

Job Description

Job Title:	Junior Trainer/Administrator		
Band:	4		
Department:	Digital and Information Service		
Care Group:	Deputy Training Manager/Trainer		
Reports To:	Deputy Training Manager/Trainer		
Accountable To:	Governance and Training Manager		
Professionally Accountable To:			
Responsible For:			
Main Base/ Site:	Please see job advert for details		
Contract Status:	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Fixed Term	<input type="checkbox"/> Other:
AfC Reference Number: 67/2022			



JOB SUMMARY

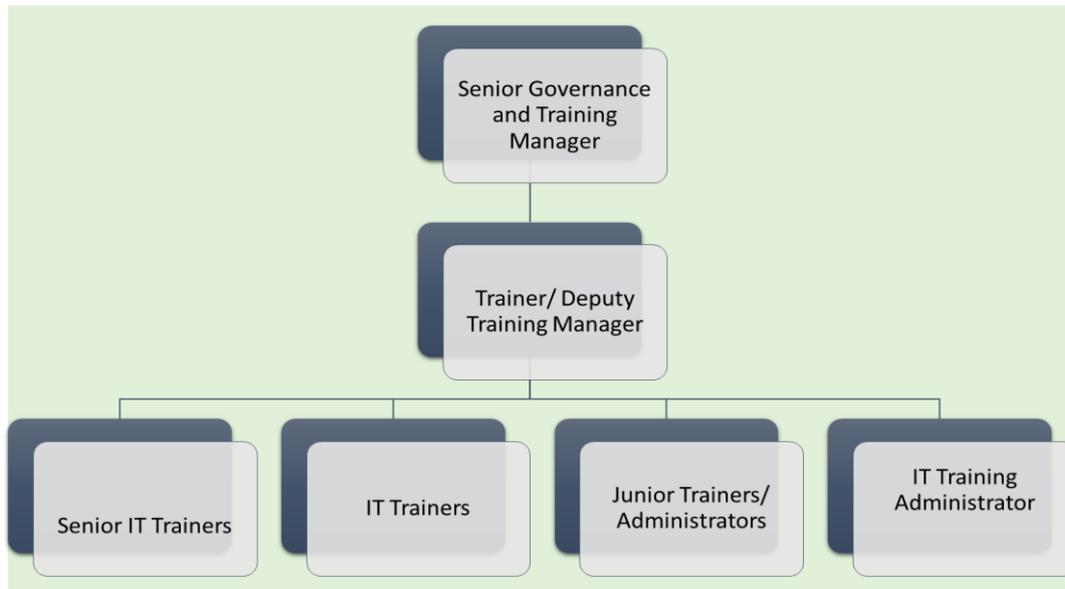
A support role to enhance and develop skills and knowledge which, with a range of activities and mentoring support will enable post holder to:

1. Support Trust staff in the workplace with the delivery of learning environments specific to the user's needs. This will cover the main clinical applications used across the acute service and out of hour's directorate including CPD and SystemOne.
2. Develop skills and confidence to be a proactive member of the training team ensuring the provision of a comprehensive high quality service to customers within time and resource constraints.
3. Develop knowledge of CPD and S1 to enable to take a lead role in answering telephone calls, site help bookings and support tickets to a resolution
4. Develop communication skills by observing the team deliver a range of courses
5. Develop skill to enable post holder to deliver a new starter course and a doctor induction

KEY RELATIONSHIPS:

- IT Training Team
- Development Team
- All IT users as and when required

ORGANISATIONAL CHART:



PRINCIPAL DUTIES AND RESPONSIBILITIES

Developing communication skills by liaising with a range of contacts for example, staff from all clinical areas and within DIS.

Be required to prioritise own work and development by identifying areas that post holder need more support with.

Ensures that both Trust and local Policies and Procedures are followed as necessary to own work and may be required to comment/provide input to, the development of work processes relative to own area of activity.

To support the IT trainers in their day-to-day activities, which will enable the team to support the service in an effective and efficient manner?

With support of the team and development this will enable post holder to deliver a range of IT training courses to groups of individuals with a wide variation in skills, knowledge, and willingness to learn. This will include the delivery of programmes to individuals and groups of staff in both dedicated training rooms and their workplace. It will require the use of a spectrum of communication techniques including motivational and persuasive.

To provide specialist knowledge on the use of the main clinical application used by York Hospitals NHS Trust.

To resolve and “trouble shoot” problems that users may have in the use of the main clinical application (CPD) used by York Hospitals NHS Trust.

To ensure that the users of the applications can use them efficiently and effectively to support the delivery of healthcare.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust’s internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder will observe all the relevant Infection Prevention and Control policies in carrying out their duties.

The post holder will have, or acquire through training provided by the Trust, the appropriate level of safeguarding and child protection knowledge, skills and practice required for the post and be aware of and comply with the Trust’s safeguarding and child protection policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust’s general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure, and standards. The post holder should familiarise themselves with these, and ensure they understand them, and adhere to them. Particular attention is drawn to: Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.

KEY VALUES

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other.
- Treat each other **fairly**.
- Are **helpful** and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others.
- Work **collaboratively**, to deliver the best possible outcomes.
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best.
- Demonstrate high **integrity**, always seeking to do the right thing.
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safeguarding knowledge, skills and practices required for the post and be aware of and comply with the Trust's child protection and adult safe guarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst

the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure, and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.
- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.
- Working Time Regulations: The post holder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones, other than designated smoking areas.

The Trust attaches great importance to sustainability and Corporate Social Responsibility. To achieve this, it is the personal responsibility of all staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities. This will include (but is not exhaustive) - recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing and copying. Minimising water usage and reporting any electrical faults, water leakage or other environmental concerns promptly. Minimising travel or if travel needed utilising low carbon travel options where possible. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact on purchases.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

JOB DESCRIPTION AGREEMENT:

Job Holder [Print name]	Job Holder Signature
Recruiting Manager [Print name]	Recruiting Manager Signature

PERSON SPECIFICATION

Junior Trainer/Administrator

	Essential	Desirable
Education & Qualifications	Educated to A level or equivalent or significant experience.	Recognised teaching qualification
Experience	<p>Previous Administrative experience (2 years minimum)</p> <p>Previous experience of dealing with sensitive and/or complex situations</p> <p>Evidence of ability to learn new IT systems</p> <p>Demonstrable good knowledge and experience of Microsoft Office.</p>	<p>Experience in delivering training/ e-learning courses.</p> <p>Experience of working within a healthcare environment</p> <p>Previous NHS experience in an administrative capacity</p> <p>Experience of dealing with confidential information</p>
Knowledge & Skills	<p>Ability to demonstrate teaching skills.</p> <p>Excellent communication skills- written and verbal</p> <p>Excellent presentation skills – able to deliver confidently, complex presentations to groups</p> <p>Able to function effectively as part of a Team with a user orientated approach to training</p> <p>Have the ability to exercise sound judgement in relation to problem solving and identifying situations requiring further advice</p>	Knowledge of the NHS
Personal Attributes	<p>Enthusiastic and self-motivated.</p> <p>Ability to work on own initiative. Willingness to develop new skills and knowledge</p> <p>Forward thinking, ability to practice negotiation and motivation skills.</p>	
Values,	Ability to demonstrate our	

Drivers & Motivators	organisational values and behaviours: <ul style="list-style-type: none"> • We are Kind. • We are Open. • We pursue Excellence. 	
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Details of risk level

The job profile is predominantly manual / clerical / admin / supervisory / nursing	Yes	No	High	Medium	Low
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<p>The job involves</p> <ul style="list-style-type: none"> a) Invasive surgical procedures b) Lifting weights above 25kg c) Driving alone / passengers / goods d) Working at height e) Working with VDU's as a significant part of work f) Permanent night work (please tick / circle) 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>			<p>✓</p> <p>✓</p>
<p>There is potential exposure to</p> <ul style="list-style-type: none"> a) Violence / verbal abuse b) Vibration c) Noise above 85dB/A d) Cytotoxic agents e) Respiratory sensitizers (fumes / excessive dust etc.) f) Blood / body fluids g) Radiation 		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>			
<p>The job involves contact with</p> <ul style="list-style-type: none"> a) Clinical / hands on patient / client care b) Moving & handling of patients / loads (delete) c) Food preparation and handling d) Immuno-compromised patients 		<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>			