

JOB DESCRIPTION

JOB DETAILS	
Job Title	Non-Medical Staffing Job Planning Officer
Reports to	Associate Director of HR
Band	Band 4
Department/Directorate	Non-Medical Staffing, People Directorate

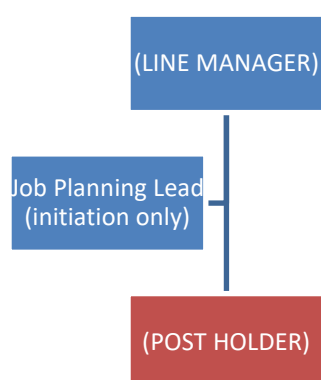
JOB PURPOSE
<p>To be the key Non- Medical Staffing team contact for the provision of Job Planning administrative support and guidance across the RDUH.</p> <p>To work closely with management and clinical colleagues across all Care Groups, in order to undertake a variety of high value and time critical tasks and activities related to the provision of Job Planning of Senior Non-Medical Clinical Staff.</p> <p>To provide proactive, comprehensive and professional responses to all Job Planning complex 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 the provision of administration services and guidance on the Job Planning of non-medical clinical staff.</p> <p>To attend the Job Planning Governance Group meetings to contribute to the discussions around consistency and standardisation of Job Planning across the RDUH.</p> <p>To answer and resolve enquiries, providing advice and guidance to managers and staff on the best practice associated with Job Planning policies and procedures.</p> <p>To be an expert in the Trust's Job Planning system and conditions, working with the system provider to ensure service provision is maintained. Adding New Starters and removing Leavers in a timely manner.</p> <p>To resolve or raise any problems or issues that arise on the Trust's electronic Job Planning system.</p> <p>To provide reports for the Trust and complete Regional and National returns on a number of Job Planning KPI's as required.</p> <p>To support the Trust's training and development programme related to Job Planning, participating in the delivery of workshops and training (both individual and group) to ensure organisational knowledge and skills in this area are developed and maintained.</p> <p>To keep up-to-date with the national conditions concerning Job Planning and where necessary, to issue communications to update stakeholders.</p> <p>To undertake regular reporting checks of Non-Medical Staff's current employment status with the RDUH to ensure that all Non-Medical Staff who require a Job Planning account are allocated with one on the Trust's Job Planning system.</p>
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 are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Group and Service Managers • All Non- Medical Clinical Staff • People Business Partners • Non-medical Job planning Lead & Project Lead. 	<ul style="list-style-type: none"> • Other NHS organisations • AfC professional bodies, HCPC and other recognised bodies • Systems Providers

ORGANISATIONAL CHART



FREEDOM TO ACT

To work within Trust policies and procedures and national NHS Employers and national guidance. 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 Job Planning complex queries across all Care Groups, ensuring that the operational function delivers a quality, responsive and customer focused service.

Responsible for delivering a professional service and positive experience for Non-medical clinical Staff and stakeholders throughout the Job Planning process, ensuring that electronic and manual systems are maintained 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 overall standard and compliance rates of Job Planning.

When necessary, participate in Job Planning events at a local, regional or national level to support the provision of Job Planning across all service areas.

ANALYTICAL/JUDGEMENTAL SKILLS

Analysis of verbal, written and electronic information from managers and staff to ensure appropriate actions are taken to achieve successful outcomes on Job Planning.

JM0671a Based on JM0671 Medical Staffing Officer Formally Matched 10/01/2024 Consistency

Checked 18/01/2024

Reviewed & Approved by JE 25/07/2025

<p>PLANNING/ORGANISATIONAL SKILLS</p> <p>The post holder will organise their own day to day activities and will escalate workload issues to their Manager when necessary to ensure that an effective service is maintained.</p> <p>To lead on the Annual Board Report and attend Job Planning & Professional Issues, Governance meetings, implementing actions that arise in a timely manner in order to run an efficient Job Planning administrative process.</p> <p>Contribute to the coordination and administration for a variety of individual projects in regards to Job Planning.</p>
<p>PATIENT/CLIENT CARE</p> <p>Contact with patients is incidental.</p>
<p>POLICY/SERVICE DEVELOPMENT</p> <p>The post holder will follow Trust policies and participate in policy and service development.</p> <p>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.</p>
<p>FINANCIAL/PHYSICAL RESOURCES</p> <p>To have full administrative access on the Trust's Job Planning system in order to be able to respond to requests from Care Group Directors (and other stakeholders) to manage user accounts.</p>
<p>HUMAN RESOURCES</p> <p>To provide advice and support to department managers on Non- Medical Staffing Job Planning processes, policies and procedures and Agenda for Change Terms and Conditions.</p> <p>To support the Trust's training and development programme relating to Non-Medical Staffing Job Planning policies and processes, participate in the delivery of workshops to ensure organisational knowledge and skills in this area are developed and maintained.</p>
<p>INFORMATION RESOURCES</p> <p>To use and update the Trust's Job Planning system, to participate in and support regular audits of the system, to confirm ongoing compliance, escalating as appropriate any concerns.</p> <p>To produce reports for Trust, Regional and National returns and oversight and participate in and support regular audits of the systems to confirm on-going compliance and data quality escalating as appropriate any concerns.</p>
<p>RESEARCH AND DEVELOPMENT</p> <p>To undertake surveys or audits as necessary within own area of work. To obtain benchmarking and research information as and when required.</p>
<p>PHYSICAL SKILLS</p> <p>The role requires the incumbent to be able to touch type and accurately produce documentation to the highest standards.</p> <p>Advance keyboard skills will be needed in order to be able to deliver work to the appropriate standard.</p>
<p>PHYSICAL EFFORT</p> <p>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.</p>

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 frequent requirement for the post holder to have prolonged periods working at the VDU where they will have to concentrate on dealing with large volumes of data.

They will also be interrupted by the team and colleagues on the phone and in person.

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

Job Title	Non-Medical Staffing Job Planning Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
<ul style="list-style-type: none"> 5 GCSE (grades A-C) or equivalent including English and Mathematics, or proven ability/experience through practice. A levels or equivalent experience NVQ III in administration or equivalent experience. A relevant Intermediate level qualification in HR (i.e. CIPD Certificate/Diploma in HR Management or Development Foundation) or equivalent demonstrable experience. 	E E E E	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> Knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook). Excellent computer & IT skills to enable the production of reports and spreadsheets. Knowledge of Recruitment and Selection policies and best practice. Knowledge of DBS checks & eligibility to work in the UK. 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. Assertive skills, to be able to deal with challenging individuals. Excellent administrative and organisational skills. Able to problem solve. Knowledge and use of HR database systems including reporting. Knowledge of NHS Agenda for Change Terms and Conditions of employment. Knowledge and use of ESR/Career Gateway/L2P/Allocate Knowledge of NHS & NHS Check Standards 	E E E E E E E E	 D D D
EXPERIENCE		
<ul style="list-style-type: none"> Experience of using Microsoft at an intermediate level Experience of working in a busy administrative environment Experience in using databases to input, maintain and report on personal information Experience in delivering high standards of customer service Experience in dealing confidently and tactfully with complaints Able to deal confidently and tactfully with people at all levels Excellent telephone manner, experience of dealing with high volume telephone calls/ enquiries Attention to detail Experience of working in HR environment Previous NHS experience 	E E E E E E E E E E	 D
PERSONAL ATTRIBUTES		
Customer Focused <ul style="list-style-type: none"> Deliver high customer service when answering the phone, emails and face to face Responsive and flexible Ability to work in a fast-paced environment, meet deadlines and prioritise effectively 	E E E	

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

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