



E-ROSTERING ADMINISTRATOR (CORPORATE)

JOB DESCRIPTION





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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title	E-Rostering Administrator
Band	4

Division	Corporate
Responsible to	E-Rostering Manager
Accountable to	Associate Director of Resourcing
Type of contract	Permanent
Hours per week	37.5
Location	Harbour Yard/West Middlesex Hospital/Travel to other site as required i.e. Chelsea and Westminster Hospital

The E-Rostering function is a major service improvement initiated by the Trust, as part of its cost efficiency drive. NHS organisations who have established E-Rostering systems are reporting significant benefits from modern roster management technology.

The role of the E-Rostering Administrator is to assist the E-Rostering Manager and Specialists in providing a comprehensive Help Desk support service to all users of the system and to develop and perform a range of scheduled support reports and activities.

The post holder will also be responsible for maintaining employee data within the HealthRoster system. This aspect of the role involves adding and removing staff from the system, updating assignment and contractual information, amending personal details and much more.

The post holder will provide guidance to managers who build rosters and manage their workforce using the rostering system. The post holder will also support all employees who use the system to view their shifts and request annual leave through Employee Online and Loop.

The post holder will support and promote the on-going use of E-Rostering in the Trust.

Key responsibilities

Main Tasks and Responsibilities:

- To provide professional and efficient system support to all users.
- To provide support for help desk calls and emails. These support queries will range widely from technical queries to access issues.
- To be aware of NHS Agenda for Change and Medical & Dental terms and conditions of employment and to ensure that conditions are met through scheduled activity and reporting.
- To carry out timely and accurate information analysis and reporting.
- Deliver effective training to all users of the system so that they can create, approve, update and finalise rosters. This also includes the creation of templates and patterns as required.
- To manage and maintain user access to the E-Rostering system.
- To manage and update employee records, personal information and assignment details in the E-Rostering system as driven by the Electronic Staff Record (ESR).
- Assist with the monthly submission of the time & attendance and absence information which is submitted electronically to ESR. This includes supporting the ERostering Specialists in submitting electronic timesheet data as required and with reminder notifications and phone calls.
- To address queries from staff where there may be issues surrounding non-payment, incorrect or late payments resulting from the receipt of incorrect information and agree and execute a satisfactory outcome.
- Responsible for ensuring that all new starters/leavers/changes are processed on the system in a timely manner.
- Monitor roster KPI's and escalate issues to the E-Rostering Manager where management behaviours have not changed, or increased compliance has not been achieved.
- To be aware of any potential changes to Trust processes and workflow and the impact that may have on the system.
- To liaise with other team members to ensure that a consistent service approach is maintained.
- Always maintain confidentially.
- Take part in meetings and take minutes and actions.
- Create local training material for the staff members and user guide using Microsoft word.
- Any other duties delegated to this post.

Workforce

- The post holder will be required to have the confidence to work within a team and to escalate complex issues when required.

Financial

- Understand the financial implications of ineffective rostering and guide users to enable them to create and manage cost effective rosters.
- Understand and provide a confidential service to users and stakeholders.

Communications and Relationships

- Maintain constructive relationships with a broad range of internal stakeholders.
- Participate in relevant working groups/projects and initiatives to provide information, analysis and support to the Rostering team, wider P&OD team and system users.
- Communicate information and issues to the rostering team.

General

- The post holder should understand the need to work flexibly.
- Should be able to provide continuity of cover in the absence of other colleagues to support service users.

Key working relationships

- Colleagues and staff in the P&OD Department.
- Temporary staffing team
- Recruitment
- Medical Workforce
- ER Administration
- Payroll team
- Learning and Development
- HR Business partners
- All line managers within the Trust, in particular, Clinical leads and Ward Managers and operational staff in the Trust
- Local and regional Trade Union representatives.
- Internal staff in the Trust.
- External applicants/members of the public.
- External Agencies or outside Organisations i.e. RLDatix – (Allocate software) and ESR systems providers and working groups.

Person specification

Job title	E-Rostering Administrator
Band	4
Division	Corporate

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential
D = desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

Educated to NVQ Level 4, BTEC Level Higher National Diploma & Certificate (HND/C) or equivalent level/experience.	E
Prince 2	D

Experience

Experience of working in a busy office environment	E
Experience of training end users	E
Experience of working on a Helpdesk	E
Knowledge and understanding and experience creating working rosters	E

Good understanding of IT software packages such as Word, Excel, and Outlook with the ability to find solutions independently	E
Worked in a complex health organisational environment, either in the public, private or voluntary sector	E
Previous experience of dealing with sensitive and/or complex situations	E
Experience of using an electronic rostering application	E
Experience of Rota Management	E
Experience of dealing with confidential information.	E
Knowledge of HR and payroll processes	E
Knowledge of intermediate Excel functions such as pivot tables and V lookups	E
Knowledge of ESR	D
Knowledge of ERostering systems, preferably Allocate HealthRoster suite of products	D
Experience of providing training to groups, and on a one-to-one basis	D
Experience of working within the NHS	D

Skills and knowledge

Excellent written and verbal communication and interpersonal skills	E
Effective negotiation and influencing skills utilising tact and persuasion	E
Ability to analyse data, draw conclusions and provide recommendations	E
Exercise sound judgement in relation to problem solving and identifying situations requiring further advice	E
Ability to be flexible and adapt to the needs of the service	E
Able to develop and maintain IT and paper-based auditable records	E
Self-motivated	D
Ability to work autonomously	D

Personal qualities

Able to work well in a team	E
Organised approach, able to prioritise and manage time effectively	E
Confident communicator	E
Approachable and flexible	E
Excellent problem-solving skills	E
Proven Customer Service skills	E
Able to work under direction and on own initiative	E
Self-disciplined/motivated to function independently, but also able to motivate others	E
Flexible and adaptable to change	E
Able to demonstrate a commitment to self-development	E

Notes



Chelsea and Westminster Hospital
NHS Foundation Trust

369 Fulham Road
London
SW10 9NH

Main Switchboard
+44 (0)20 3315 8000

Website
www.chelwest.nhs.uk

 fb.com/chelwest
fb.com/westmidhospital

 [@chelwestft](https://twitter.com/chelwestft)
[@westmidhospital](https://twitter.com/westmidhospital)

 [@chelwestft](https://www.instagram.com/chelwestft)

