desk manager enabling the speedy resolution of clinical system related incidents and problems
 - Develop a list of standard changes to ensure timely response of service and change requests Provide and maintain a portfolio of evidence on own area to ensure compliance with the trusts Information Governance requirements
 - To engage in research and development relating to NHS Clinical and business system applications
 - The Digital Services Configuration & Testing Analyst will be expected to be a source of “expert knowledge” across all allocated applications including appropriate cross-skilling of staff to deliver this knowledge base.
 - Responsible for analysing and interpreting the business requirements and business processes will be key to the success of the team. There is a need to understand how to apply Digital systems across clinical disciplines and services and play a vital role in the local configuration of the applications
 - The post holder will be responsible for ensuring system admin duties are carried out appropriately including regular management and ensuring the invoking of business continuity plans as appropriate.
 - To contribute and attend the planning meetings and user groups for services both internal and external to the organisation
 - Support the implementation of new systems, overseeing that efficient planning and appropriate work packages lead to successful product delivery.
 - To maintain and in-depth knowledge of the applications and an understanding of their potential use and end purpose including their potential impact on both patient care and Trust performance.
 - Support new software releases, monitoring that all tasks are undertaken in compliance with our Test, Release and Deployment Strategy.
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Post Necessitates

- Responsible for communicating complex and sensitive information to all relevant service users and managers in relation to data quality/performance/reporting issues that could impact on a service provision/reconfiguration.
- There is a requirement to communicate complex information in an understandable format and to report complex and sensitive information in relation to fraud.
- Ability to demonstrate detailed knowledge and understanding of NHS systems (National & Local) and NHS data standards and definitions.
- The post holder will comment on Policies and Service development initiatives which impact across other services. This will include the support for local user manuals/guidance for any nationally defined procedures.
- Works autonomously, work is managed not supervised and is guided by principles and policies.
- The post holder works on own initiative and is a point of contact and source of expert knowledge within the Team.
- Required to provide a continual and accurate service as daily tasks are unpredictable with frequent interruptions from multiple sources e.g., Service desk Calls.
- Requirement to use VDU more or less continuously on a daily basis when working on applications, helpdesk, reporting and service management tools.
- Requirement to give priority to adverse incidents and risks e.g. security breaches. This may mean a change in work patterns thus diverting away from the original task.
- Occasional exposure to distressing or emotional circumstances e.g. disciplinary procedures and irate staff with application problems and queries.

Other Duties and Responsibilities

- This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
 - This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
 - Whilst based in a single trust in the first instance, the post holder will be expected to work across all sites supported by Walsall Digital Services.
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Other Duties

The information supplied above is intended to summarise the key responsibilities and duties of the role. The post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of their Banding and development as agreed between employee and manager.

Job Design and Review

This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed via the issue of an updated job description.

Confidentiality and Data Protection

All employees who have access to personal data in relation to patients or employees will be aware of their responsibilities under the Data Protection Act 1998 and will abide by the eight principles of that Act. Any breach of the Act could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Act.

Health and Safety

Individual employees of Walsall Healthcare Trust and other NHS employees contracted to work on the organisations premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the Trust's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

Clinical Governance

All employees are required to actively contribute towards the organisation's clinical governance systems, taking responsibility as appropriate for quality standards and work towards the continuous improvement in clinical and service quality.

Safeguarding

Children

Walsall Healthcare NHS Trust, working with partner agencies, is committed to safeguarding children and promoting their welfare. All employees have a responsibility to ensure that children and young people are safe from abuse and harm, regardless of their role or where they work. Children include young people up to the age of 18 yrs.

Employees must comply with Walsall Local Safeguarding Board Child Protection Procedures and Trust Child Protection Procedures and recognise the importance of listening to children. All employees must attend child protection training relevant to

their role and know how to seek advice or support from their manager or the Safeguarding Children team if required.

Vulnerable Adults

All employees have a responsibility to support the safety and well-being of vulnerable adults and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Vulnerable Adults responsibilities. All employees must comply with organisational and Walsall Local Authority Vulnerable Adults policies and procedures.

Equality and Diversity

The Trust is committed to promoting equality opportunities to achieve equity of access, experience and outcomes, and to recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.

Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference. All employees should be familiar with, actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.

This applies to all activities as a service provider and as an employer.

Patient Experience and Public Involvement (PEPI)

The Trust is committed to gaining feedback from all patients using a variety of methods including electronic, paper based and verbal. Within this Trust that feedback is monitored by the patient experience group and used to ensure that future services meet the needs of the patients and demonstrate continuous improvement. Volunteer, staff and families participate in the collection of this data

Customer Care

The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all out staff are required at all times to put the patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently.

Infection Control

Employees will work to minimise any risk to clients, the public and other employees from Healthcare Associated Infection including MRSA and *C. difficile* by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections (The Hygiene Code); and by ensuring that they are familiar with the organisations Infection Control policies located on the Intranet.

Further responsibilities involve employees in ensuring that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service area and the

wider organisation. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

Smoking

The organisation operates a No Smoking policy.

Policies and Procedures

All employees need to be aware of the organisations policies, procedures and protocols relating to their service and work within the guidelines at all times.

Employees have a major role in suggesting and implementing improvement to services and in exercising professional responsibility for both themselves and their peers within an open 'no-blame' culture.

Duty of Candour

There is also a contractual duty of candour imposed on all NHS and non-NHS providers of services to NHS patients in the UK to 'provide to the service user and any other relevant person all necessary support and all relevant information' in the event that a 'reportable patient safety incident' occurs.

The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm

Duty of Candour aims to help patients receive accurate, truthful information from health providers

The NHS LA's duty of candour guidance seeks to demystify how health providers can deliver on candour, achieving a wholly transparent culture in health provision – being open when errors are made and harm caused

All NHS provider bodies registered with the Care Quality Commission (CQC) have to comply with a new Statutory Duty of Candour
