

<b>Job Description</b>			
<b>Job Title</b>	IT Systems Specialist	<b>Job Family</b>	Business Support Services
<b>Reporting to</b>	Implementation and Training Team Leader	<b>Job Code</b>	
<b>Location</b>	Remote//Bristol IT	<b>Evaluation Date</b>	
<b>Job Purpose</b>			
<p>Working alongside our IT Systems Specialists, and Projects teams the specialist will take a lead role in the implementation of software projects into the Priory business. Liaising with business stakeholders to define requirements &amp; processes for new projects. Be an integral part of the technical discussions with our Systems Specialist to ensure the proposed solution fits the business requirements. Ensure development, testing, pilot and training phases are delivered efficiently and effectively. Provide follow up support to the business as required.</p>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Work with the Systems specialist to provide solutions to meet project requirements.</li> <li>• Work alongside the Project Manager to ensure projects milestones are kept on track and reached.</li> <li>• Support the project through all phases including development, testing, piloting the software, training and ongoing BAU support.</li> <li>• Liaise proactively with all stakeholders should target dates not be achievable and find a suitable resolution.</li> <li>• Ensure the IT Implementation &amp; Training Team Leader is updated regularly on progress &amp; informed immediately of any issues.</li> <li>• Liaise directly with the business and central functions to ensure change requests suit appropriate business practices.</li> <li>• Ensure all team processes are strictly adhered to.</li> <li>• Liaise with the eLearning Specialists to develop appropriate training materials.</li> <li>• Design and deliver training to both individual and groups of users either face to face or remotely.</li> <li>• To support the department with relevant admin tasks as required.</li> <li>• To provide technical guidance where needed to the IT Systems Specialist team to support their ongoing BAU and project work.</li> <li>• To act as subject matter expert to help with the direction and strategy of Priory's adoption and use of software implemented.</li> <li>• Represent implementation team at project steering group meetings</li> </ul>			
<b>Knowledge / Education / Skills</b>			
<p>Ability to work within budgets and to tight timescales.            Ability to work both individually and as part of a team.            Strong problem solving and analytical skills.            Highly developed and well-practiced communication and interpersonal skills.            Be able to effectively facilitate workshops and deliver presentations to end users and management.            Ability to be self-reliant, confident and decisive with their workload.            Excellent understanding of IT terminology, databases and the ability to quickly become proficient on a variety of software applications.</p>			
<b>Experience</b>			
<p>Previous knowledge and experience of Optima / Healthroster or other staff planning applications is advantageous.            Experience working on multiple concurrent fast paced projects.            Experience working with external customer-facing projects.            2 years' experience of working in technical implementations            Experience of the full project lifecycle with proven ability to capture requirements, scope a solution for a technical team, test &amp; deploy complex projects to meet business needs.</p>			

Experience of working with all levels of management.  
Training & support of end users to help with user adoption and rollout.  
Ideally experience of working in a healthcare setting and familiarity with terminology and process.

### Communication

Excellent written and verbal communication skills.  
  
Ability to deal with potentially demanding and difficult situations, with a wide range of both internal and external stakeholders.

### Working Environment

The role will be based from home but there will be need for extensive travel to sites or other central service departments as required.

Current full UK driving licence, covered for business use on own motor vehicle

### Safeguarding

All Priory Group colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

### Upholding Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
<b>Putting people first</b> - we put the needs of our service users above all else	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to our patients, clients and residents and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
<b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
<b>Acting with integrity</b> - we are honest, transparent and decent. We treat each other with respect	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
<b>Striving for excellence</b> - for over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>
<b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> </ul>

	<ul style="list-style-type: none"><li>• Strives for positive outcomes, especially when times are challenging</li></ul>
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