

Person specification for the post of: Band 5 Clinical & Business System Specialist

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	<p>Educated to degree level or proven experience in a system specialist role (preferably in a multi-system NHS environment)</p> <p>Practical use of MS Office applications</p>	<p>NHS Clinical or Business system training</p> <p>All IHCS training courses</p> <p>ITIL qualification</p> <p>NVQ Level 4 in Business Administration or equivalent qualification and experience</p> <p>Practical knowledge of Project Management procedures</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
EXPERIENCE	<p>Experience of working within clinical or business software and appreciation of the system administration/back office functionality.</p> <p>Experience of dealing with non-routine queries, some immediately as they may affect patient care</p> <p>Experience of software support and administration</p>	<p>Call management experience</p> <p>Training and presentation experience</p> <p>Good understanding of system integrations including HL7 message flow</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	together with extensive knowledge of the health environment and way the applications are used.	In depth specialist knowledge of clinical applications	
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	<p>Sound understanding of the Data Protection Act 2018, GDPR, Caldicott Report, Computer Misuse Act and Trust Security policy to ensure that all software system security is maintained at all times and data is administered appropriately</p> <p>Excellent communication skills with ability to calm difficult situations</p> <p>Extensive knowledge of the software applications in use throughout the Cornwall Healthcare Community, from the basic user level to the in-depth background system administration and set up screens, together with knowledge of the routes of patient care, in order that faults/queries may be analysed effectively.</p> <p>Proven effective communication and interpersonal skills</p> <p>Able to prioritise and co-ordinate work to meet deadlines</p> <p>Excellent problem solving/trouble shooting skills</p> <p>Ability to learn complex systems quickly</p> <p>Ability to deal with system critical incidents effectively</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	Ability to plan and implement software changes safely		
DISPOSITION/ ADJUSTMENT/ ATTITUDE	<p>Able to work methodically through complex system issues</p> <p>Good attention to detail</p> <p>Able to work in a busy environment sometimes with conflicting priorities</p> <p>Able to work on own initiative, unsupervised and make decisions</p> <p>Able and willing to adapt to changes as the NHS moves to an electronic patient record</p>		
TRAINING	<p>Willing to undertake training for own personal development</p> <p>Able to plan and deliver training to individuals or to groups</p> <p>Mandatory Training</p> <p>IT skills including Word, Excel, Internet, email and access database</p>		

ADDITIONAL CIRCUMSTANCES	<p>OH clearance</p> <p>Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable.</p> <p>Able and willing to travel and attend local, regional and national meetings</p> <p>Able to work as part of a team providing Out of Hours on-call support and flexibility around working times and commitments</p> <p>Able to travel to any NHS site within and external to Cornwall in a timely way not necessarily by public transport.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p> <p>OH Clearance</p>
MENTAL & EMOTIONAL EFFORT	<p>Able to take a detached view with sensitive information</p> <p>Able to remain calm in a crisis and deal with sometimes distressing and sensitive situations from patients and staff</p> <p>Ability to concentrate on your call in an environment of frequent interruption and peripheral noise</p> <p>Able to concentrate for long periods ensuring accuracy is maintained at all times.</p> <p>Able to mentor colleagues and support them in their work.</p>		