

Job Description

Position:	Clinical Systems Administrator (Project Leader)
School/Service:	Student Services and Experience
Reference:	SSE-089/P
Grade:	Grade 5
Status:	Fixed-term 2 year
Hours:	Full Time
Reporting to:	Student Mental Health and Wellbeing Manager and Deputy Student Services Manager

Main Function of the Post:

To support and lead on the implementation and use of a new, dedicated Clinical Management System (platform) within Student Support Services, to assist the Student Mental Health and Wellbeing Team, Disability Team and Information, Advice and Guidance Teams.

The post holder will also support the different Student Support teams to develop their processes and procedures using the Clinical Management System. This may include drafting updates to policies and procedures for approval by managers.

- Understanding the existing practices and workflows in relation to the provision of student support, documenting processes as required and obtaining input from appropriate internal stakeholders.
- To work with suppliers to understand the capabilities and limitations of the Clinical Management System the university is seeking to procure.
- To liaise with internal stakeholders and system users to explore what advancements they would like to be incorporated in to the platform.
- To use project management tools to plan, monitor and evaluate progress as the project develops and to report to senior colleagues and the end users on the developments throughout the journey.
- To work with the supplier of the software to ensure that the product meets the critical needs of the service but also enhances service delivery and streamlines administratively burdensome processes.
- To work with colleagues in Information Systems and Technology to implement and integrate the platform with existing infrastructure and services including the Student Records System.

Principal Duties and Responsibilities:

- Schedule and co-ordinate input from internal and external stakeholders, as appropriate, in respect of project proposals.
- Liaise with the developers of the software throughout the procurement and development phase and post implementation on system advancements, issues and new developments.

- Act as a point of contact in respect of both internal and external project enquiries and actively develop systems for effective communication of project developments/timescales. Foster effective relationships with project stakeholders.
- Manage project documentation, monitoring and updating project documents and resources. Identify and alert the Deputy Student Services Manager and or Student Mental Health and Wellbeing Manager to risks associated with the project and to ensure project plans are kept up-to-date.
- Proactively lead on the development and feedback on actions arising, project decisions, actions, risks and benefits.
- Proactively lead on the integration of the new software.
- Managing permissions, access and training for all core systems users, maintaining and updating the standard operating procedures at all times.
- To develop themselves personally and professionally and keep abreast with developments in relevant policies and procedures relevant to the project and student support.
- Develop documentation to support the service users (both staff and students). In advance of new systems going live, this will include promoting changes in relation to accessing support.
- To deliver training to staff who work within Student Services who will use the MIS platform and to create training materials that can be used for new staff joining the department.
- Under the direction of managers collate and present data regarding levels of engagement and service delivery.
- To deliver training to students who may be studying on Cognitive Behavioural Therapy or Counselling courses in to the benefits of a dedicated clinical MIS tool and impart knowledge and skills that may assist these students when seeking employment.
- To work with external stakeholders to which our students may be referred to, this could include GPs, Greater Manchester Universities Student Mental Health Service, other NHS services and other support agencies and charities.
- To work within the University's policy guidelines and operating standards for IT systems and support.
- To be flexible in their role and to be prepared to change responsibilities in accordance with changing operational requirements, and undertake other duties / activities assigned by their line manager. This could include supporting with other projects that enhance service delivery and streamline existing practices.
- Ensure and maintain integrity and confidentiality of data and associated data protection requirements in line with statutory and corporate requirements
- Ensure a safe working environment and abide by University health and safety policies and practices and to observe the University's Equal Opportunities policy and Dignity at Work policy at all times.
- Awareness of environmental and sustainability issues and a commitment to the University's associated strategy with respect to the performance / delivery of key responsibilities of the role

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the role requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the position holder.

Please note that this is an evolving role with a requirement to travel and attend events external to the University in support of Service /University business requirements.

Person Specification

Position:	Clinical System Administrator (Project Lead)	Reference:	SSE-089/P
School/Service	Student Services and Experience	Priority	
Criteria		(1/2)	Method of Assessment
1 Qualifications			
1 a)	GCSE grade C or equivalent in English and Maths	1	Application form
1 b)	Degree (or equivalent) in an IT related discipline or be able to demonstrate work experience of operating at this level	1	Application form
1 c)	ECDL qualification or willing to work towards completing the qualification	1	Application form
1 d)	Project Management qualification such as PRINCE2 or equivalent	2	Application form
2 Skills / Knowledge			
2 a)	Knowledge of clinical referral systems, processes and/or practices Or of equivalent systems used in non-clinical environments	2	Application form / Interview
2 b)	A high level of numeracy, including the ability to analyse and evaluate data.	1	Application form / Interview
2 c)	The ability to interpret frameworks, policies and procedures and a detailed understanding of their implication and or impact.	1	Application form / Interview
2 d)	Excellent IT technical and problem-solving skills and ability to diagnose and resolve problems	1	Application form / Interview / Assessment
2 e)	Good telephone and written communication – able to giving clear instructions and request information using different communication channels – email, chat, telephone	1	Application form / Interview
2 f)	Ability to acquire knowledge and expertise accurately but also rapidly	1	Application form / Interview
2 g)	The ability to manage and prioritise own workload, whilst considering external factors and the needs of customers		Application form / Interview
2 h)	Able to develop, maintain and apply skills in relevant new technologies and as changing legislation / working environment require	1	Application form / Interview
3 Experience			
3 a)	Work experience involving administration and the use of IT data based systems and processes	1	Application form / Interview
3 b)	Experience of project management, with experience of taking a project from initial conceptual ideas through to implementation and evaluation	1	Application form / Interview / Assessment
3 c)	Experience of the development and implementation of MIS/CRM platforms or demonstrable experience of advancing services through the use of IT.	2	Application form / Interview

3 d)	Experience of delivering staff development and or training.	1	Application form / Interview
3 e)	Credible experience of documenting Standard Operating Procedures, processes and manuals.	1	Application form / Interview
4	Personal Qualities		
4 a)	Able to set goals and routinely prioritise own work	1	Interview
4 b)	Highly organised, systematic and pays attention to detail	1	Interview
4 c)	Flexibility in working practices to accommodate the needs of the service	1	Interview
4 d)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 e)	Able to work with others and contribute to creating effective teams in order to achieve shared goals	1	Interview
4 f)	The ability to work with limited supervision	1	Interview
4 g)	Able to respond positively to new situations and changes, adapting work methods and approaches accordingly	1	Interview
4 h)	Commitment to continuous improvement and creative ways of working	1	Interview
5	Other		
5 a)	Able to work from a variety of locations at the university, other University sites in the Bolton area and potentially with the suppliers	1	Interview
5 b)	Awareness of the principles of Health and Safety, Data Protection Act, Freedom of Information Act, UKVI, Prevent and the Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Able to travel independently as required to appropriate stakeholders	1	Interview

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required