

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Strategic Resourcing & Workforce Partner |
| **Reports to** | Head of Strategic Resourcing |
| **Band** | To be confirmed |
| **Department/Directorate** | People Directorate |

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| **JOB PURPOSE** |
| Responsible for co-ordinating and implementing workforce supply building strategies for the Royal Devon workforce, with a focus on recruitment, retention and organisational and workforce design of all Agenda for Change and Medical and Dental workforce groups.  Coordinate and facilitate the Royal Devon adoption and implementation of the most effective and sustainable workforce models, utilising workforce supply and pipeline modelling, Organisational Design and Development (OD) principles to enhance organisational effectiveness and staff satisfaction and, in turn, retention. This role will require close collaboration with stakeholders both inside and outside of the Trust to drive the delivery of a workforce strategy that not only meets current needs but also supports the long-term growth and health of the organisation.  The role will be responsible for co-ordinating and centralising regional and national adhoc returns and data, ensuring that key stakeholders are engaged and that information relating to workforce intentions accurately reflect the Trust’s vision and operational plans. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Develop constructive and productive relationships with key internal and external stakeholders to create comprehensive strategic, sustainable and cohesive retention plans aimed at reducing turnover across all workforce groups. * Work closely with People Business Partners, Strategic Workforce Planning lead, all workforce leads to drive delivery of fit for the future, appropriately skilled and secure workforce supply and pipeline models. * Work with colleagues to explore future workforce models meet transformation requirements, identify skill mix demand and modelling requirements and support the development of effective plans to meet these. * Align with national initiatives (such as the NHS Long Term Workforce Plan and NHS People Plan) and regulatory requirements, to embed commitments from the NHS People Promise. * Co-ordinate and centralise the Trust returns for bids and expressions of interest. Monitor progress and delivery and, where appropriate, lead on the delivery of these programmes of work which will include budget responsibility associated with the bid. * Lead and implement strategies and programmes of work to help gather insights from staff to make evidence-based decisions and share best practices for retention. An example of this would be collaborating with the Transformation team on clinical transformation and Quality Improvement projects to deliver target operating models suitable for the future Royal Devon workforce. * Leading retention-focused transformation projects and fostering a collaborative, inclusive work culture. This includes supporting managers and staff on retention best practices and fostering cross-functional partnerships to drive retention efforts. * To improve staff retention and engagement across the organisation. * Evaluating the success of retention strategies, using key performance indicators to monitor progress, and adapting plans as necessary. Regular reporting is critical to ensure alignment with wider organisational goals​ * Working closely with local and regional teams, as well as national bodies, to ensure consistent communication and feedback. * Work closely with People Business Partners, Strategic Workforce Planning lead, and senior leads within the People Development and Education Service and all workforce leads to drive delivery and secure workforce supply and pipeline models. * Investigating and staying informed on national directives, initiatives, and new ways of working, integrating these into the Trust's workforce strategy through an OD lens to ensure continuous improvement and adaptability. * Aligning with national policy, pilots, and outcomes in workforce design and transformation, and promoting models that support organisational development goals such as enhancing team effectiveness and fostering a positive workplace culture. * Monitoring changes to national profiles in job evaluation, leading Trust consultations, and providing feedback to national teams with a focus on aligning job roles and structures with the organisation’s developmental objectives. * Regular authoring of workforce related reports for different audiences, including board level. * Interpret national guidance, legislation and policy and advise the relevant stakeholders on compliance/assurance risk in relation to the portfolio. * Reviewing the gap analysis outputs between the Trust Operational Plans and current workforce models, understanding areas of recruitment and retention challenges, and working with stakeholders, including the People Business Partners, to help implement OD-driven solutions that address workforce gaps and enhance service delivery. * Working with key stakeholders to align work with the professional standards for the different workforce groups. * Review workforce data to identify trends and create and deliver solutions-based outcomes.   In all of the above, this role will identify and promote workforce models that align with the principles of Organisational Design and Development, engaging all stakeholders in the process and leading the delivery of workforce transformation plans that support the Trust’s strategic vision and values, and align with the NHS Long Term Workforce Plan. Additionally, the role will lead on workforce retention by developing and implementing targeted retention strategies, fostering a positive staff experience, and ensuring that best practices for retention are embedded across the organisation. By working closely with senior leaders and stakeholders, the role will address key areas such as staff wellbeing, career development, and work-life balance to enhance retention, reduce turnover, and support long-term workforce sustainability across the Trust and the wider NHS system. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of responsibility: Workforce retention  No. of Staff reporting to this role: None    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  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Head of Strategic Resourcing and teams * Directors of Nursing * Directors of People * Directors of Patient Care and Associate Directors of Patient Care * Workforce leads – of all groups i.e. Pharmacy, Midwifery, Health Science * Strategic Workforce Planning Lead * Workforce Solutions * People Business Partners * Resourcing and Job Evaluation teams * Staffside/Partnership forum * People Development and Education services * Associate Director of Wellbeing, Inclusion and Employee Experience * Clinical transformation team * Medical Education | * Devon System leads and workforce leads * National workforce leads * NHSE | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Lead on retention related activity in collaboration with key stakeholders; informed by local, regional and national direction of travel.  Provide expert advice to a senior level interpreting inclusion legislation, national guidance, employment law and best practice, as appropriate.  Establish clear standards and create guidelines and templates for managing and embedding retention and OD best practice in change initiatives, policy development and communications.  Deputise as required at key internal and Devon ICS meetings. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Engage with internal and external stakeholders, forging a positive relationship with managers, Staffside representatives and other colleagues. * Understand needs and requirement of key stakeholders and manage expectations in terms of outputs and given demands and timelines. * Liaise and consult with operational managers and divisional colleagues in establishing service requirements, standards and priorities. * Work with key stakeholders throughout the Trust to ensure informed decisions are made regarding retention, workforce models and OD in order to have a positive impact on the future ability to manage the key challenges in providing high quality compassionate care to our patients. * Monitor perception and satisfaction with service provision, identifying innovative ways of improving and developing service delivery. * Analyse and present contentious and highly complex workforce data, trends and associated workforce projects/plans/business cases to individuals and large groups (both experts and non-experts) clearly, where there is likely to be challenge and resistance. This includes taking responsibility for handling sensitive, contentious or highly complex queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care. * Be articulate and persuasive in promoting proper process which at times may be highly complex and an unknown to the audience, as well as deputising for the Head of Strategic Resourcing in Trustwide matters, representing the wider Resourcing team. * Use advanced communication techniques such as persuasion to ensure participation and engagement with workforce planning and retention across the Trust. * 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. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Interrogate highly complex workforce information to support decision planning and making, using workforce planning tools and interpreting national guidance and strategies to benchmark activity effectively, proposing options for the Trust/others to consider. * Ensure that systems are in place to evaluate and review performance against agreed workforce targets and performance indicators. * Provide expert strategic and operational workforce modelling, OD and retention advice and guidance to a range of stakeholders. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Lead and implement strategies and programmes of work to help gather insights from staff to make evidence-based decisions and share best practices for retention. * Work with the Head of Strategic Resourcing on identifying areas on key hotspot areas of challenge in order to identify an action plan. Work with People Business Partners to develop long term plans to resolve and reduce challenge. * Be responsive, adapt plans and anticipate problems through the evaluation of a range of data sources. * Identify and mitigate risks and ensure any risks are identified and planned for e.g. local, regional and national workforce submissions on behalf of the Trust. * Demonstrate good knowledge of local and national workforce planning and retention best practice that impacts any plans or projects in order to ensure the Trust is fully up to date with leading best practice. |
| **PATIENT/CLIENT CARE** |
| * This role has no direct responsibility for patient/client care. * This role has a key role in co-ordinating and enabling workforce design, planning and retention to ensure optimum staffing is in place, allowing for effective, efficient and safe patient pathways. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Contribute and support the Trust’s objectives and strategic vision through the development and implementation of robust programme/project management. * Maintain awareness of the suitability of the policies and procedures that fall inside the scope of this role. * Assess the impact of new national initiatives and legislation within areas of responsibility, ensuring successful action planning, implementation, compliance and policy development. * Be aware of the strategic objectives of the National Health Service as they relate to HR and support the application of best practice. Provide expertise of best practice methodologies e.g. regulatory requirements, national initiatives, policy imperatives, innovation developments, processes and practice for the Trust. * Develop and champion new initiatives to ensure a culture of continuous improvement. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * Responsible for monitoring resource, including expenditure, against the project plans (including national funding bids) and regularly highlight any clashes/downtime and any associated risk/benefits. * The post holder will have delegated budget responsibility for resourcing project activity. * Centralise and lead on tendering, bids and business case drafting to include financial outcomes and delivery. |
| **HUMAN RESOURCES** |
| * Responsible (directly and through liaison with the wider People/HR team) for supporting the wider People team in the delivery of a comprehensive People/HR service to the Care Group. This will include supporting workforce planning for the Care Group and ensuring the delivery of the Trust’s People Strategy within the Care Group. Providing advice on management of organisation change and consultation processes, keeping the People Business Partner appraised at all times. * Foster a positive climate of retention, supporting managers to ensure a consistent approach in line with good working practice, current employment. * Work with Staffside representatives to identify issues and take appropriate action. * Undertake own CPD activity to maintain and develop further leadership and management competencies. * Provide specialist retention and OD advice and support to managers on emotive and complicated issues including change management and issues identified through trend analysis. Review and advise on complex issues where there are a range of facts that require a comparison of options. |
| **INFORMATION RESOURCES** |
| * Frequently produce and refresh and develop workforce and retention plans that will enable the Trusts to plan their workforce at both corporate and divisional level, to deliver business plans and strategies. * Develop and cascade reports relating to workforce data including narrative for internal and external scrutiny, ensuring information provided is insightful, relevant and actionable. * Drafting reports summarising status on issues, appraising outcomes and providing progress reports for the Head of Strategic Resourcing, Directors of People and Directors of Nursing. |
| **RESEARCH AND DEVELOPMENT** |
| * Identify and embed the latest local, regional and national workforce developments providing information and reporting findings. |
| **PHYSICAL SKILLS** |
| * Possess standard keyboard skills. * Be proficient in the use of Microsoft Office (PowerPoint, Word, Excel, Outlook and Teams). |
| **PHYSICAL EFFORT** |
| * Carry out tasks involving a mixture of sitting, standing and walking. * Requirement to travel to other sites, as required. |
| **MENTAL EFFORT** |
| * Attend and actively engage in senior level meetings requiring sustained concentration and participation. * Frequent requirement for prolonged concentration including the evaluation, analysis and interpretation of complex data and other duties as defined above. |
| **EMOTIONAL EFFORT** |
| * Demonstrate the ability to work in a pressured environment with tight deadlines requiring emotional effort due to the pressures and expectations of the role. * Occasional exposure to emotional circumstances, for example, collating staff stories and articulate delivery in change programmes to support retention. |
| **WORKING CONDITIONS** |
| * Office based with visits to various hospital locations and regional and national events as required. * Frequent VDU use |
| **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 (DSE) 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.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Strategic Resourcing & Workforce Partner |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Relevant masters level qualification or equivalent relevant experience * PRINCE 2 qualification or equivalent experience to post graduate diploma level * Clinical Qualification/Registration | Essential | Desirable  Desirable |
| **KNOWLEDGE/SKILLS**   * Knowledge of the NHS Long Term Plan * Understanding of the different NHS AfC workforce groups and the workforce challenges * IT literacy and keyboard skills, including Microsoft Office products; Word, Excel, Outlook, PowerPoint, and MS Teams * Excellent written and verbal communication skills * Excellent presentation and facilitation skills * Effective interpersonal and influencing skills * Political acumen and strong negotiating skills * Ability to lead meetings / workshops / project groups / project teams * Ability to analyse and manipulate complex data and report in a clear format * Problem solving skills, including ability to achieve delivery against projects whilst balancing operational demands and priorities. * Excellent planning and administrative skills and ability to prioritise and organise own workload and workload of others. * Knowledge of best practice project methodologies, tools and techniques * Ability to understand and undertake the management of risks and issues | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential | Desirable |
| **EXPERIENCE**   * Experience of Organisation Design and HR Practice * Experience and understanding of workforce planning and transformation methodologies * Experience in project management / project delivery / project-based change management * Experience of organising, arranging and facilitating, workshops, events or conferences or multi-disciplinary meetings, or similar * NHS or equivalent public sector organisation experience * Experience of working within tight deadlines effectively managing own time and time of others, including managing conflicting priorities and delegating tasks * Experience of managing budgets | Essential  Essential  Essential  Essential  Essential | Desirable    Desirable |
| **PERSONAL ATTRIBUTES**   * Self-motivator, highly proactive and enthusiastic * Innovative resourceful and flexible, able to respond to changing demands of the service * Willingness to undertake a wide variety of duties * Leading, coaching and mentoring skills * Ability to work under pressure and to tight deadlines effectively managing own time and time of others, including managing conflicting priorities and delegating tasks * Ability to work with minimal supervision within the defined scope of given projects * Positive approach to change and continual improvement * Professional appearance and presentation * Committed to continual personal development. * Able to work as a team member * High levels of concentration with attention to detail | Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential  Essential |  |
| **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 | Essential  Essential |  |

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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 |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | O |  |  |
| Mental Effort | Y |  |  |  | F |
| Emotional Effort | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | R |  |  |  |