

JOB DESCRIPTION

Job Title: Medical Staffing Team Leader

Band: 5

Reports to: Head of Medical Staffing & Temporary Workforce
(Northern Services)

Department / Directorate: People Directorate

Job Purpose:

To oversee the provision of the day to day transactional work and management of the Medical Staffing Team, ensuring an efficient and effective operation.

To provide relevant guidance and support to team members on complex queries which support the on-going needs of the operational requirements across the services of the Trust.

To represent the Head of Medical Staffing Temporary Workforce (Northern Services) as required.

To raise concerns and risks to the Head of Medical Staffing Temporary Workforce (Northern Services) on highly complex issues for review and advice on resolution in a timely manner.

To keep abreast of Trust and national programmes (via NHS Employers and networks) and schemes affecting the Medical Workforce, developing a sound understanding of their nature and proactively assessing the requirements of the Trust to meet the agenda.

Key Working Relationships:

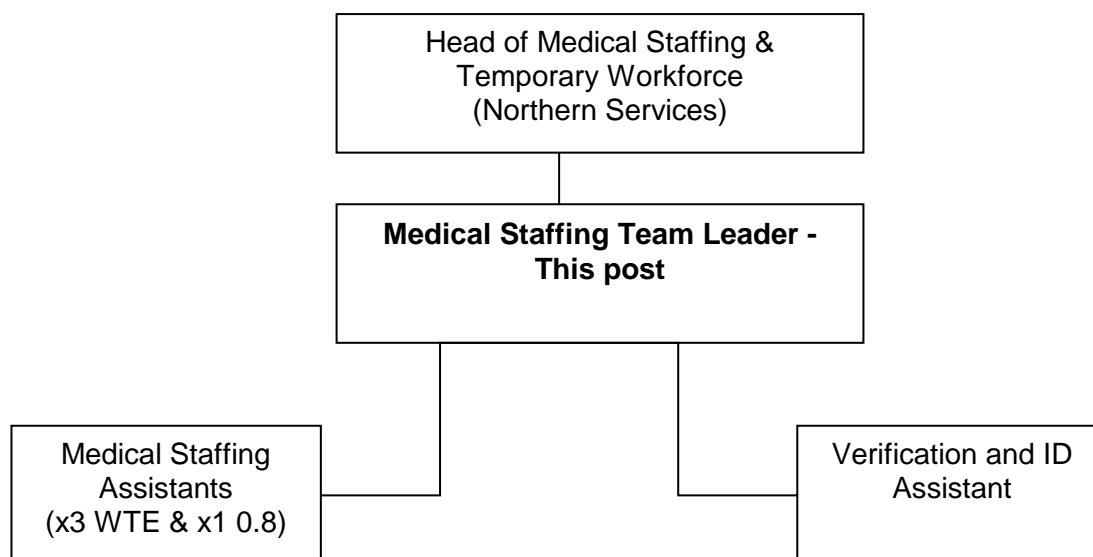
The post holder is required to deal effectively with staff at all levels throughout the Trust, and forge effective working relationships with staff at all levels of the wider Healthcare community, including external organisations. This will include verbal, written and electronic media.

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

Internal to the Trust	External to the Trust
Medical Directors Deputy Medical Directors Associate Medical Directors Divisional Directors Clinical Leads Group & Service /Cluster Managers Cross site Medical Staffing Teams (Eastern) Rota/Roster Co-ordinators Medical Education Staff All medical staff	Health Education England (HEE) NHS Employers BMA and other recognised bodies HCPC GMC Royal Colleges & Universities External Recruitment Agencies Other NHS Organisations Other companies to seek/seeking references Applicants

Managers HR Colleagues	
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Organisational Chart for NDHT:



Key Result Areas/Principal Duties and Responsibilities:

Provide proactive, comprehensive and professional responses to complex and challenging Medical HR queries in person, via the telephone, MS Teams, email and/or letter to managers and staff, ensuring Trust policies, procedures, employment law and practice, Medical & Dental Terms and Conditions of Service (for all M&D Staff) and Equal Opportunities are adhered too.

Provide specific advice, guidance and support to team members on complex queries to decide the most appropriate course of action.

To support and oversee the wider recruitment processes for all Doctors in Training. To provide recruitment services to other sections of the medical workforce as appropriate. The post holder will participate in recruitment and selection events as required.

Lead on the continuous process reviews within the team where local and national changes have been announced to ensure the smooth running of the Medical HR and Temporary Workforce services in the Trust.

Represent the Medical Staffing Department at Trust meetings when required and deputise for the Head of Medical Staffing Temporary Workforce (Northern Services) when required in their absence.

In conjunction with other parties, co-ordinate the annual cycle of the Consultant Clinical Excellence Awards (CEA) process ensuring compliance with the contractual requirements as set out in Consultant Terms and Conditions of Service and completion within the relevant financial year.

Oversee the arrangements for the CEA Appeal Panel as and when required, with support of the Medical HR Manager (Eastern Services) or the Head of Medical Staffing & Temporary Workforce Manager (Northern Services).

Co-ordinate the AAC process for the recruitment of Consultants and provide support to the panel made up of a combination of Trust Executives and non-Executives, Divisional Directors, Clinical Leads and external panel members including Royal College representatives.

To be expert in building all junior medical staffing rotas including Less Than Full Time (LTFT) rotas to ensure service provision is maintained. Work in conjunction with input from Clinical Leads and Group & Service/Cluster Managers to ensure compliance with Junior Doctor T&C's of Service and Working Time Regulations.

To provide a link between Medical HR Team staff and Managers, cascading consistent and timely information as appropriate that is relevant to all Divisions/Directorates and briefing managers on relevant issues.

Support the Trust's training and development programmes relating to the following systems; Job Planning, E-Rota, Revalidation & Appraisal and NHS Jobs/recruitment systems and temporary workforce (bank & agency).

Keep up to date with the conditions concerning registration for all Medical & Dental staff groups (GMC/GDC). For NDHT also keep up to date with the conditions concerning registration for Allied Health Professional (AHPs).

General office administration duties as required and any other such duties commensurate with the grade of the post.

Communication and Relationship Skills

Present information at internal and external workshops, training sessions and staff forums on Medical and Dental issues and programmes of work. This includes developing own team members and other staff.

Responsible for communicating information via a variety of formats to all impacted staffing groups on Medical and Dental issues including statistical analysis and graphs of relevant information.

Liaising and co-operating with Clinical Leads, Group and Service/Cluster Managers and Rota/Roster co-ordinators across the Trust to ensure smooth inter-team working.

Maintaining and building upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling and resolving complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care.

Providing advice and guidance to direct team, managers and staff across the Trust on best practices associated with Medical & Dental HR policies and procedures and legislation, using persuasive and motivational skills.

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 medical staff.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

Knowledge, Training and Skills

A working knowledge of the National Medical and Dental Terms and Conditions of Service for all

levels of the Medical Workforce; Junior Doctors, Specialty Doctors, Specialist Grades and Consultant Doctors; with an ability to interpret and present to a range of individuals.

Strong working knowledge of ESR (Electronic Staff Record System).

Good knowledge of job planning principles and policy to appropriately advise and support team members and Divisional/Directorate staff in interpreting information.

Good knowledge of rota management in order to appropriately advise and support team members and Divisional/Directorate staff in interpreting information.

Up to date and compliant with HR Policies and Employment Legislation including VISA requirements.

Analytical and Judgement Skills

Provide judgement on a variety of staff and transactional problems of which there will be a number of alternative solutions.

Analyse information where one or more option for resolution is considered.

Investigate Medical & Dental workforce data and systems to resolve problems.

In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

Planning and Organisational Skills

Oversee the team's workload on a daily and weekly basis, prioritising direct resources to the appropriate place where conflicting priorities occur.

Represent Medical Staffing at the planning meetings for the Junior Doctor intakes and rotations alongside other Departments - Medical Education Team, IT, OH and Identity Badges.

Plan more complex activities/programmes, for example the implementation of changes to National Terms and Conditions of Service; evaluating and considering the impact on wider teams such as Medical Education and Divisional/Directorate departments.

Manage own workload on day-to-day basis.

The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.

Physical Skills

Requires standard keyboard skills. Inputs into a number of Trust systems.

Responsibility for Patient and Client Care

Contact with patients in this role is incidental.

Responsibility for Policy and Service Development

Support in the design and development of, then lead on the implementation of, specific projects, policies and processes with reference to the operational needs of the Medical and Dental staff across

all Divisions/Directorates, such as job planning, Junior Doctor intakes/rotations, revalidation and appraisal.

Propose changes to Medical HR working practices and procedures (e.g. when planning for the impact of national changes to terms and conditions or new legislation).

Responsibility for Financial and Physical Resources

Regularly processes credit card payments through the UKVI Sponsorship Management System for medical and dental applicants requiring a VISA (up to a value of £5200).

Responsibility for Human Resources

Responsible for the day-to-day management of the Medical Staffing Team including work planning, allocation and delegation to team members, reviewing workloads, work structures and tasks undertaken.

Hold regular 1:1 meetings with each member of the HR Team.

Responsible for carrying out return to work interviews, formal sickness absence management processes, annual leave approvals and general cover arrangements.

Update ESR with sickness information, mandatory training and annual leave taken accurately and in a timely manner.

Identify training needs and relevant support required.

Train, support and advise on the full suite of processes, procedures, systems and responsibilities of the Medical HR Team, to the team and wider Service.

Undertake the Appraisal and PDR process of each member of the Medical Staffing Team.

Ensure that the Medical Staffing Team work within the boundaries of all relevant Trust policies and employment legislation.

Assist with the recruitment of Medical Staffing Team members.

Responsibility for Information Resources

Accurate record keeping, including setting up and maintenance of data systems.

Create, update and/or maintain HR records via other HR systems used including: ESR, NHS Jobs, Allocate (for rota building), systems for job planning and Consultant annual leave, and Staff Expenses System.

Produce reports. Be responsible for monitoring data quality reports and raising issues appropriately including compliance over the following for medical and dental staff;

- Work Permits
- DBS
- Data Quality
- Professional Registration
- GMC/ESR Interface

Monitor, investigate and correct data quality information in line with the Trust's requirements.

Hold 'Level 1' user status on the UK Visa and immigration Sponsor Management System, applying for Certificates of Sponsorship, carrying out appropriate checks and following up on correspondence.

Responsible for checking Alert letters from professional bodies and local counter fraud agencies, and notifying as appropriate if positive return.

Anticipating potential issues arising from service development and taking appropriate action and highlighting to the Head of Medical Staffing Temporary Workforce (Northern Services) to mitigate them.

Ensure the Team is compliant with the ESR/TIS Interface requirements for the receipt of information on Training Doctors from HEE.

Responsibility for Research and Development

Undertake surveys or audits as necessary for own work and that of the Medical Staffing Team, to test effectiveness of processes and procedures.

Freedom To Act

Work within defined policies and procedures, some of which may need interpretation.

Required to act independently within appropriate policies, protocols, procedures and terms and conditions.

Work is managed rather than supervised.

Physical Effort

Desk based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.

Mental Effort

Frequent requirement for concentration. The work pattern is predictable with some competing demands for attention with frequent e mails and phone calls.

Concentration required when analysing data, checking and reconciling information, rota building and answering queries from staff.

Emotional Effort

Limited exposure to distressing or emotional circumstances. The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed.

Working Conditions

Uses display screen equipment for substantial proportion of the day.

Other Responsibilities

Assume responsibility for own professional development.

To take part in regular performance appraisal.

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.

The post holder is 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.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.

This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

PERSON SPECIFICATION

POST: MEDICAL STAFFING TEAM LEADER

BAND: 5

REQUIREMENTS	At Recruitment	At PDR
<u>QUALIFICATIONS / TRAINING</u>		
5 GCSE (grades 1-9) or equivalent including English and Mathematics, or proven ability/experience through practice.	E	E
A levels or equivalent.	E	E
NVQ III in administration or equivalent qualification/experience.	E	E
A relevant Intermediate level qualification in HR (i.e. CIPD Certificate Level 5) or equivalent qualification/experience.	E	E
<u>KNOWLEDGE / SKILLS</u>		
Previous medical staffing experience is essential for this role	E	E
Knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook).	E	E
Excellent computer and IT skills to enable the production of reports and spread sheets.	E	E
Knowledge of Recruitment and Selection policies and best practice.	E	E
Knowledge of DBS checks & eligibility to work in the UK.	E	E
Excellent verbal/written and interpersonal skills with the ability to establish rapport with people at all levels and to enable effective communication with a range of staff on a wide range of employment issues.	E	E
Assertive skills, to be able to deal with challenging individuals.	E	E
Excellent administrative and organisational skills.	E	E
Able to problem solve.	E	E
Knowledge and use of HR database systems including reporting.	E	E
Knowledge of NHS Agenda for Change Terms and Conditions of Employment and National Medical and Dental Terms and Conditions.	E	E
Knowledge and use of Medical systems such as Job Planning, Rota building and Revalidation & Appraisal.	E	E

Knowledge and use of ESR/NHS Jobs/CRMS/Allocate.	E	E
Knowledge of NHS and NHS Check Standards.	E	E
<u>EXPERIENCE</u>		
Previous experience of staff supervision/management.	D	E
Experience of working in a busy administrative environment.	E	E
Experience in using databases to input, maintain and report on personal information.	E	E
Experience in delivering high standards of customer service.	E	E
Experience in dealing confidently and tactfully with people at all levels.	E	E
Excellent telephone manner, experience of dealing with high volume telephone calls/enquires.	E	E
Attention to detail.	E	E
Experience of working in HR environment.	E	E
Previous NHS experience.	E	E
<u>PERSONAL ATTRIBUTES</u>		
Customer Focused		
Deliver high customer service when answering the phone, emails and face to face.	E	E
Responsive and flexible.	E	E
Ability to work in a fast paced environment, meet deadlines and prioritise effectively.	E	E
Understand and works with confidential information.	E	E
Maximising Value		
Identify and report inefficiencies quickly.	E	E
Achieving Results		
Adhered to deadlines.	E	E
Solutions focussed.	E	E
Working Together		
Working together as a team.	E	E
Adaptable and flexible- may be required to attend evening/weekend job fairs.	E	E

* Essential/Desirable

HAZARDS- Updated 3th July 2018	
Hazards/ Risks requiring Immunisation Screening	
Laboratory specimens	N
Contact with patients	N
Exposure Prone Procedures	N
Blood/body fluids	N

Hazards/ 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

Hazards/ Risks requiring Other Health Surveillance	
Radiation (>6mSv)	N
Laser (Class 3R, 3B, 4)	N
Dusty environment (>4mg/m ³)	N
Noise (over 80dBA)	N
Hand held vibration tools (=>2.5 m/s ²)	N

Other General Hazards/ Risks	
VDU use (> 1 hour daily)	Y
Heavy manual handling (>10kg)	N
Driving	Y
Food handling	N
Night working	N
Electrical work	N
Working in isolation	N
Challenging behaviour	Y