

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medical Staffing Officer (Medical Staffing Team)
Reports to	Team Leader, Medical Staffing Team
Band	Band 4
Department/Directorate	Medical Staffing, Corporate Services

JOB PURPOSE
<p>To be the key Medical Staffing team contact for the Acute Medicine Division across the Northern Services. To work closely with management and clinical colleagues in the specialties within the Division, in order to undertake a variety of high value and time critical tasks, including the recruitment of all grades of Medical and Dental staff.</p> <p>To provide proactive, comprehensive and professional responses to the more complex & challenging Medical Staffing queries; to ensure Trust policies/procedures, employment law and practice, Terms and Conditions of Service and Equal Opportunities are adhered to.</p>

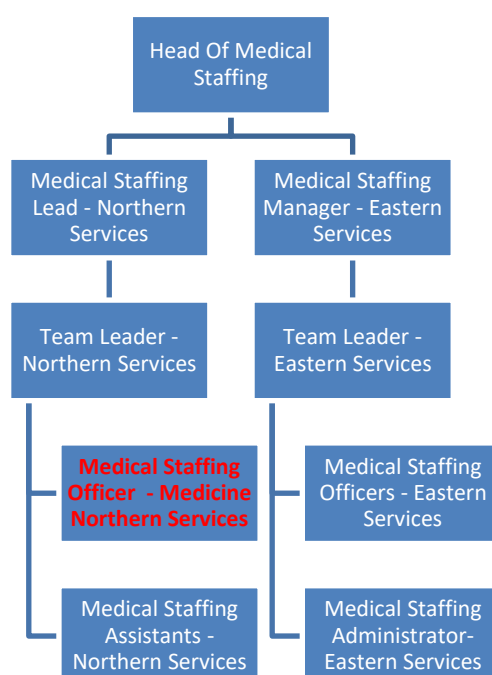
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To be responsible for administering the recruitment of all grades of Medical Staff including Consultant positions in line with current procedures.</p> <p>To answer and resolve complex enquiries, providing advice and guidance to managers and staff on the best practice associated with HR policies and procedures.</p> <p>To be an expert in Junior Doctors terms and conditions, working with department Rota Co-ordinators to build and authorise Junior Doctor rotas, including Less Than Full Time rotas to ensure service provision is maintained. Dealing with basic rota queries relating to Medical Staffing issues. To oversee and approve all suitable rotas for the relevant areas to ensure compliance with Junior Doctor Terms and Conditions and European Working Time Directive.</p> <p>To be an expert in Consultant and SAS Terms and Conditions. Dealing with queries in relations to consultant job planning and pay progression. To support the administration of the CEA (Clinical Excellence Awards) process for Medical Staff Grades and on an annual basis.</p> <p>To support the Trust's training and development programmes relating to Medical Staffing policies and processes, participate in the delivery of workshops to ensure organisational knowledge and skills in this area are developed and maintained.</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>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.</p>

KEY WORKING RELATIONSHIPS
<p>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.</p>

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"> • Group and Service Managers • All Medical and Dental Staff • Medical Education Department • Occupational Health Department • People Development Department • Marketing Department 	<ul style="list-style-type: none"> • Applicants • Colleges and Universities • Health Education England • GMC • Companies to seek references • External recruitment agencies • Other NHS organisations • BMA and other recognised bodies

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. 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 Trust managers, 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 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 as an interview panel

member / assessor in selection events and / or attendance 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 complex 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 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 1' user on the UK Visa and Immigration Sponsor Management System, applying and processing payments for Certificates of Sponsorships.

HUMAN RESOURCES

To train, 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 and check contracts of employment and sign on behalf of the Trust.

Responsible for supporting the recruitment of all grades of medical staff including consultant positions 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), L2P (senior medical staff job planning), Career Gateway, Allocate (rota building & exception reporting).

To produce reports and participate in and support regular audits of the systems to confirm on going compliance and data quality escalating as appropriate any concerns. To be responsible for monitoring data quality reports including:

- Work permits
- DBS
- Data Quality

- 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.

OTHER RESPONSIBILITIES

Take part in regular performance appraisals.

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

To contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct yourself 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.

This post is being offered as the Royal Devon University Healthcare NHS Foundation Trust begins its future as a single healthcare organization for North and Eastern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

PERSONAL SPECIFICATION

POST	Medical Staffing Officer
BAND	4

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
5 GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice.	E	
A levels or equivalent.	E	
NVQ III in administration or equivalent qualification/experience.	E	
A relevant Intermediate level qualification in HR (i.e. CIPD Certificate/Diploma in HR Management or Development Foundation).		D
KNOWLEDGE/SKILLS		
Knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook).	E	
Excellent computer & IT skills to enable the production of reports and spreadsheets.	E	
Knowledge of Recruitment and Selection policies and best practice.	E	
Knowledge of DBS checks & eligibility to work in the UK.	E	
Excellent verbal/written & 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.	E	
Assertive skills, to be able to deal with challenging individuals.	E	
Excellent administrative and organisational skills.	E	
Able to problem solve.	E	
Knowledge and use of HR database systems including reporting.	E	
Knowledge of NHS Agenda for Change Terms and Conditions of employment & National Medical & Dental Terms and Conditions.		D
Knowledge and use of ESR/Career Gateway/L2P/Allocate		D
Knowledge of NHS & NHS Check Standards.		D
EXPERIENCE		
Experience of using Microsoft at an intermediate level	E	
Experience of working in a busy administrative environment	E	
Experience in using databases to input, maintain and report on personal information	E	
Experience in delivering high standards of customer service	E	
Experience in dealing confidently and tactfully with complaints	E	
Able to deal confidently and tactfully with people at all levels	E	
Excellent telephone manner, experience of dealing with high volume telephone calls/ enquiries	E	
Attention to detail	E	
Experience of working in HR environment	E	
Previous NHS experience		D
PERSONAL ATTRIBUTES		
Customer Focused		
Deliver high customer service when answering the phone, emails and face to face	E	

Responsive and flexible Ability to work in a fast-paced environment, meet deadlines and prioritise effectively Understand and works with confidential information	E E E	
Maximising Value Identify and report inefficiencies quickly	E	
Achieving Results Adhere to deadlines Solutions focussed	E E	
Working Together Works together as a team Adaptable and flexible – may be required to attend evening / weekend job fairs / meetings	E E	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
Risks requiring Other Health Surveillance					
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling (>10kg)	Y	Y			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				