

## Job description and person specification

Position			
<b>Job Title</b>	People Promise Manager	<b>Directorate / Region</b>	Royal Devon University Healthcare NHS Foundation Trust
<b>Pay Band</b>	8a	<b>Responsible to</b>	Associate Director of Wellbeing, Inclusion and Employee Experience
<b>Salary</b>	As per Agenda for Change 8a Pay Band	<b>Accountable to</b>	NHS England Regional Retention Manager and NHS England National Retention Programme
<b>Tenure</b>	12 months from start date	<b>Responsible for</b>	Coordinating and embedding all aspects of the NHS People Promise into the organisation to improve all staff experience and retention
<b>Funding Arrangements</b>	NHS England Programme Funded	<b>Base</b>	Royal Devon University Healthcare NHS Foundation Trust, with possible travel to sites within the region

Our Organisation	Our Values and Behaviours
<p>The Royal Devon University Healthcare NHS Foundation Trust was established in April 2022, bringing together the expertise of both the Royal Devon and Exeter NHS Foundation Trust and Northern Devon Healthcare NHS Trust.</p> <p>Stretching across Northern, Eastern and Mid Devon, we have a workforce of over 15,000 staff, making us the largest employer in Devon. Our core services, which we provide for more than 615,000 people, cover more than 2,000 square miles across Devon, while some of our specialist services cover the whole of the peninsula, extending our reach as far as Cornwall and the Isles of Scilly.</p> <p>We deliver a wide range of emergency, specialist and general medical services through North Devon District Hospital (EX31 4JB) and the Royal Devon and Exeter Hospital (Wonford) (EX2 5DW).</p>	<p><b>Compassion</b></p> <ul style="list-style-type: none"> <li>• Being kind to ourselves and others, showing empathy, sincerity and understanding</li> <li>• Meeting the needs of others – putting ourselves in others' shoes</li> <li>• Treating patients, their families and each other with care and consideration</li> <li>• Taking time to engage, support, listen and act without judgement</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• Being open and honest</li> <li>• Being reliable and trustworthy</li> <li>• Having the courage to speak up when things go wrong</li> <li>• Being responsible, accountable and learning from mistakes</li> <li>• Questioning actions that are inconsistent with our Trust values</li> </ul>

<p>Alongside our two acute hospitals, we provide integrated health and social care services across a variety of settings including community inpatient hospitals, outpatient clinics, and within people's own homes. We also offer primary care services, a range of specialist community services, and Sexual Assault Referral Centres (SARC).</p> <p>Our hospitals are both renowned for their research, innovation and links to universities.</p>	<p><b>Inclusion</b></p> <ul style="list-style-type: none"> <li>• Valuing and celebrating individual differences so we feel like we belong</li> <li>• and can bring our whole selves to work</li> <li>• Respecting different people's needs, aspirations, priorities, abilities and limits</li> <li>• Being willing to listen to different views and opinions so all our voices count and are heard</li> <li>• Being aware of the impact of our own behaviour on others</li> <li>• Listening and taking action to ensure equity for everyone</li> </ul> <p><b>Empowerment</b></p> <ul style="list-style-type: none"> <li>• Being trusted and making the best use of resources entrusted to us</li> <li>• Having the freedom to act and make decisions within clear guidelines</li> <li>• Being able to share our ideas and have our say</li> <li>• Sharing our expertise and honest feedback to support our colleagues to learn and grow</li> <li>• Encouraging and celebrating those who innovate and go the extra mile for our patients and colleagues</li> <li>• Supporting our patients to have greater autonomy over decisions and actions affecting their health</li> </ul>
Service and Team	About the Role
<p>This post will form part of the Wellbeing, Inclusion and Employee Experience team. It will report into the Associate Director of Wellbeing, Inclusion and Employee Experience, and work closely with the Head of Employee Experience.</p> <p>The post holder will be responsible for coordinating and embedding all elements of the NHS People Promise within the organisation.</p>	<p>Please see below</p>

<p>They will work collaboratively across the organisation and ICS (Integrated Care Systems) and with other designated People Promise Managers to maximise opportunities to retain staff across the NHS and Social Care.</p> <p>This role will work collaboratively with the Occupational Health, Wellbeing, Employee Experience, Inclusion, and Communications teams to deliver key projects, acting as a key influencer with People Business Partners, Staff Side, staff networks and managers and leaders in delivering an improved experience for our staff.</p>	
Key Job specifics and responsibilities	Key accountabilities
<p><b>Developing an excellent organisation</b></p> <ul style="list-style-type: none"> <li>• To ensure the health, safety and wellbeing of all staff within the department.</li> <li>• To ensure compliance with all confidentiality and governance requirements within the department.</li> <li>• To adhere to the NHS Managers Code of Conduct and any other relevant professional codes of conduct at all times.</li> </ul>	<p><b><u>Key Functional Responsibilities</u></b></p> <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• To oversee team members to deliver requirements listed in the Assignment Brief and engage and liaise with key stakeholders, in particular;</li> <li>• To support the delivery of day to day activities, projects and programmes</li> <li>• To manage team and drive delivery of a range of business initiatives and projects</li> <li>• To operate in a highly political and sensitive environment</li> <li>• Support the portfolio of initiatives in demonstrating value for money for the current spend</li> <li>• To monitor, interpret and quality assure progress against deliverables that often require adjustments specifically in relation to the complex corporate business agenda, strategic objectives and the business planning process</li> <li>• To develop business plans and provide expert strategic and policy</li> <li>• Advice and guidance on all areas of the required portfolio</li> </ul> <p><b>Project Management</b></p>

	<ul style="list-style-type: none"> <li>• Lead the team in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.</li> <li>• Pro-actively manage stakeholders, respond to and resolve conflict when this arises through facilitation or other appropriate mechanisms.</li> <li>• Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost-effective manner.</li> <li>• Maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.</li> <li>• Demonstrate effective stakeholder management.</li> <li>• Support other project managers as and when required.</li> <li>• Take into account the impact of any change the projects will have on the business and oversee handover of any products to ensure full ownership and buy-in within the business</li> <li>• Advocate the projects at senior and executive levels and ensure active engagement and sponsorship within NHS as a whole</li> <li>• Ensure that the projects maintain business focus, have clear authority and that the context, including risks, is actively managed in alignment with the strategic priorities of the NHS.</li> </ul> <p><b>Financial and Physical Resources</b></p> <ul style="list-style-type: none"> <li>• Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities, monitor expenditure on a regular basis.</li> <li>• Budget holder for assigned function/team, budget setting with the relevant person. Responsible for ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.</li> <li>• Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the relevant person and forums.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Directly manages the team of staff, responsible for day to day work assigned to Team.</li> <li>• Responsible for recruitment and selection.</li> <li>• Responsible for undertaking appraisal and personal development and managing any employee relations issues.</li> <li>• Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.</li> <li>• To support, motivate and develop people within the team.</li> <li>• Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.</li> </ul> <p><b>Information Management</b></p> <ul style="list-style-type: none"> <li>• Drafting detailed reports summarising status on issues, appraising outcomes, and providing progress reports for the Head of Department.</li> <li>• Collate as required, a range of information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.</li> <li>• Analyse, interpret and present data to highlight issues, risks and support decision making.</li> </ul> <p><b>Policy and Service Development</b></p> <ul style="list-style-type: none"> <li>• Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's) which may impact service.</li> <li>• Proposes changes to own function making recommendations for other service delivery.</li> <li>• The post holder will need to maintain a good knowledge of emerging policies from government departments for example</li> </ul>
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	<p>pensions, change management, constitution.</p> <p><b>Research and Development</b></p> <ul style="list-style-type: none"> <li>• Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information</li> <li>• Co-ordinating Research &amp; Development initiatives, delegating as appropriate.</li> </ul> <p><b>Planning and Organisation</b></p> <ul style="list-style-type: none"> <li>• Contribute to the strategic planning of team projects, identifying interdependencies across projects/functions, potential impacts on the wider organisation, resource requirements and building in contingency and adjustments as necessary.</li> <li>• Contribute to short, medium- and long-term business plans, achieving quality outcomes.</li> </ul> <p><b><u>Key Working Relationships</u></b></p> <ul style="list-style-type: none"> <li>• Operate effectively in a flexible and demanding environment and proactively engage with key stakeholders.</li> <li>• Work effectively with a variety of external consultancies working on other projects and programmes within other NHS directorates as required.</li> <li>• Communicates and provides highly complex information to a wide range of internal and external stakeholders. (verbal, written and numerical)</li> <li>• Deal with resulting potentially aggressive/antagonistic situations as required.</li> <li>• Work and engage constructively with stakeholders on a range of business sensitive issues.</li> <li>• Nurture key relationships and maintain networks internally and externally.</li> <li>• Ensure close liaison with the Communications and Stakeholder team on public relations and marketing activities.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Apply a structured change management approach and methodology in relation to change management.</li> <li>• May deputise for the Head of Department as required.</li> </ul>
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## Person Specification

Criteria		Essential	Desirable	Evidence*
<b>Qualifications</b>	Educated to masters level or equivalent level of experience of working at a senior level in specialist area.	✓		A/I
<b>Knowledge and Experience</b>	Extensive knowledge of specialist areas acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent.	✓		A/I
	Evidence of post qualifying and continuing professional development.	✓		A/I
	Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects.		✓	A/I
	Have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement.	✓		A/I
	Have an appreciation of the relationship between the Department of Health and individual provider and commissioning organisations.	✓		A/I
	Experience of managing and motivating a team/virtual team and reviewing performance of the individuals.	✓		A/I
	Experience of identifying and interpreting national policy.		✓	A/I
	Member of relevant professional body		✓	A/I
<b>Skills, Capabilities &amp; Attributes</b>	Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.	✓		A/I
	Ability to negotiate on difficult and controversial issues including performance and change.	✓		A/I
	Ability to analyse complex facts and situations and develop a range of options	✓		A/I
	Ability to make decisions autonomously, when required, on difficult and contentious issues where there may be a number of courses of action, working to tight and often changing timescales.	✓		A/I
	Demonstrates a strong desire to improve performance and make a difference by focusing on goals.	✓		A/I
	Must be able to prioritise own work effectively and be able to direct	✓		A/I



	activities of others			
	Must be able to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies	✓		A/I
<b>Values and Behaviours</b>	Commitment to and focused on quality, promotes high standards in all they do.	✓		A/I
	Able to make a connection between their work and the benefit to patients and the public.	✓		
	Ability to operate in a value-driven style consistent with the values of the public services and specifically with the new organisational values	✓		
	Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	✓		
	Values diversity and difference; operates with integrity and openness	✓		
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others.	✓		
	Consistently looks to improve what they do, look for successful tried and tested ways of working, and also seeks out innovation.	✓		
	Actively develops themselves and supports others to do the same.	✓		
	Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems.	✓		
<b>Other</b>	Able to travel across various sites where applicable	✓		A/I

*Evidence will take place with reference to the following information:	
A	Application form
I	Interview
T	Test or assessment
C	Certificate