



Implementation Manager

Job Description

Job Title	Implementation Manager
Department	Electronic Products
Location	Home based with extensive UK travel
Pay	£32,802 - £38,269
Contract	Permanent
Hours	37.5 per week

Job Summary

The post holder is responsible for the promotion, implementation, training provision and operational support of the Workforce Development Trust (WDT) LearnSpace Learning Management System (LMS) and Realtime Rostering system. The post holder may be required to contribute to the development, implementation, dissemination and delivery of other projects across the WDT technical programme.

The post holder will

1. Deliver training to users of the WDT LearnSpace LMS & Realtime Rostering
2. Where applicable support the implementation of WDT LearnSpace LMS & Realtime Rostering in client organisations across the UK.
3. Support the provision of the on-line tools portfolio and IT workforce solutions across WDT.
4. The ability to travel extensively in the UK is a requirement of this role.

In fulfilling the duties of the post, the post holder will work within broad WDT policies and procedures.



Key Responsibilities

Implementation, Training and Operational Support

- Manage the roll out of specific WDT applications (LearnSpace & Realtime Rostering) in partnership with business development staff in accordance with WDT strategic plan, developing project documentation and ensuring these plans are delivered to agreed timescales
- Provide training in the use of WDT on-line tools and IT workforce solutions to internal WDT staff and external clients and end users.
- Oversee the maintenance and operation of licensing and control arrangements governing user access.
- Capture user feedback to help the technical team to develop proposals to maximise the tools functionality, working with technical developers & the Product Managers to implement changes.
- Contribute to the development and delivery of tools and workforce solutions as directed by Senior Manager Technical Development.
- Assist the technical team to resolve issues escalated by help-desk staff in an appropriate and timely manner.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

- WDT Managers and Employees
- Other NHS Organisations
- External agencies and organisations
- Service Users

Job Description Completion

Name	Sean Whyment
Job Title	Senior Manager - Technical Development
Department	Electronic Products
Date	November 2018

All job descriptions are subject to review. Post holders are expected to be flexible and prepared to carry out any similar or related duties, which do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

General Information





Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff to share this commitment.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to:

- Ensure their behavior is not discriminatory
 - Does not cause offence
 - To challenge the inappropriate behaviours of others
 - Adhere to the Equal Opportunities policy
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Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employer to:

- Take reasonable care of themselves and for others at work
- To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety and welfare whilst at work.

You must familiarise yourself with the Health and Safety policy and Fire Safety rules. It is your legal duty to take care of your own health as well as that of your colleagues.

Confidentiality

Within this role there will be a need to use or be party to confidential information.

You may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the Disciplinary Procedure

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct and may become subject to disciplinary action. It could also result in prosecution or civil action arising from various legislative acts including the Data Protection Act.

Employees are expected to act with integrity both inside and outside the work place. Acts that could cause disrepute to The Workforce Development Trust Ltd or call into question a person's suitability to continue in their role may have to be regarded as gross misconduct.

The Working Time Regulations 1998

You are required to comply with The Workforce Development Trust Ltd policies on the implementation of the Working Time Regulations; including declaration of hours worked and breaks taken, completing written records if required. You must also report any instances where your pattern of working hours may constitute a health and safety risk to yourself and other employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade or profession, either directly or indirectly in any capacity whatsoever. Your failure to comply with this term of your employment will be treated as an act of misconduct under the Disciplinary Procedure.

Person Specification

Job Title: Implementation Manager

Directorate:

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCED BY: (SEE KEY BELOW)
Education + qualifications			
Degree or equivalent qualifications experience	X		A / S
PRINCE2 Foundation or practitioner qualification		X	A
Knowledge			
Knowledge of Microsoft Excel to intermediate level	X		A / S
Knowledge of training / education theory		X	A / S
Knowledge of project management principles	X		A / S
Knowledge of NHS structures / processes		X	A / S
Knowledge of operational systems in healthcare		X	A / S
Experience			
Experience of project management in the healthcare sector		X	A / S
Experience of building effective working relationships with stakeholders and others	X		A / S
Experience of delivering training	X		A / S
Experience of learning management systems (LMS)		X	A / S
Experience of e-rostering systems		X	A / S
Experience of implementing / working with IT systems	X		A / S

Skills + abilities			
Good presentation skills	X		S
Ability to interact and communicate professionally with colleagues and clients at all levels in order to build and maintain positive working relations	X		S
Ability to effectively communicate complex information to staff / customers	X		S
Understanding/experience of learning needs analysis in an operational context (establishing with Clients their training and development needs in the context of elearning)		X	A / S
Ability to deal with competing timescales across different workstreams (dealing with multiple clients concurrently)	X		S
Other			
Ability to travel extensively within the UK with occasional overnight stays	X		S

Key:

A = Application Form

S = Selection Process will always include a panel interview and may also include one of the following; presentation, in tray exercise, group exercise, role play, two to one interview

