Digital Health and Care Wales

JOB DETAILS:

Job Title	Core Infrastructure Apprentice
Pay Band	3
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	ICT Directorate
Department	Operational Infrastructure
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	To be completed on recruitment, will be assigned to one of the Operational Infrastructure team leads as appropriate
Reports to: Name Line Manager	To be completed on recruitment, will be assigned to one of the Operational Infrastructure team leads as appropriate
Professionally Responsible to:	To be completed on recruitment, will be assigned to one of the Operational Infrastructure team leads as appropriate

CONTEXT

Digital Health and Care Wales is a new and ambitious organisation. Created by Welsh Government to lead on the digital transformation of health and care across Wales, providing digital-first service model for the 21st century. Large-scale developments that will make a significant difference to the people of Wales include expansion of the digital patient record and Wales leading the way by creating an innovative national data resource, improving the way data is collected, shared and used.

This new organisation builds on the digital architecture and national services put in place by the NHS Wales Informatics Service over the past decade and recognises the vital role of digital and data in modern care. By 2025, Digital Health and Care Wales aims to become an international exemplar for the digitisation of health and care.

Our values are:

- We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service
- We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others
- We **CARE** about the people we support and those we work with
- We **RESPECT** and treat everyone in the way that we would wish to be treated
- We act with **INTEGRITY** to build trust
- We are **PROUD** to be part of NHS Wales and our achievements

Job Summary/Job Purpose:

To be the first point of contact for service users and provide an efficient and high standard of administration support to the Operational Infrastructure teams. To assist the Operational teams with the provision of comprehensive operational Infrastructure services and monitoring and maintaining Infrastructure systems as requested, and to provide a proactive approach to supporting the Infrastructure teams

DUTIES/RESPONSIBILITIES:

- To act as a first point of contact for callers to the Infrastructure Services teams, including responding to Service point queries, in an efficient and timely manner and escalating to senior staff to respond as appropriate.

- To provide an accurate and efficient administration service to the Infrastructure department, through the provision of the following: incoming/outgoing telephone calls, emails, typing, diary maintenance, arranging meetings.

- To prepare and produce letters, reports, notes of meetings, spreadsheets and other documents in various formats in a timely manner.

- To liaise with hosted organisations; other NHS Wales's bodies and external organisations when required.

- To act as a role model by adopting and demonstrating the Values of the organisation through own behaviour and to actively promote the Values across the Organisation.

- Educated to GCSE level (including English) or possess the equivalent level of experience.

- Knowledge of infrastructure systems and procedures (e.g., Firewalls and servers) acquired through relevant experience.

- To undertake appropriate personal development, as may be agreed with the line Manager.

- Good working knowledge of Microsoft packages and other electronic systems (databases)

- Monitor the Service Point call systems for requests received from service users, responding to and resolving general queries and/or escalating to the line Manager, as appropriate and in line with departmental operating standards.

- Encourage managers to seek solutions, signpost managers and staff to Trust policies and guidance when required and escalate queries to the correct operational team as appropriate.

- Work with and support other teams across the ICT Directorate (and wider organisation) to understand their roles and responsibilities in terms of infrastructure and the provision of safe and secure systems.

- Assist with the preparation of risk assessments focused on Confidentiality, Integrity and Availability of the systems and services

- To support the Infrastructure Operational Teams with administrative support as and when required.

- To co-ordinate the diaries of the team and the events calendar, arrange meetings for the teams, ensuring that all necessary information is relayed and distributed to attendees, prior to the date of the meeting, arranging venues and refreshments as required.

- Arrange local awareness sessions, administer the process, prepare documentation in readiness for sessions and advise the line manager of the outcomes (referring to the operational team members when required).

- Assist with the preparation of agendas for meetings and reports along with any necessary documentation for the operational infrastructure Team.

- To administer the Service Point, ensuring that requests / documentation is accurately completed prior to actioning the call and forwarding to the relevant area. Return incomplete calls / documentation to the caller, highlighting the reason for return.

- To administer systems and services including creation of new users and folders as required.

- Standard key board skills/use of Visual Display Equipment

- No patient contact

- Suggest policy changes as appropriate and ensure that the team policies page on the intranet is up to date and accurate, referring any queries to the policy lead as appropriate.

- Responsible for the equipment used throughout course of the day.

- Provide help and demonstrate day-to-day duties to new members of staff ensuring information relevant to the job are shared with the operational team.

- Work with colleagues in a collaborative way (included hosted organisations) to optimise use of resources and improve documentation and the performance of the department.

- Provide administrative cover and support across DHCW sites when required.

- To utilise monitoring and other database systems to create and run reports to respond to organisational requests and need.

- To take minutes at operational team meetings.

- Maintain and update existing excel spreadsheets and databases and where appropriate create new databases and infographics for reporting purposes.

- Produce reports as directed.

- Required to undertake surveys and audits, as required

- The post holder will be supervised and advice will be available as and when required from their Line Manager/ Team Lead.

- To act in accordance with Information Governance and Data protection in all matters and work within Trust policies.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Educated to GCSE standard (including English) or possess the equivalent level of experience	Knowledge of Infrastructure systems and procedures	Application form and pre employment checks
Experience	Experience of Word, Excel and a good knowledge of information systems (including databases)	Experience of supporting investigations	Application form and interview
Aptitude and Abilities	Good interpersonal skills Proven organisational skills Good telephone manner Ability to prioritise and meet deadlines Ability to interpret data Ability to work as part of a team Ability to use own initiative and work under pressure	Ability to speak Welsh	Interview
Values	To be accountable, adaptable, caring, dynamic, determined and self-motivated		Application Form Interview References
Other	Ability to travel across sites within Wales. Able to work flexibly.		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

➤ **Values:** All DHCW employees are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

➤ **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to

comply with their code of conduct and requirements of their professional registration.
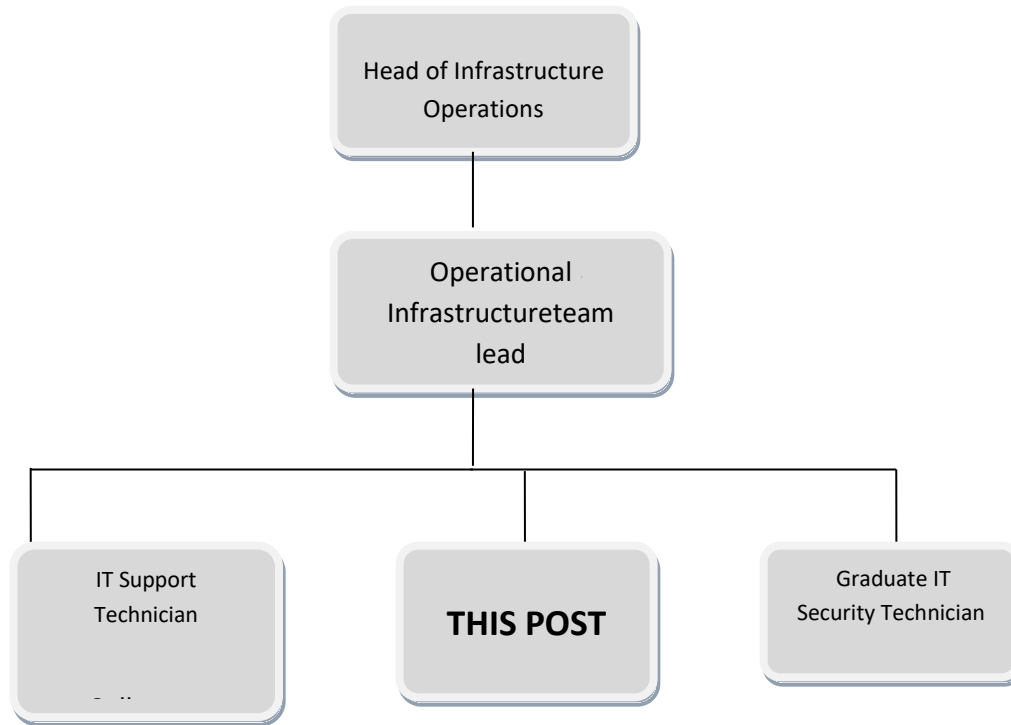
- ➢ **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- ➢ **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

- ➢ **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

- ➢ **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

- ➢ **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

- ➢ **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- ➢ **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

- ➢ **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- ➢ **Data Protection Legislation:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the current Data Protection legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection) and the HB/Trust Disciplinary Policy.

- ➢ **Quality**: DHCW is committed to delivering the highest quality IT systems and services to the NHS in Wales. Our aim is to be recognised by our customers as a centre of expertise and innovation in the provision and operations of specialist IT, Information and Support Services. The post holder is responsible for supporting this aim by working to, and continually improving, the organisation's Integrated Management System Quality Standard that aligns professional and IT best practice.

- ➢ **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- ➢ **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- ➢ **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- ➢ **DBS Disclosure Check:**
  The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

- ➢ **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.

- ➢ **Infection Control:** The organisation is committed to meet its obligations to minimise infections.
  All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.

- ➢ **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

- ➢ **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.

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                    ┌─────────────────────┐
                    │  Head of Infrastructure │
                    │      Operations      │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │     Operational     │
                    │ Infrastructureteam  │
                    │        lead         │
                    └─────────────────────┘
                              │
        ┌─────────────────────┼─────────────────────┐
┌───────────────┐    ┌───────────────┐    ┌───────────────────┐
│  IT Support   │    │               │    │   Graduate IT     │
│  Technician   │    │   THIS POST   │    │ Security Technician │
│               │    │               │    │                   │
└───────────────┘    └───────────────┘    └───────────────────┘
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Job Title: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B.** **Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
Occasional requirement to travel across DHCW sites. Post holder will be required to use VDU on a daily basis. Little requirement for any physical effort.			

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Daily concentration when dealing with queries, occasional requirement for concentration when note taking (e.g. investigations			

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasional exposure to distressing circumstances from staff (for example the post holder will act as the first point of contact when picking up queries/concerns and when note taking in investigations)			

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls),** such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
• Office based, but occasional travel across DHCW sites.			