

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Staff Support Manager |
| **Reports to**  | Commercial Business Manager |
| **Band**  | Band 5  |
| **Department/Directorate**  | Estates and Facilities  |

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| **JOB PURPOSE**  |
| * To support Departmental Managers, Service Managers and Senior Management Team across the Division in providing support for recruitment initiatives and recruitment procedures.
* To provide a full administrative service to support all stages of the Employee experience including recruitment, selection, induction, performance, development, attendance and exit.
* To support Departmental Managers, Service Managers and Senior Management Team in Divisional Performance Management and Monitoring
* Provide project and administrative support on service improvement work streams**.**
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Ensure continuity of job descriptions across the Division, maintaining a Divisional database and ensuring all documentation is up to date and regularly reviewed
* Lead on recruitment initiatives for the Division, working with all managers and other Corporate functions to facilitate effective recruitment
* Support managers in application of policies and guidance, striving for consistency
* Collate exit interview data, analyse and identify trends or recurring issues to escalate and support retention initiatives.
* Support divisional objective in reduction of vacancies and reduce staff turnover
* Co-ordination, full administrative support and ensure uniformity of approach to Divisional Vacancy Control Panel
* Monitor departmental and divisional performance by way of KPI’s, interrogating the trends and escalating issues and ensure corrective action is taken
* Contribute to service improvement projects and workstreams; improving effectiveness and efficiency whilst utilising resources as economically as possible
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| **KEY WORKING RELATIONSHIPS**  |
| Areas  of  Responsibility: (type of work undertaken)No. of Staff reporting to this role: 0 The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Director of Estates & Facilities
 | * Job Centre
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| * Deputy Director of Estates & Facilities
 | * Local Colleges/ Universities
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| * Head of Estates
 | * External recruitment agencies
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| * Head of Facilities
* Deputy Head of Estates
* Deputy Head of Facilities
* Commercial Business Manager
* Head of Capital Projects
* Service Managers
* Deputy Service Managers
* Governance Manager
* Estates Managers
* Facilities Department Managers
* Assistant Managers
* Supervisors
* HR Department
* Administration Staff
 | * Candidates
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * To be guided by Trust policies and Standard Operating Procedures.
* Prioritise own workload and ensure key performance indicators and service level agreements are met.
* Is the lead specialist for Recruitment within the Division.
* Working within clearly defined policies and parameters to ensure sufficient recruitment is secured to maintain staffing levels across the EFM.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To communicate with employees by email, letter, telephone and face to face that may require the use of tact, diplomacy and empathy in situations that could be complex, sensitive or contentious and in some cases, there may be a barrier to understanding.
* To assist the Department Manager to liaise closely with Staff side in order to support Management of change whilst ensuring that standards are upheld.
* To work closely with Employee Relations Caseworkers and Department Managers in relation to potential sanctions for staff, involving sensitive, contentious and potentially complex information.
* To maintain close liaison with the Trust’s Occupational Health department ensuring that any delays or issues with recruitment are raised and actions put in place to rectify problems.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The post holder will have the ability to analyse a range of facts in relation to sickness absence, staff turnover, exit interviews statistics and to use their judgement to provide potential solutions.
* Ensure that progress is made towards agreed Trust targets on sickness absence within the Sickness Absence Management Policy framework by working with managers on specific areas aiding the production of action plans.
* The post holder will support Managers in ill-health retirement or redeployment situations and the management of staff who are classed as disabled under the terms of the Equality Act.
* Deal with sensitive information in an appropriate way, taking into consideration the GDPR and Trust policies and procedures.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder is responsible for planning and organising various complex tasks involving staff and mangers across EFM and the Trust’s HR Department. This will include liaising with Occupational Health, Staff Side Representatives and other professionals, adjusting plans and meetings as required with regards to recruitment and retention matters
* Plan, organise and undertake sickness audits, under the direction of the Line Manager.
* Organise and coordinate sickness/investigation/grievance/disciplinary meetings and hearings.
* Ensuring that Return to Work Interviews are completed by the relevant department.
* Support the Department Manager’s to ensure that the Absence Management Policy is followed and that triggers are met.
* Organise own day to day activities/workload and provide support to the Departmental Management Team.
* Plan investigations to ensure that they are completed within an acceptable timescale taking into account work patterns of staff and managers.
* To ensure that any documentation required is completed within the defined timescales.
* To take a key role in the recruitment and selection of all staff by:
* Supporting the development of key documents and processes e.g. Job Descriptions, Person Specifications, Job Advertisements, placing of adverts and supporting information.
* Responding to queries from managers, potential applicants and new starters.
* Collating applications for shortlisting.
* Supporting the interview process in respect of administrative arrangements.
* Assist Recruitment in undertaking all pre-employment checks.
* To maintain contact with all new starters from the appointment to start date.
* To establish the personnel record for all new starters.
* In conjunction with Recruitment, inform payroll of starters/leavers and changes.
* Work with managers to oversee the induction process for new starters including administration of the Induction Checklist.
* Working with managers to oversee the process and arrangements for Probationary Reviews ensuring completion, raising of any relevant issues, update records and issue follow up documentation.
* Ensure systems are in place to keep personal information up to date and in line with compliance requirements.
* To support the appraisal process for the organisation ensuring managers process documentation, ensuring accurate record keeping and entering information on the ESR system.
* To maintain and review a matrix of skills and abilities and match to EFM requirements to support Divisional BCPs.
* Support process reviews and service improvement, challenging existing practices and procedures
* Contribute to new ways of working, driving efficiencies and supporting teams through process change.
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| **PATIENT/CLIENT CARE**  |
| * Incidental contact with patients.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Support the development and maintenance of the automation/spreadsheets.
* Ensure that accurate record keeping for quality, assurance and governance policies. Deliver a customer focused and user-friendly service which provides accurate, timely, professional support to managers, maximises the use of appropriate technology and resources are continually adapted in response to change in service requirements.
* Support Manager’s by ensuring that Trust policies relevant to the role, including new and revised policies, are implemented and followed across EFM.
* Contribute to Trust objectives by commenting on policies and procedures which impact across the organisation (e.g. Sickness Absence, Investigations).
* Seek initiatives that modernise, reduce inefficiencies and cost and draw these to the attention of the Commercial Business Manager.
* To manage the workflow of the recruitment processes recognising priorities and adapting where necessary.
* To plan recruitment and retention initiatives to respond to requirements sufficiently to minimise vacancies and reduce staff turnover rates.
* To regularly plan recruitment activity of the Division to keep sufficient supply of available resource and specific skill sets and where possible to convert agency workers to bank and substantive staff.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * To have a personal duty of care in relation to equipment and resources used within the function.
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| **HUMAN RESOURCES**  |
| * Provide support on a comprehensive range of policies, procedures and terms and conditions of employment to managers.
* Required to work with managers to resolve queries within their level of knowledge and experience, taking advice from the HR Transactional and Specialist Services Team, as required.
* Act as a point of contact for information on employment policies and procedures including employment legislation, NHS terms and conditions, pay and equality and diversity, referring to the HR Department as and when required.
* Attend meetings as designated to provide information and advice on the employment processes and updates to Line Managers.
* Ensure all documentation is compliant and advise managers on required changes as necessary.
* To carry out maternity risk assessments in order to meet Trust requirements where required to support Managers.
* To carry out OH referrals where health concerns have been raised and meet with employees to review any recommendations. To work with management when recommendations have to be considered.
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| **INFORMATION RESOURCES**  |
| * Responsible for ensuring that internal databases and systems are maintained and updated regularly to enable ongoing monitoring of activity so that problems and undue delays can be identified and action taken.
* Responsible for delivering accurate and timely management information, e.g. sickness absence rates. Analyse and present information highlighting trends for discussion within the Divisional Management Teams.
* Maintain and monitor Divisional Performance reports, investigating deviations from plan and targets, escalating issues as appropriate
* Track and progress Capital and Revenue Investment cases through the process from development, approval and submission to delivery
* Ensure robust systems are in place for delivering and managing the flow of quality recruitment.
* Working closely with Health Roster Team and Counter Fraud to identify individuals that may be working inappropriately.
* Provision of information to address FOI requests.
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| **RESEARCH AND DEVELOPMENT**  |
| * To complete audits and survey’s as and when requested, i.e. Staff Surveys.
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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills required.
* To regularly use a range of IT packages to fulfil job requirements. These include advanced knowledge of rostering systems, maintaining Excel spreadsheets, using Word to compile letter and templates and arranging meetings with several people using the Outlook calendar system.
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| **PHYSICAL EFFORT** |
| * A combination of sitting, standing and walking with little requirement for physical effort.
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| **MENTAL EFFORT** |
| * Frequent requirement for concentration where the work pattern is predictable with few competing demands for attention.
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| **EMOTIONAL EFFORT** |
| * Occasional indirect exposure to distressing or emotional circumstances.
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| **WORKING CONDITIONS** |
| * Exposure to unpleasant working conditions or hazards is rare.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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. .T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Staff Support Manager |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Degree level or experience of relevant work procedures and additional short courses to equivalent level of knowledge. | E |  |
| **KNOWLEDGE/SKILLS**Extensive knowledge of all relevant administrative processes.Ability and knowledge of dealing with non-routine tasks, such as problem solving, answering queries and developing processes and procedures.Ability to assimilate, analyse and interpret information and to summarise key issues clearly and concisely.Ability to communicate verbally and in writing in a manner which is clear, fluent, persuasive, non-judgemental and which enhances professional credibility.Evidence of ability to act as a role model for staff and advocate best practice across the organisation which promotes equality, fairness, dignity and respect and embraces diversity.Able to plan and manage a demanding workload with competing priorities.Good IT skills in to include Word, Excel, PowerPoint, HR databases.Able to work to tight deadlines and pay attention to detail.Ability to work without direct supervision and as part of a team. | EEEEEEEEE |  |
| **EXPERIENCE** Significant practical experience of working with administration processes.Experience of recruitment and absence management in a large, complex organisation.Experience of line management.Experience of preparing, analysing and presenting information reports.Experience of working in partnership with stakeholders towards shared goals.Experience in promoting equality and diversity. | EEE | DDD |
| **PERSONAL ATTRIBUTES** Demonstrates commitment to and enthusiasm for ongoing personal development.Demonstrates on going resilience and the highest levels of integrity and professionalism.A strong communicator who can build relationships across all levels and has the ability to influence.Ability to constructively challenge, fairly and sensitively.Actively participate in a team working environment and motivate others.Team member with a mature and flexible approach to work, willing to adapt to regularly changing situations. | EEEEEE |  |
| **OTHER REQUIREMENTS** The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.  | EE |  |

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