

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Workforce Solutions Senior Product Manager
<b>Reports to</b>	Associate Director of HR Services
<b>Band</b>	Band 7 (subject to formal matching)
<b>Department/Directorate</b>	People Directorate

JOB PURPOSE
<p>The postholder will provide overall management for workforce solutions, including e-Rostering, to ensure this meets all national and local guidance and compliance with respect to Safer Staffing, including the production of monthly data to support the statutory NHS Digital submission and Trust Board reporting requirements. The postholder will promote and encourage the correct use of workforce systems to all levels of staff with the Trust.</p> <p>This will include providing support, facilitation and monitoring of project plans to ensure objectives are achieved.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will provide expertise to the Trust in the use of e-rostering and is be required to maintain constructive relationships with a broad range of internal and external stakeholders.</p> <p>Participate in relevant internal and external working groups/projects, services, and initiatives to provide, information and analytical advice.</p> <p>Communicate information and issues, including briefings and reports, to Divisions, and the Associate Director of HR Services as appropriate.</p> <p>Advise teams and relevant senior managers on any developments in relation to legislation or terms and conditions that will affect the use of workforce systems. Ensure that necessary changes to the system, to maintain compliance, are scheduled into the project plan.</p> <p>To work with colleagues to ensure compliance with budgeted nurse staffing levels and shift harmonisation.</p> <p>Support the Associate Director of HR Services in driving the compliance with national guidance, on Safe Staffing and with the Deputy Chief Nurse, the strategic direction of the Trust wide Nursing &amp; Midwifery workforce reviews.</p> <p>To undertake horizon scanning to identify good practice from other organisations both internal and external to the NHS and report back to the Associate Director of HR Services.</p> <p>To identify 'hotspots' within the Trust where e-rostering is not being used to its full potential and ensure that immediate action is taken.</p> <p>To oversee auditing to ensure rostering policies are being adhered to within the agreed timescales.</p> <p>Ensure the systems comply with Information Governance policies.</p> <p>To develop rostering KPIs that will be integrated into the ward performance work increasing local ownership.</p>

Undertake other project work as required in relation to Safe Staffing or projects under the portfolio of the Associate Director of HR Services.

## KEY WORKING RELATIONSHIPS

Heads of Department

Healthcare clinical & non-clinical staff

Administrative Services Managers

Associate Director of HR Services and team

IT and Clinical Systems Training Team

IT Support/Hospital Systems support & Communication Team

Divisional Teams

Human Resources

Payroll Leads

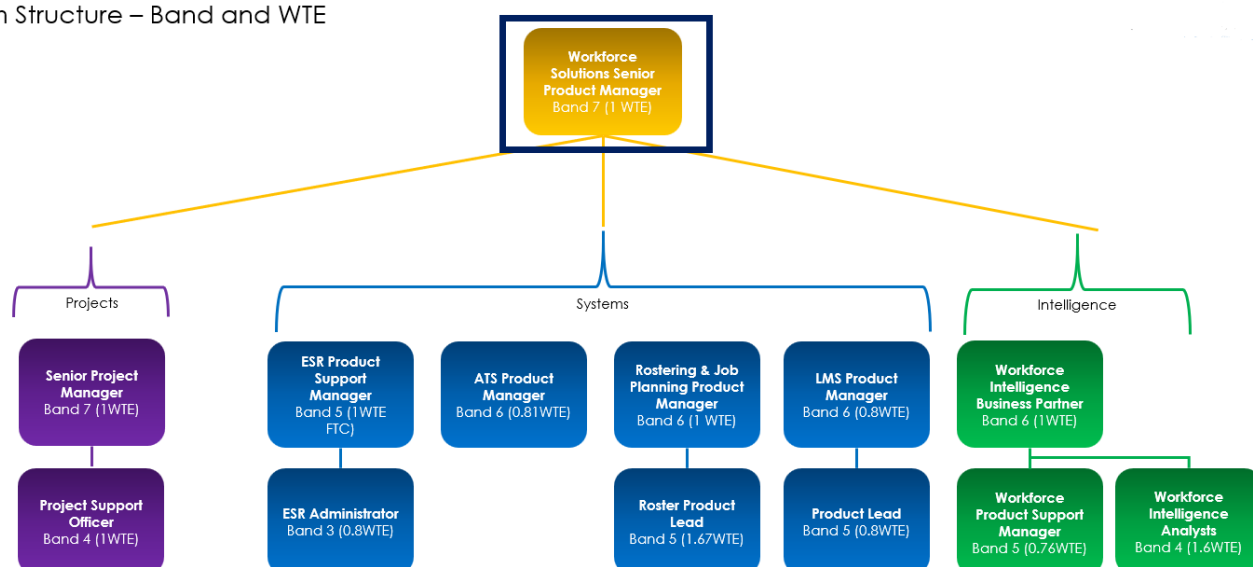
Department of Health – NHSI / NHS Data

Software Providers including regional and national user groups

- Other members of the multi-disciplinary professional teams Information Governance, Data Security, Communications & Digital Services
- Staff at all levels involved in individual case investigations

## ORGANISATIONAL CHART

Team Structure – Band and WTE



The following sections outline the dimensions of the role so that the job evaluation panel can understand the scale, scope and impact of the role.

## FREEDOM TO ACT

Works to achieve agreed objectives and strategy and is given freedom to do this in own way of working within broad professional policies (ie Information Governance Policy, Information Security Policy etc; acts with reference to manager; acts as a lead specialist in that area; works autonomously, guided by national policy and regulations

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate with a range of senior stakeholders concerning their views in relation to complex projects/plans.

The post holder will need to facilitate collaborative working between senior managers in a number of organisations in order to achieve project objectives; this will require developed negotiation and motivation skills to deal with highly complex and highly contentious information.

The post holder will need to be able to communicate effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.

## ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will be required to analyse complex performance data and trends in order to assess and interpret the impact on project and operational plans.

The post holder will be responsible for determining how potential conflicting information will affect project priorities.

#### **PLANNING/ORGANISATIONAL SKILLS**

Plan and organise broad range of complex product/system activities; formulates, adjusts plans or strategies. Leads on annual business continuity exercises, requiring some engagement with product suppliers and users.

Prepares plans for workforce systems aspects of service provision.

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

The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.

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

The post holder will work within organisational policy but will also have responsibility for implementing policy and for the development of discrete policy relevant to the development and management of introducing project plans.

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

The post holder will hold the departmental service budget

#### **HUMAN RESOURCES**

Day to day line management for Workforce Solutions Product Services Team including but not limited to recruiting, mentoring, development and capability

#### **INFORMATION RESOURCES**

Responsible for the operation of one or more information systems for several product services. Develop and manage information systems across the organisation as a major job responsibility e.g e-Rostering Products and Job Planning

#### **RESEARCH AND DEVELOPMENT**

Undertakes surveys or audits for own work/designs. Testing of Workforce Systems databases and processes proposed for use within the organisation, including applications & supplier hardware.

#### **PHYSICAL SKILLS**

Requires advanced keyboard skills for manipulating complex data

#### **PHYSICAL EFFORT**

Combination of sitting, standing, walking i.e Light physical effort

#### **MENTAL EFFORT**

Frequent concentration with an unpredictable work pattern covering multiple products to support across the Trust. Concentration required when analysing Workforce Systems issues, interruptions to answer queries from staff, customers and suppliers

#### **EMOTIONAL EFFORT**

Occasional distressing or emotional circumstances, which may impact safety of patients i.e e-Rostering/ Industrial Action. Deals with staff performance and disciplinary issues.

#### **WORKING CONDITIONS**

Exposure to unpleasant conditions is rare. Office conditions, including frequent VDU. Weekend/unsocial/Night working is rare but may be required in system downtime escalation or enhancement go-live project procedures.

#### **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.

#### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

#### **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>	Workforce Solutions Senior Product Manager
------------------	--

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>Post graduate diploma qualification or equivalent level of experience of working at a similar level in specialist area. This may be within areas such as Project Management, Business Management or IT.</li> <li>Significant experience in product management</li> <li>Excellent knowledge of the MS Office Suite to post-graduate diploma level or equivalent experience is essential</li> </ul>	E  E	
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/ written communication skills</li> <li>Ability to pull together comprehensive draft reports, data and letters</li> <li>Negotiating, networking and persuasive skills</li> <li>Problem solving skills and ability to respond to sudden unexpected demands</li> <li>Skills for managing aspects of projects ensuring they meet targets.</li> </ul>	E  E  E  E	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Extensive experience in the development of administrative procedures, project management or information analysis</li> <li>Knowledge of Project Management principles</li> <li>Advanced knowledge of using electronic workforce systems</li> <li>Experience of acute hospital clerical procedures</li> <li>Working with staff at all levels across a multidisciplinary team</li> </ul>	E E E  E  E	
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>Ability to work on own initiative and organise own workload with minimal supervision working to tight and often changing timescales</li> <li>Pragmatic demeanour in setting and achieving goals;</li> <li>Team working</li> <li>Being a self-manager</li> <li>Excellent interpersonal and organisational skills</li> <li>Ability to be empathetic, handle difficult or emotional situations</li> <li>Ability to engender confidence</li> <li>Motivation and negotiating skills</li> <li>Ability to work under pressure</li> <li>Ability to understand problems quickly, assimilate information and respond calmly to requests for advice</li> </ul>	E  E E E E E E E E 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				
Laboratory specimens	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)	N				F
Heavy manual handling (>10kg)	N				
Driving	N	R			
Food handling	N				
Night working	Y	R			
Electrical work	N				
Physical Effort	N		O		
Mental Effort	Y				F
Emotional Effort	Y		O		
Working in isolation	Y				F
Challenging behaviour	Y		O		