

Job Description

Job Title: e-Roster Implementer
Accountable to: System Specialist – Allocate Optima
Location: Remote (extensive national travel)

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



In Heath in Justice, we believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role

We are seeking a highly motivated and experienced **e-Rostering Implementer** to support the implementation, optimisation, and post-go-live stabilisation of **Allocate Optima e-Roster** across our services. This hybrid role will suit someone capable of working independently while liaising with a wide range of stakeholders including system users, operational managers, HR teams, and software providers.

You will take part in all phases of the project lifecycle—from data gathering and build to training, user support, and remedial tasks—ensuring that the system meets service needs and is sustainable for Business-as-Usual (BAU) support.

The job role will be based nationally, with phased rollout across all sites. There will be an expectation of travel regularly between the prisons across all regions. Attendance to internal and external meetings will form an integral part of this role to ensure our operational requirements are met.

Key responsibilities

Implementation & Data Management

- Lead and support site-level implementations of Allocate Optima and related modules (e.g. Activity Manager, Roster Perform, BankStaff, SafeCare).
- Gather and validate site-level staffing model data and ensure accurate workforce configuration.
- Map activity and service plans into roster templates, patterns, and shift rules.
- Ensure data accuracy between the HR data system and the e-rostering system; escalate discrepancies where needed.

Stakeholder Engagement

- Liaise closely with local managers, workforce teams, and wider support functions to ensure system alignment with service needs.
- Provide advice and guidance for key user groups and operational teams to promote ownership and confidence in the system.
- Maintain close contact with users to ensure rosters reflect changing operational priorities and remain relevant.

Training, Support & Knowledge Transfer

- Shadow Implementation Consultants where needed to deepen product knowledge.
- Deliver training and documentation for end-users in clear, concise language.
- Provide responsive support during go-live and post-go-live phases, including remedial configuration and KPI-based investigations (e.g., excessive hours, unfilled shifts).
- Ensure clear communication around new product features and ensure the local intranet is updated with user guides and process notes.

System Maintenance & BAU Integration

- Assist in maintaining associated products and modules, ensuring good knowledge transfer to the BAU team.
- Support to ongoing BAU queries and system improvement requests.
- Administer and maintain the Optima product suite going forward, including system upgrades and user group engagement.
- Ensure system builds comply with company policies and national best practice.

About you

Essential

- Experience of supporting and/or implementing e-rostering systems (preferably Allocate Optima).
- Ability to liaise with users at differing levels of IT literacy, translating user requirements into technical specifications and translating technical requirements into clear and concise end-user vocabulary.
- Clear and concise communication skills with both technical and non-technical stakeholders.
- Excellent IT skills - Confident using Microsoft Excel for data manipulation.
- Excellent interpersonal skills and stakeholder engagement capability.
- Able to work independently and as part of a wider implementation team.

Desirable

- Experience with iTrent or similar HR/payroll system integrations.
- Prior involvement in post-implementation remediation and handover to BAU teams.
- Familiarity with Allocate's extended product suite (SafeCare, Roster Perform, Activity Manager).
- Knowledge of rostering-related KPIs



Additional information

Disclosure and Barring Service- a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

Prison Vetting- a HMPPS (Her Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.