

### **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Workforce & OD Officer
<b><u>GRADE:</u></b>	Band 5
<b><u>DEPARTMENT</u></b>	Operational Services
<b><u>LOCATION:</u></b>	As Designated
<b><u>RESPONSIBLE TO:</u></b>	Workforce & OD Manager
<b><u>ACCOUNTABLE TO</u></b>	Head of Workforce & OD

### **MAIN PURPOSE OF THE JOB**

Under direction from the Group Workforce and OD Manager work with groups/services to understand their business needs and develop people focussed solutions to meet these requirements.

To ensure the provision of excellent operational support across the full range of workforce issues within a Group – both medical and non-medical.

To deputise for the Group Workforce and OD Manager within the group.

To assist the Deputy Director of Workforce and OD, Group Head of Workforce and OD and the Group Workforce and OD Manager with areas of corporate work as required.

To assist the Group Head of Workforce and OD and the Group Workforce and OD Manager in providing an organisational development function within a group, providing workforce and OD support to a Group's transforming services programme.

To contribute to the delivery of designated components of the Trust's OD strategy and plan

In conjunction with the Group Head of Workforce and OD and the Group Workforce and OD Manager assist in the implementation of the workforce strategy within the Group.

To support the Group Head of Workforce and OD and the Group Workforce and OD Manager in workforce planning for their areas.

To provide a level of customer service that is of an excellent standard.

Promote best practice and equality of treatment for all staff and prospective

employees, including recruitment, promotion and training and continuous professional development.

To lead on/contribute to ad hoc projects as and when required.

## **DIMENSIONS**

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

## **VISION AND VALUES**

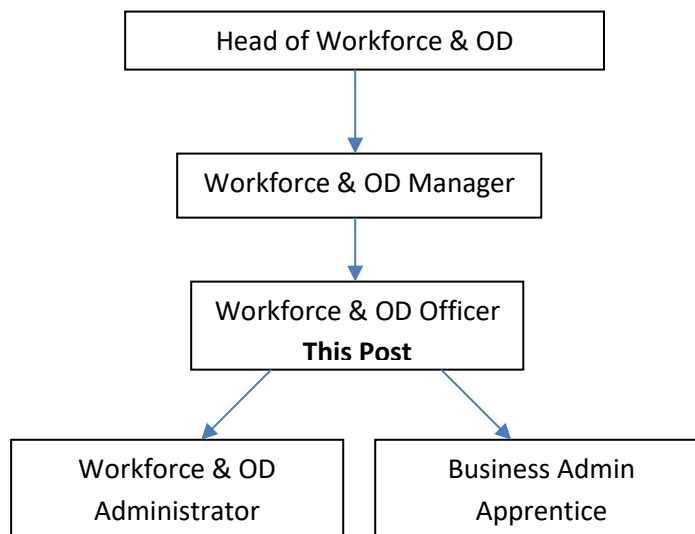
**Our Vision is:** “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

**Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES**

## **ORGANISATIONAL CHART**



## **COMMUNICATION & RELATIONSHIPS**

To communicate complex sensitive information e.g. redeployment issues, employee relations, redundancy, maternity/paternity, terms and conditions and general policy advice. Tact required when dealing with sickness issues.

To provide/receive complex advice to the Group in respect of good People Management and employment practice ensuring that the Trust meets its legal and social obligations to employees. Where persuasion and negotiation skills are required when rationalising advice.

To ensure the provision of appropriate advice, support and guidance on specific matters and cases to the Group within the full range of people management issues.

To provide medical staffing advice and support to Group medics.

To provide workforce support on investigations as required following discussion with the Group Head of Workforce and OD or the Group Workforce and OD Manager or the Capsticks HR Advisory Service.

To provide effective feedback to others, including the outcomes of diagnostic processes or tools when carry out OD interventions.

Give verbal presentations, deliver training and effectively facilitate groups, eg bespoke absence management sessions, facilitating group work as part of OD interventions.

### **Internal**

- Operational/Corporate Services Managers, staff side and trade union representatives, medical, nursing and other clinical staff, all directorate staff and others as appropriate.

### **External**

- Trade unions and staff side organisations, Occupational Health, payroll, HR advisory Services and other key partners as appropriate.

## **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

Specialist knowledge of a range of Workforce topics acquired through degree and significant experience or equivalent qualification/experience.

## **ANALYTICAL AND JUDGEMENTAL SKILLS**

Requirement to analyse facts or situations requiring analysis, interpretation, comparison of a range of options.

Assesses and recommends courses of action on Workforce issues.

To produce workforce data to inform workforce plans.

Provide Workforce support to investigations as required.

To exercise judgement when dealing with OD interventions.

To support the evaluation all of the interventions.

### **PLANNING AND ORGANISATIONAL SKILLS**

Coordinates activities which include multi-disciplinary meetings, training programmes, workforce planning, medical staffing, sickness and OH referrals, OD Group work.

Coordinates complex long term sickness meetings, including home visits and team prevent appointments. This can require sensitive formulation and adjustments.

### **PHYSICAL SKILLS**

Standard keyboard skills.

### **RESPONSIBILITIES FOR PATIENT/CLIENT CARE**

Informal links with service users and carers through internal meetings and workshops.

### **POLICY AND SERVICE DEVELOPMENT**

Implements Workforce policies in own area/makes recommendations on changes to Workforce policies and procedures.

Support the implementation of the workforce and OD strategies across the Group.

### **FINANCIAL AND PHYSICAL RESOURCES**

Personal responsibility for the safe use of office and mobile equipment. This includes the use of shared equipment such as projectors and speakers.

### **HUMAN RESOURCES**

Day to day supervision of junior Workforce staff including coordinating workloads, and annual leave management.

To support managers with a range of Workforce services, including the management of absence, performance and employee relation activities.

To work with and promote the Trust's Health and Well Being and Counselling services, ensuring managers and staff access support and information to support strategies to assist in the reduction of absence.

To support the consultation processes for organisational change.

To support health and wellbeing initiatives within the Group.

To work closely with external partners including HRA, Health and Well Being and counselling services.

To work closely with trade union and staff side organisations developing good partnership working.

To support the Group's organisational development agenda, including cultural and behavioural changes.

To support managers in delivering various Employee Relations interventions.

To support a range of organisational development interventions to improve personal and organisational performance.

### **INFORMATION RESOURCES**

To assist in the production of a range of information and reports for Group and Directorate meetings e.g. Operational Management Group, Group Q&P, Directorate Management Meeting, Workforce, Training and Development Sub-Group and others as required.

To assist in the preparation of information and reports for the Group Head of Workforce and OD and the Group Workforce and OD Manager.

Responsible for taking and transcribing formal minutes/notes at various forums e.g. meetings, disciplinary hearings which may be publicised to a wider audience than those attending the original meetings.

### **RESEARCH AND DEVELOPMENT**

Undertakes audits and surveys as necessary in own work area.

### **FREEDOM TO ACT**

Works within Workforce policies and procedures; operates on own initiative, takes advice from manager if required.

### **PHYSICAL EFFORT**

A combination of sitting, standing and walking throughout day. Exerting light physical effort for short periods.

### **MENTAL EFFORT**

Occasional requirement for concentration where the work is unpredictable and detailed in nature.

e.g. writing reports, writing letters, maintaining data bases etc.

### **EMOTIONAL EFFORT**

Frequent distressing or emotional circumstances and occasional highly distressing or emotional circumstances when dealing with long term sickness, disciplinary and grievance issues.

### **WORKING CONDITIONS**

VDU use in an office environment.

## **SAFEGUARDING**

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

## **HEALTH AND SAFETY**

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

## **TRUST CLINICAL GOVERNANCE STRATEGY**

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

### **Information of a Confidential Nature or Access to Confidential Information**

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

## **INFECTION CONTROL**

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

## **CALDICOTT RESPONSIBILITIES:**

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

**ACCESS TO CONFIDENTIAL INFORMATION:**

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

**JOB DESCRIPTION AGREEMENT**

**Post Title:** .....

**Post Holder's Name:** .....

**Post Holder's Signature:** .....**Date:** .....

**Line Manager's Name:** .....

**Line Manager's Signature:** .....**Date:** .....



**PERSON SPECIFICATION**

	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Education and Qualification</u></b>	<p>Knowledge of a range of Workforce related topics acquired through a relevant degree or equivalent qualification/experience (or working towards).</p> <p>Student or Associate Membership of the Chartered Institute of Personnel and Development.</p>	
<b><u>Knowledge and Experience</u></b>	<p>Workforce knowledge, including current Employment and Data Protection legislation.</p> <p>Experience of supporting the people management issues relating to significant change processes, leadership initiatives and projects.</p> <p>Experience of successfully building effective relationships and networks, including within the Workforce profession and with trade unions/staff side organisations.</p> <p>Organisational Development knowledge or awareness.</p> <p>Evidence of continual professional development.</p> <p>Up to date knowledge of employment law</p> <p>Experience of working effectively within a highly unionised environment.</p>	<p>Experience supporting OD interventions</p> <p>Knowledge of workforce planning and associated data.</p> <p>Experience of working in other public/private sectors.</p>
<b><u>Skills and Competencies</u></b>	<p>Excellent organisational skills.</p>	

<b><u>Role/Team specific requirements</u></b>	Team player able to work flexibly and contribute to the wider aims of the organisation.	
<b><u>Personal Characteristics</u></b>	Resilient and the ability to maintain performance under pressure.  Leadership qualities Self-motivated  Team player  Personal commitment.	
<b><u>Additional Requirements</u></b>	Must be able to fulfil the mobility requirements of the post.	