

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Medical Staffing Assistant
<b>Reports to</b>	Medical Staffing Team Leader
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Medical Staffing, People Directorate

JOB PURPOSE
<p>As part of the Medical Staffing &amp; Temporary Workforce team you will provide a comprehensive Medical Staffing support service for a designated Care Group across the Trust</p> <p>To contribute to the enhancement of a high quality, responsive service to all Managers and staff within Royal Devon University Healthcare Trust (RDUH)</p> <p>To ensure that the recruitment of Junior Medical &amp; Dental staff including honorary, temporary medical &amp; AHP staffing when required is delivered effectively to the Trust.</p> <p>The post holder will have their own workload and will fulfil all administration tasks and work as part of a Care Group team.</p> <p>To ensure that the Junior Medical &amp; Dental recruitment is delivered effectively to the Trust in line with national processes/timeframes and adheres to the NHS Employers guidelines for pre-employment checks.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To support in administering the recruitment of all Junior Medical &amp; Dental rotational and Trust appointments, honorary and bank recruitment and advising managers on associated recruitment related issues within your Care Group.</p> <p>To assist the Medical Staffing Officer in providing advice and support on a regular and responsive basis to managers on a wide range of operational medical staffing issues including salary details, annual leave, sickness absence and the application of HR employment policies.</p> <p>With the support of the Medical Staffing Officer respond to queries and requests for information from managers and staff on the application of medical staffing policies and procedures and terms and conditions of service, helping to resolve issues and to enable well-informed employment decisions to be made.</p> <p>To keep up-to-date with the conditions concerning registration with the GMC/GDC and, where necessary, to issue documents to obtain registration. To undertake regular reporting checks of doctors' current registration with the GMC/GDC and working status using available documentation and IT systems.</p> <p>An ID and Verification (VO) checker and Applicant User within the Capita on-line system for the Trust in respect of the Disclosure and Barring Service (DBS) for all Medical &amp; Dental staff.</p> <p>To provide advice in the process for relocation expenses for junior medical staff in line with the policy &amp; processes.</p> <p>Responsible for checking fixed term contract end dates and regular registration check.</p>

As identified, to participate and support project work as agreed with the Head of Medical Staffing to contribute to meeting the Trusts aims, for example, projects involving WTR, Consultant, SAS & Junior Doctors Contracts, ESR, Career Gateway.

To liaise with managers on orders/invoices for external suppliers (for advertising & hospitality) including complying with SFI's.

To be competent in the use of the Employee Staff Record (ESR) and E-recruitment systems (Career Gateway & NHS Jobs) and e-rostering.

To be responsible for checking alert letters from professional bodies and local counter fraud agencies, and notifying as appropriate if a positive return if necessary.

To support and participate in National Initiatives e.g. WTD, ESR, etc.

To keep up to date with HR practices and employment law issues through all the appropriate resources, to enable effective delivery of the HR service.

The ability to complete and record accurate information.

Ensure confidentiality is maintained at all times.

To be responsible for ensuring your professional standards of human resources practice are maintained and developed and keep an up to date portfolio demonstrating continuous professional development.

To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirement of the Health and Safety Regulations.

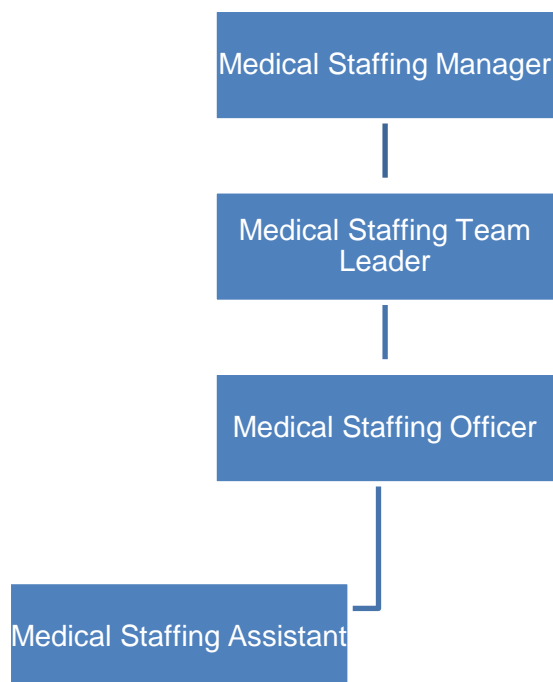
## KEY WORKING RELATIONSHIPS

The post holder will need to forge effective working relationships with staff of all levels throughout the Trust. This will include verbal, written and electronic media.

Of particular importance is the need to establish effective working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Medical Staffing Teams (cross sites)</li><li>• Medical Staffing Officers (cross sites)</li><li>• Group and Service Managers</li><li>• All Medical and Dental Staff</li><li>• Medical Education Department</li><li>• Occupational Health Department</li><li>• People Development Department</li><li>• Marketing Department</li><li>• EPIC Department</li><li>• ICT Department</li><li>• Accommodation Office</li></ul>	<ul style="list-style-type: none"><li>• Applicants</li><li>• System Providers</li><li>• TempRE</li><li>• Colleges and Universities</li><li>• Health Education England</li><li>• GMC</li><li>• Companies to seek references</li><li>• External recruitment agencies</li><li>• Other NHS organisations</li><li>• BMA and other recognised bodies</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and for more complex queries, deciding when it is necessary to refer to the available Medical Staffing Officer. Day to day work is managed rather than supervised and the post holder will organise their own workload on a day to day basis.

## COMMUNICATION/RELATIONSHIP SKILLS

To be the first point of contact for the roles & responsibilities within this job description, staff and external customers for Medical and Dental queries, ensuring that the operational function delivers a quality, responsive and customer focused service.

Responsible for delivering a professional service and positive experience for candidates and stakeholders throughout the recruitment process, maintaining electronic and manual systems in conjunction with a variety of other administrative activities.

The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels, in a tactful and sensitive manner, respecting confidentiality at all times.

To use persuasive and influencing skills with managers to improve quality of adverts, job descriptions, person specifications and interview techniques. When necessary, participate at recruitment events to support the recruitment of staff across all service areas.

## ANALYTICAL/JUDGEMENTAL SKILLS

Analysis of verbal, written and electronic information from managers, candidates and successful applicants to ensure appropriate actions are taken and that successful applicants are subject to the appropriate level of pre-employment screening.

Unpicking and processing pay changes for all grades of Medical and Dental staff and liaising with Payroll to ensure salary changes are processed efficiently.

## PLANNING/ORGANISATIONAL SKILLS

The post holder will organise their own day to day activities and will share workload with other team members when necessary to ensure that an effective service is maintained.

Contribute to the coordination and administration for a variety of events and projects. e.g. recruitment campaigns, workforce systems implementation.

#### **PATIENT/CLIENT CARE**

Contact with patients is incidental.

#### **POLICY/SERVICE DEVELOPMENT**

The post holder will follow Trust policies and participate in policy and service development.

The post holder will propose changes and implement administration policies and working practices for their own area and contribute to the continuous improvement of the recruitment service.

#### **FINANCIAL/PHYSICAL RESOURCES**

To be a 'Level 2' user on the UK Visa and Immigration Sponsor Management System, applying and processing payments for Certificates of Sponsorships.

#### **HUMAN RESOURCES**

To support and advise on the processes of the Medical Staffing Team i.e. from receipt of appropriate documentation through to appointment and pay of successful candidates.

To create simple work schedules and check contracts of employment and issue on behalf of the Trust.

Responsible for supporting the recruitment of Junior grades of Medical and Dental staff in line with current procedures.

#### **INFORMATION RESOURCES**

To use and update ESR and Career Gateway (onboarding system) and NHS Jobs 3 and to participate in and support regular audits of the systems, to confirm ongoing compliance with eligibility to work, professional registration and DBS checks, escalating as appropriate any concerns.

To create, update and/or maintain HR records via HR systems including the Electronic Staff Record system (Payroll system), Career Gateway, Allocate (rota building & exception reporting).

To participate in and support regular audits of the systems to confirm on going compliance and data quality escalating as appropriate any concerns.

To be accountable for checking anything that requires actioning for monitoring data quality reports and is brought to the attention of the Medical Staffing Officers including the following:

- Work permits
- DBS
- Data Quality
- Fixed Term Contract end dates
- Professional Registration
- GMC/ESR interface

#### **RESEARCH AND DEVELOPMENT**

To undertake surveys or audits as necessary within own area of work. To obtain benchmarking and research information as and when required.

#### **PHYSICAL SKILLS**

The role requires the incumbent to be able to touch type and accurately produce documentation to the highest standards.

Advance keyboard skills will be needed in order to be able to deliver work to the appropriate standard.

## **PHYSICAL EFFORT**

The role is office-based and the post holder will be required to sit in a restricted position for a substantial proportion of the working day.

It may be necessary to work from different work stations and or sites on an infrequent basis using a laptop and wireless server access.

## **MENTAL EFFORT**

There is an occasional requirement for concentration where the work pattern is unpredictable and they will be interrupted by the team and colleagues on the phone and in person and asked to complete a variety of other tasks which are not necessarily on the same subject.

Prioritisation, concentration tracking of workload and ability to multitask are therefore vital.

## **EMOTIONAL EFFORT**

The post holder will be resilient and able to deal sympathetically and with insight with colleagues who may be upset or frustrated when processes do not run in accordance with their wishes.

## **WORKING CONDITIONS**

At times, demands may come from external bodies which are not planned and may increase pressure on the team.

The post holder will need the ability to be flexible and adaptable to prioritise appropriately and work to tight timescales alongside their day to day role.

Exposure to unpleasant working conditions is extremely unlikely but the post holder will be required to sit at their VDU on most days, more or less continuously.

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the

jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Medical Staffing Assistant
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice.</li> <li>NVQ III in administration or equivalent qualification/experience through practice.</li> <li>A relevant Intermediate level qualification in HR (i.e. CIPD Certificate in Personnel Practice (Level 3).</li> </ul>	<p>E</p> <p>E</p>	<p>D</p>
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>Knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook).</li> <li>Excellent computer &amp; IT skills to enable the production of reports and spreadsheets.</li> <li>Knowledge of Recruitment and Selection policies and best practice.</li> <li>Knowledge of DBS checks &amp; eligibility to work in the UK.</li> <li>Excellent verbal/written &amp; interpersonal skills with the ability to establish rapport with people at all levels and to enable effective communication with senior staff, including Consultants, on a wide range of employment issues.</li> <li>Assertive skills, to be able to deal with challenging individuals.</li> <li>Excellent administrative and organisational skills.</li> <li>Able to problem solve.</li> <li>Knowledge and use of HR database systems including reporting.</li> <li>Knowledge of NHS Agenda for Change Terms and Conditions of employment &amp; National Medical &amp; Dental Terms and Conditions.</li> <li>Knowledge and use of ESR/Career Gateway/L2P/Allocate</li> <li>Knowledge of NHS &amp; NHS Check Standards.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Experience of using Microsoft at an intermediate level</li> <li>Experience of working in a busy administrative environment</li> <li>Experience in using databases to input, maintain and report on personal information</li> <li>Experience in delivering high standards of customer service</li> <li>Experience in dealing confidently and tactfully with complaints</li> <li>Able to deal confidently and tactfully with people at all levels</li> <li>Excellent telephone manner, experience of dealing with high volume telephone calls/ enquiries</li> <li>Attention to detail</li> <li>Experience of working in HR environment</li> <li>Previous NHS experience</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p> <p>D</p>
<b>PERSONAL ATTRIBUTES</b>		
<b>Customer Focused</b>		
<ul style="list-style-type: none"> <li>Deliver high customer service when answering the phone, emails, face to face and via MS Teams</li> <li>Responsive and flexible</li> <li>Ability to work in a fast-paced environment, meet deadlines and prioritise effectively</li> <li>Understand and works with confidential information</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

<b>Maximising Value</b> <ul style="list-style-type: none"> <li>Identify and report inefficiencies quickly</li> </ul>	E	
<b>Achieving Results</b> <ul style="list-style-type: none"> <li>Adhere to deadlines</li> <li>Solutions focussed</li> </ul>	E E	
<b>Working Together</b> <ul style="list-style-type: none"> <li>Works together as a team</li> <li>Adaptable and flexible – may be required to attend evening / weekend job fairs / meetings</li> </ul>	E E	
<b>OTHER REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>Ability to travel to other locations as required.</li> </ul>	E E	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y		Y		
Emotional Effort	Y		Y		
Working in isolation	N				
Challenging behaviour	Y		Y		