

# ROLE PROFILE

## RIGHT JOB, RIGHT PERSON



### Job Details

**Job Title:** Central Rota Co-ordinator

**Company:** reach

**Department:** Management and Admin

**Location:** 11 Devon Place

**Reports to:** Support Services Manager

**Job Family:** Management

**Responsible for:** No direct reports

**Hours:** 37 per week

### Job Purpose

Ensure the effective/ efficient deployment of staff resources via Staffplan electronic rota system so as to ensure support services are targeted to people based on individual needs.

To implement the Staffplan roster system, and roll-out across all support services within **reach**:

- ✓ Develop a centralised roster system within **reach**
- ✓ Assist in developing more effective management of service delivery and streamlining administrative processes.
- ✓ Participate in improving **reach**'s processes for monitoring outcomes.
- ✓ Train, co-ordinate and support operational staff and management through transition to a centralised rota / data collection system.
- ✓ Work with Support Services Manager to recommend the optimum deployment of staff, resources and structure of organisation-wide rota systems.

### What this job does

#### 1) Staffplan System Administration

- Configure Staffplan setup to ensure variables are set at the correct levels (average shift times, staff mileage, archiving times, etc). Liaise with Supported Living managers to optimise setup.
- Control security levels (user access permissions and privileges) within Staffplan to ensure users have access to data appropriate to their role. Maintain data standards and confidentiality, including adherence to Data Protection legislation.
- Setup and maintain Lookup Maintenance (drop-down menu options and preferences), to provide fast query responses to 'front end' users.
- Liaise with IT department to configure staff email accounts and profiles into the correct operational folders.
- Develop operating procedures for all aspects of Staffplan, to ensure users have access to user-friendly guidance that enables them to utilise Staffplan to meet the needs of the **reach** business.
- Maintain top-up levels for system SMS use.

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### 2) Staffplan Super User

- To act as super user and subject matter expert for the Staffplan rostering system.
- Act as first line support to resolve any Staffplan user issues or queries.
- Maintaining functional knowledge of Staffplan software and its capabilities by attending user group meetings and keeping abreast of latest system developments.
- Cascading functional and technical knowledge of Staffplan capabilities to **reach** users, in order to maximise the system utilisation and improve operational efficiencies.
- Day to day management of the Admin Assistants to assist in distributing workload and provide system support as required.

### 3) Optimising and Developing Staffplan System Functionality

- To research Staffplan software functionality to discover ways to optimise system usage in order to:
  - To reduce time needed to administer current admin procedure.
  - To produce accurate key performance data.
- To introduce real-time data collection, provide user training, and ongoing monitoring of use. Once implemented act as super-user and first line support to user community.
- To introduce automated rota creation using auto allocation.

### 4) Training

- Use Staffplan knowledge and experience, to identify user training requirements and deliver the most effective solutions for training.
- Design and develop training courses and documentation to support the delivery of the process and systems training.
- Lead the delivery of training sessions to support Staffplan system implementation. Conduct demonstration of Staffplan functionality to important stakeholders as required.

### 5) Staffplan Pilot and Future Implementations

- Inform, support and enhance the operational management of **reach** services, and sell the benefits of using Staffplan.
- Demonstrate Staffplan to potential clients (walkthrough of functionality).
- Collaborate with **reach** admin and team managers to collate all Staffplan system data requirements from multiple sources, and centralise into Staffplan. This includes, but is not limited to: people we support, staff users, preferences of people we support, reviews, relationships, medical information, relationship external to **reach**, etc).
- Coordinate resources and project tasks to ensure implementation go-live targets are met within an agreed timeframe, whilst maintaining data integrity.
- Running newly implemented Staffplan rota system in tandem with manual Excel system until required data has been fully extracted.
- Configure and setup system.

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- Introduce check and balance monitoring procedures to ensure ongoing data integrity of data by conducting checks on inputted data.
- Oversee administration of 'Staffplan Rota Changes' Outlook folder to ensure that Admin team have access to the folder, emails are actioned in a timely manner, any spikes in workload that exceed working capacity of the Admin team are promptly escalated to management.
- Create reports and reporting functions that ensure data from Staffplan gives direct feeds to management information reports and other **reach** and **seren** reporting systems (eg HR systems).

### 6) What this job is responsible for

- A more transparent, flexible service which meets the growing demand for Individual Budgets/ Targeted support.
- Improved data integrity leading to provision of key performance information and more effective decision making.
- Management reporting at the touch of a button.
- Ensuring effective delivery of services by efficient allocation and cost effective management of staff resources.
- Producing locality reports for Area Managers that leads to more effective management of staff time.
- A reduction in the time required to deploy direct support staff to work with people we support.
- Clear reports and analysis and of direct support staff productivity.
- Running roster systems linked to payroll and invoicing.
- Contributing to monitoring of lone worker safety.
- A more effective on call service through access to Staffplan.
- The promotion of Staffplan as a beneficial management tool that can monitor achievement and maintenance of performance indicators.

### How this Job is done

#### Our Values

Everyone employed by the Seren Group share the following values:

Fairness	We treat everyone equally whilst respecting uniqueness
Openness	We are honest and approachable
Ambition	We aim to be the best we can and deliver the results our customers want
Responsibility	We take ownership of our actions and are aware of the impact on others
Integrity	We believe in what we do and are true to ourselves and our customers
Respect	We treat people in a way which makes them feel valued

This job is done by combining an understanding of the Staffplan system, with an understanding of operational needs and an understanding of the learning and development needs and capabilities of primary users of the system, to ensure that staff who need to, can use the system and that an overview of the systems and deployment of staff is maintained as well as regularly reported to the management team.

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### Who does this Job

Person Specification	Essential or Desirable	Evidence
<b>Experience</b>		
Experience of administering rostering software	Essential	
IT literate, with a high level of proficiency in Microsoft Outlook and Word.	Essential	
Experience of acting as a super user of rostering software.	Essential	
A proven track record in delivering IT systems and processes on time (from inception through to implementation and operational readiness)	Desirable	
Experience of influencing staff and managers	Essential	
Experience of developing and delivering user training sessions. Tailoring training to meet needs of a variety of stake holder.	Essential	
Experience of managing a budget or supporting others to manage theirs.	Desirable	
Experience of 'real time' data collection	Desirable	
<b>Skills and Abilities</b>		
Acting as the interface between the Staffplan software provider, and the users within the <b>reach</b> organisation.	Essential	
Encouraging and motivating people to use IT and to meet deadlines.	Essential	
Strong planning and organisational skills with the ability to analyse situations and provide recommendations to identify optimum solutions	Essential	
The ability to grasp the bigger picture while keeping an eye on the detail	Essential	
<b>Knowledge and Understanding</b>		
Knowledge of rostering	Essential	
Knowledge of SQL	Desirable	
Knowledge and understanding of Data Protection legislation. Ownership and responsibility	Essential	
Functional knowledge and understanding of Staffplan software (or similar rostering software)	Desirable	
Knowledge of NFC and RFID technology	Desirable	

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Person Specification	Essential or Desirable	Evidence
Knowledge of <b>reach</b> 's working practices.	Desirable	
Knowledge of data extraction software tools	Desirable	
<b>Education and Training</b>		
Educated to GCSE Level	Essential	

### Our Core Skills and Competencies

Everyone employed by the Seren Group have the following core skills and competencies:

<b>Core Skills &amp; Behaviours</b>	Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model
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In addition, members of our More than Managing group and our Leadership group have the following competencies:

<b>More than Managing</b>	Be a Change Manager Be a Developer of People Be Commercially Aware Be a Business Partner
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In addition, members of our Leadership group have the following competency:

<b>Leaders</b>	Be Strategic
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