Job Description

Job Title: **Systems Specialist – Allocate Optima**
Accountable to: **National Operational Lead – Projects**
Location: **National, Health in Justice**

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.

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

To work as a key part of the project team during implementation and to own and lead the rostering system post-implementation, providing expert guidance and advice to enhance the use of the system.

To build each site team's e-roster with the HOH and pathway leads, to train them and their admin support to confidently operate Allocate full functionality in line with Practice Plus Group SOP and to support their transition to business as usual.

To ensure accuracy and consistency of all reference data within the system across all areas and ensure that the Allocate system enables the roster creator to produce a safe, efficient and effective roster.

General Responsibilities:

- Complete the day-to-day upkeep of Allocate Optima systems, ensuring current information is correctly processed as required.
- Provide support and guidance to site-based colleagues responsible for rostering activities.

- Management of updates, upgrades and developments in addition to maintaining reference data within the system.
- Playing a key role in the monthly or quarterly service reviews to beheld with the suppliers alongside the business contract owner.
- Coordinate and deliver training internally for the organisation going forward.
- Maintenance of supporting user documentation and communications.

Specific Responsibilities:

- Shadow the Implementation Consultant during all phases of the implementation, specifically the building and implementation of a site level roster.
- Undertake appropriate training to develop an excellent working knowledge of Allocate Optima, and be prepared to continue learning as the system develops, in order to provide expert advice.
- Liaise closely with other Support Functions to ensure data accuracy between different systems, i.e., payroll, workforce systems, human resources, payroll, recruitment, etc.
- To have a good understanding of the organisation's conditions of employment.
- Lead regional rollout / site level implementation following the early adopter region go live, with support from Allocate initially until formal handover of lead role.
- Act as the liaison between Allocate Optima support and the organisation.
- Keep informed of software updates and advise the organisation on application of any new features, and deployments (configuration and training) of appropriate new features to end users.
- Ensure communications and processes are updated as required, and information held on the local intranet site is current, i.e., user guides, standard operating procedures, best practice advice, etc.
- Support the implementation of and compliance with new and existing policies and procedures.
- Maintenance and administration of associated Allocate products, such as Loop, Roster Perform and Temporary Staff.
- Ensure the system is configured in accordance with Organisational Policy.
- Produce KPI reports as required by the project and the service line for BAU.
- Review rostering issues highlighted within KPI (Key Performance Indicators) reports, delegating to roster coordinators where appropriate.
- Review and design new User Profiles as and when required.
- Plan and lead 'End User' Group Meetings.

About you

- Experience of supporting and/or implementing e-rostering systems is essential, preferably but not essentially in a healthcare environment.
- Desirable: working knowledge of systems integration.
- Essential: 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.

- Experience of working in a senior systems role and managing senior stakeholders both internally and externally.

Additional information

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