

JOB DESCRIPTION

<u>JOB TITLE:</u>	Workforce and Organisational Development (OD) Manager (Corporate)
<u>BAND:</u>	7
<u>DEPARTMENT:</u>	Operational Services
<u>LOCATION:</u>	St Nicholas Hospital
<u>ACCOUNTABLE TO:</u>	Deputy Director of Workforce and OD
<u>REPORTS TO:</u>	Deputy Director of Workforce and OD
<u>RESPONSIBLE FOR:</u>	Provision of operational Workforce and Organisational Development advice to corporate services functions including the Audit One

MAIN PURPOSE OF THE JOB

- Under direction from the Deputy Director Workforce and OD work with directors/managers in corporate 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 corporate services – across all staff groups.
- To deputise for the Deputy Director of Workforce and OD and other senior managers within the central workforce function as required.
- To provide an organisational development function within corporate services, in conjunction with the Head of People and Team Development or Deputy Director of Workforce and OD.
- To contribute to the design, delivery and evaluation of designated components of the Trust's OD strategy and plan.
- In conjunction with the Deputy Director of Workforce and OD assist in the implementation of the workforce strategy across corporate services.
- To support the operational managers in workforce planning for their areas.
- To provide leadership and support to the central Workforce and OD Officer.
- To work collaboratively with colleagues from the Capsticks HR Advisory service, transactional team, corporate workforce managers (including medical staffing colleagues), staff side colleagues and our Occupational Health providers ensuring that customer needs are met operationally.

- To work closely with the Transactional Services Manager – Workforce ensure the provision of an effective and streamlined recruitment services and be a key link between that team and the services.
- 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.
- Ensure compliance with all corporate governance and statutory requirements.

DIMENSIONS

Northumberland, Tyne and Wear NHS Foundation 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 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington

VISION AND VALUES

The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

To be caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

To be respectful

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners.

To be honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

ORGANISATIONAL CHART

COMMUNICATION & RELATIONSHIPS

- To communicate highly complex/sensitive information e.g. redeployment issues, workforce strategies, employee relations, redundancy, terms and conditions.
- To provide expert 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.
- To ensure the provision of appropriate advice, support and guidance on specific matters and cases across corporate services within the full range of people management issues.
- To provide workforce support on investigations, hearings and appeals as required following discussion with the Deputy Director of Workforce and OD or the Capsticks HR Advisory Service.
- To assist in the management of Tribunal claims within corporate services liaising with the Trust's solicitor and Deputy Director of Workforce and OD.
- To give evidence at disciplinary & tribunal hearings as necessary.
- To provide effective feedback to others, including the outcomes of diagnostic processes or tools.
- Give verbal presentations, deliver training and effectively facilitate groups.

Internal

Operational/Corporate Services Directors and Managers, staff side and trade union representatives, senior medical, nursing and other clinical staff. Departmental and budget managers, all directorate staff and others as appropriate.

External

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

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

- Highly developed specialist knowledge of a range of Workforce topics acquired through degree and professional HR qualification plus additional training or equivalent experience to masters level or equivalent.

ANALYTICAL AND JUDGEMENTAL SKILLS

- Requirement to analyse complex facts or situations requiring analysis, interpretation, comparison of a range of options.
- Assesses and recommends courses of action on complex, specialist HR issues.
- To interpret and analyse a wide range of workforce data to inform workforce plans.
- Provide HR support to hearings, appeals or investigations as required.
- To exercise judgement when dealing with OD interventions.
- To evaluate all of the interventions and identify areas for improvement.

PLANNING AND ORGANISATIONAL SKILLS

- To plan and organise complex activities or programmes eg, workforce planning, OD programmes.
- To assist in the development of workforce plans across corporate services areas.

PHYSICAL SKILLS

- Standard keyboard skills.

PATIENT CARE/CLIENT CARE

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

POLICY AND SERVICE DEVELOPMENT

- Contribute to the development of operational workforce policies and take a lead role if required.
- To assist in the implementation of workforce policies across corporate services.
- To work with other workforce staff on the further development of the workforce and OD strategies and play a key role in implementation across corporate services.

FINANCIAL AND PHYSICAL RESOURCES

- Authorises payments for HR materials, mileage claims etc.

HUMAN RESOURCES

- 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 play a key role in the supporting managers in the management of absence.
- To provide expert advice and ensure TUPE Regulations are followed in respect of any relevant organisational change programmes.
- To play a key role in supporting the consultation processes for organisational change.
- To lead health and wellbeing initiatives within the Group in conjunction with the corporate health and wellbeing lead.
- To work closely with external partners including Health and Well Being and counselling services.
- To work closely with trade union and staff side organisations developing good partnership working.

- To work closely with Capsticks HR Advisory Service ensure that all cases within corporate services are managed appropriately and under direction of the Deputy Director of Workforce and OD play a key role in the management/co-ordination of Employment Tribunal papers as necessary.
- To play a key role in the Trust's organisational development agenda, including cultural and behavioural changes.
- To lead on a range of organisational development interventions to improve personal and organisational performance.
- To operationally lead workforce planning for corporate services areas including the understanding of workforce needs, designing and implementing local strategies for improvement.
- To work with the Head of Transactional Services and Transactional services Manager – to help to further develop the central recruitment process and ensure that recruitment timescales are reduced and waste eliminated.
- To work closely with the Corporate and Clinical training leads to ensure the development, implementation and updating of identified training is provided.
- To ensure the provision of training and development advice across corporate services areas including advice on the provision of clinical training, corporate training and leadership and management development and all associated policies.
- To liaise with the corporate services areas to ensure compliance with training targets.
- To represent the Trust at external meetings when required.

INFORMATION RESOURCES

- To assist in the production of a range of information and reports for Trust meetings e.g. Trust Board, Corporate Decisions Team, Trustwide Quality and Performance Meeting, Workforce, Training and Development Sub-Group etc.
 - To assist in the preparation of information and reports for the Executive Director of Workforce and Deputy Director as required.
 - 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.
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RESEARCH AND DEVELOPMENT

Undertakes audits and surveys as necessary in own work area.

FREEDOM TO ACT

- Works autonomously. Provides authoritative advice on specialist HR issues.
- To interpret employment legislation/national guidance.

EFFORT AND ENVIRONMENT

PHYSICAL:

- Standard keyboard skills.

MENTAL:

- Frequent requirement for concentration where the work is unpredictable.
e.g. writing reports, giving evidence at hearings etc.

EMOTIONAL:

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

WORKING CONDITIONS:

- Office conditions.

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:

Principle 1. Justify the purpose(s) for using confidential information

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

Principle 2. Don't use personal confidential data unless it is absolutely necessary

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).

Principle 3. Use the minimum necessary personal confidential data

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

Principle 6. Comply with the law

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

Sustainability

The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance.

Clinical Effectiveness:

This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.

To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone's responsibility. Therefore all members of staff should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also 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 that they provide.

Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, through clinical supervision procedures.

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
Workforce and OD Manager (Corporate)

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential

Highly specialist knowledge of a range of HR related topics acquired through an appropriate HR degree or professional CIPD qualification.

Associate Membership of the Chartered Institute of Personnel and Development.

Training or experience to Masters level equivalent.

Highly specialist HR knowledge, including current Employment and Data Protection legislation.

Organisational Development knowledge and experience of leading cultural change.

Skilled Group facilitator

Evidence of continual professional and/or managerial development.

Experience of leading a workforce/training function in a complex organisation.

Experience of leading the people management issues relating to significant change processes, leadership initiatives and projects.

Experience of successfully building effective relationships and networks, including within the HR profession and with trade unions/staff side organisations.

Team player able to work flexibly and contribute to the wider aims of the organisation.

Excellent interpersonal and communication skills with the ability to influence and negotiate at all levels.

Up to date knowledge of employment law and national NHS HR, training and leadership strategies

Resilient and the ability to maintain performance under pressure.

Experience of working effectively within a highly unionised environment.

Must be able to fulfil the mobility requirements of the post.

Desirable

Trained Coach

Workforce Planning Qualification or significant experience.

Experienced in the use of recognised and routinely used psychometric tools eg, Myers Briggs Type Instrument

Experience of working in other public/private sectors.

Personal Qualities

Developed persuasive, influencing, negotiation, motivation, empathetic, reassurance, diplomacy and problem-solving skills.

Leadership qualities

Vision and strategic thinking

Personal commitment.