

Guidance for applicants – everything you need to know about applying for a post with Northumbria Healthcare Facilities Management (NHFM)!

This guidance pack is intended to help you and make sure you have everything you need to know about applying for a post with NHFM in one handy place.

In addition to some tips for completion of your application, there is information about our organisation, what makes us tick, our values, the benefits we offer to our staff along with some guidance on Values Based Interviews which you'll need if you are successful in your initial application and invited to attend an interview.

We hope that you find this information useful and look forward to welcoming an application from you in the near future!

About us:

Northumbria Healthcare Facilities Management (NHFM) was established in 2012 and provides specialist project management services for large and small capital developments, estates maintenance services and a full range of facilities services.

NHFM works with clients throughout the capital development process from concept through to final occupation. We help ensure that facilities, projects and contracts are managed efficiently, correctly, on time and on budget.

We are a wholly owned subsidiary of Northumbria Healthcare NHS Foundation Trust, so we already have strong links to, and knowledge of, NHS organisations, as well as working in partnership with other public bodies and private partners.

Our offer – staff benefits

Our people are important to us, so if you join us, we want to make sure that you have the very BEST staff offers and benefits:

- NHS Pension Scheme
- Access to Car Lease, Home Electronics and Cycle to Work schemes allowing you to pay for your item via salary sacrifice or salary deduction (subject to qualifying criteria).
- Access to services to support your wellbeing, including psychology and counselling services, physiotherapy, support with weight-loss, becoming more active and healthy eating, mindfulness apps, stopping smoking, etc.
- Saving via salary deduction or accessing low interest ethical loans through our partnership with Northumberland Community Bank
- A staff lottery scheme where the jackpot is over £3000 each month. The money raised goes into initiatives to benefit staff.

- Access to a raft of learning and development opportunities from honing your IT skills to developing your resilience
- Discounted childcare at Kids First nurseries at our sites
- Free Flu and other vaccinations
- Discounts at lots of retailers through showing your NHS ID card. There are also discounts available through the popular Blue Light card and healthservicediscounts.com
- Flexible working policy
- Public Transport Travel scheme

For more information and resources to support your wellbeing please visit www.northumbrianhsstaffwellbeing.co.uk or contact the team at any time by emailing healthandwellbeing@northumbria.nhs.uk

Click [here](#) to find out more.

Tips for completing your application

General information / formatting

- Please do not use block capitals when completing the application form.
- Complete all parts of the application form
- Include ALL employment history, including primary and secondary employment (such as bank, agency etc). Failure to disclose any period of employment may lead to withdrawal of any offer
- Mandatory questions must be answered and these are marked with an asterisk*. You must complete the sections marked with an asterisk for your application to be accepted.
- You should use the job description and person specification as a guide when completing your online application form.
- Only submitted applications will be considered prior to the closing date for each vacancy, please ensure that you always submit your application form.
- We are unable to accept applications for positions that have closed and recommend that you submit online your application form prior to the closing date.
- The organisation reserves the right to close any vacancy early should they deem this necessary
- After applying via NHS Jobs, your submitted application will be imported into our preferred Third-party recruitment system. All subsequent information regarding your application will be generated from apps.trac.jobs. You will not be able to track the progress of your application or receive messages through the NHS Jobs website, and furthermore, that as an employer, we will not be able to respond to any e-mails sent to us via the NHS Jobs website.
- By applying for this post, you are agreeing to NHFM transferring the information contained in this application to its preferred applicant management system. If you are offered a job information will also be transferred into the national NHS Electronic Staff Records system

Our interview process

The Values Based Interview (VBI) process is a method of assessing the extent to which a candidate's values align with the organisation's values:

OUR VALUES

Our values are what make Northumbria Healthcare the trust it is. It's important that we all live these values every day. Our values are

RESPECT

Always be respectful towards others and support colleagues to succeed. By displaying this behaviour you will be leading by example and will be a good role model to those around you.

EVERYONE'S CONTRIBUTION COUNTS

Each and every one of you has a part to play in making this trust outstanding. It is important that you all recognise how valued you are and we would encourage you all to take responsibility for developing yourself and encouraging others to do the same.

RESPONSIBILITY AND ACCOUNTABILITY

We are all responsible for the decisions we make and the actions we take. Having positive working relationships both within our own teams and across other teams is important.

PATIENTS FIRST

Always put the needs of the people we care for before anything else. Show empathy in everything you do and deliver the best compassionate care you can. Meet the need for both physical and emotional support.

SAFE AND HIGH QUALITY CARE

Delivering the highest quality and safest care we can is at the heart of everything we do. To achieve this we all need to encourage and be open to participating in continuous improvement.

To improve quality and safety we should all help to generate new ideas and innovations and support others to test their ideas. Look for ways to measure performance so we can act on facts.

Our staff are some of the most satisfied in the country, voting us in the top 20 Trusts in England and recommending us as a good place to work. We see values-based

interviewing as a way of maintaining this, as research suggests that people whose personal values match those of their employer will be more satisfied in the long term.

Robust research has proven that values-based interviewing identifies the fit between a candidate and the organisational values and behaviours, helping recruit high performing and effective staff who are most suited to a job in healthcare.

Interviews are just one tool in our selection process, used in conjunction with application forms, reference checks, and other forms of assessment depending on the role.

What to expect from a values-based interview?

If you have been invited for a value-based interview, the first thing to remember is that this interviewing technique is about exploring how and why people do things, rather than just what they would do in any given circumstances.

This will be a structured interview lasting approximately 30/40 minutes, although it could be longer depending on the post you are applying for.

The interviewer will ask you to give examples of real-life situations you have experienced, so we would encourage you to reflect on your experience in advance of the interview and expect to be asked specific questions around situations you have been in. These will link to the organisational values and you can use examples from work, home, university, school etc.

The interview panel will ask at least one question relating to each of the organisational values, which you can familiarise yourself with. They may ask you more than one question per value, depending on the job role and the technical skills required.

Techniques on how to best prepare for a VBI interview:

STAR stands for situation, task, action, result. Using this technique will help you give a brief, coherent, and structured response to interview questions.

Example Video <https://www.youtube.com/watch?v=IV30jAw7dxA>

Understand what VBI Questions sound like:

Often, these types of questions begin with the phrases "Describe a time when..." or "Give me an example of a situation where."

Examples of Value Based Questions:

Collaboration: Can you give me a recent example where you intentionally enhanced relationship to get a job done?

Adaptability: Tell us about a situation where you failed to communicate appropriately. In hindsight, what would you have done differently?

Innovation: Tell us about a time in which you developed an unconventional approach to solve a problem. How did you develop this new approach? What challenges did you face and how did you address them?

Decisiveness: Tell us about a decision you made that you knew would be unpopular with certain people. How did you handle the decision-making process? How did you handle other peoples' negative reactions?

Flexibility: Describe a situation in which you changed your approach in the middle of a project. What made you decide to change your approach? How did you work to implement this change smoothly?

Leadership: Describe a time in which you had to improve a team's performance. What challenges did you meet and how did you address them?

The pre-employment check process- keeping our patients safe

In line with NHS Employers guidance, Northumbria Healthcare Facilities Management requires prospective employees to undertake pre-employment checks prior to employment. This is to ensure that all our staff are suitability skilled and qualified to undertake their role with us.

For any successful applicants who already work in an NHS Trust, information will be requested from your current NHS employer(s) through a pre-hire Inter Authority Transfer request – this could include employment, training and Occupational Health Information.

Identity Check/ Right to work in the United Kingdom/Asylum and Immigration:

NHFM has a duty to ensure that all its employees are eligible to work within the UK. You will be required to undergo a full Right to Work and Identity Check as part of NHS Employers pre employment check process. In order to undergo an ID check, there are two routes:

Digital Identity Check:

The Trust use a certified Identity Service Provider (IDSP) called TrustID, that enables us to undertake digital Right to Work and Identity checks. To be eligible for this check, you must meet the following criteria:

- Hold a valid British/Irish passport with an NFC chip
- Hold a valid International passport with an NFC chip, and able to provide an online share code (*BRPs are not permitted*)

- Be able to access a suitable mobile device, Android device with Android 5.0 or IOS 12.1 (iPhone 7 and higher)
- Be able to provide x2 documents that meet the proof of address requirements, which can be found here: [Gov.Uk Proof of Address](#)

The Privacy Statement for TrustID forms part of the advert and is downloadable. It can also be provided by the Recruitment team at any time.

Manual Identity Check:

For those that are not eligible to use the TrustID service, we must conduct a manual face to face ID & Right To Work check.

In order to do this, you are required to attend an ID Check appointment.

In order to prepare for your ID and Right to Work Check, please view [Gov. uk Right to Work & ID Checks](#) that advises on what we can legally accept.

If you are a Non-UK National we require you to generate a share code using the below link for us to verify your right to work in the UK. This can be accessed here: [Gov. uk Share Code- Prove your Right to Work](#)

If you have been told you can view your immigration status online, you can use this service to:

- generate a 'share code' to prove your status to others, for example employers
- update personal details in your UK Visas and Immigration account, for example your passport number or email address
- check what rights you have in the UK, for example the right to work, rent or claim benefits

You can use this service if you:

- have settled or pre-settled status
- applied for a visa and used the 'UK Immigration: ID Check' app to scan your identity document on your phone

You cannot use this service if you have a vignette in your passport or a biometric residence permit to prove your immigration status.

Skilled Worker Visa:

- Not all posts are eligible for sponsorship and are subject to UKVI guidance.
- If you require a Sponsorship Certificate in order to take up post, you must state this on your application. If you already hold a work permit or visa

allowing you to remain and work in the UK please ensure that full details regarding the conditions of the work permit/visa are included within your application.

- Further information and guidance regarding work sponsorship licences and leave to remain can be found at <https://www.gov.uk/government/organisations/uk-visas-and-immigration><https://www.gov.uk/government/organisations/uk-visas-and-immigration>
- If you require Settled Status or Pre-Settled Status, you can find guidance here: <https://www.gov.uk/settled-status-eu-citizens-families/applying-for-settled-status>[settled-status](https://www.gov.uk/settled-status-eu-citizens-families/applying-for-settled-status)

Applicants who require a Skilled Worker Visa are encouraged to work through the UKVI points guidance before applying for a post to assess eligibility for a certificate of sponsorship. You can do this [here](#)

Applicants will be required to provide evidence to ensure that the criteria is met, prior to the issue of a certificate of sponsorship. Further information can be found [here](#).

References:

- In order for your application to be successfully processed we will require referee details from your current and previous employer(s) which must cover a minimum period of three consecutive years.
- Please ensure that the reference section of your application is completed appropriately giving the address, telephone number and work email address of each of your current and previous line manager(s). If this section is not fully completed your application may not be processed

Criminal convictions:

- Most posts within the organisation are exempt from the requirements of the Rehabilitation of Offenders Act 1974 and therefore you are required to reveal any current or past cautions, convictions or bind-overs, even those that are spent as these may have a bearing on your suitability to be employed within a healthcare environment. If you are unsure whether a current or past caution, conviction or bind-over should be declared, please contact the recruitment and selection team for further advice prior to submitting your application (0191) 203 1343.
- It is a requirement that all applicants pay for their DBS certificate if one is required for the role. The method of payment is a salary deduction from your first monthly pay. You will be required to sign a DBS payment form which will be issued to you as part of your recruitment process.

Professional registration/membership of professional bodies:

- Some NHS roles can only be undertaken by individuals with a professional registration in the UK.
- If you have a professional UK registration you must select this on the application form. If you have applied for your UK professional registration we need to know this.

English language:

- Candidates must be able to demonstrate the English language proficiency level required for this post as determined by NHS Employers.

Fit and Proper Person Test Requirements

NHS England has developed a Fit and Proper Person Test (FPPT) Framework in response to recommendations made by Tom Kark KC in his 2019 review of the FPPT (the Kark Review). This also takes into account the requirements of the Care Quality Commission (CQC) in relation to directors being fit and proper for their roles. Additional pre employment checks are required and recorded for applicants who meet the Fit & Proper Test requirements, they include:

Name, position title (unless this changes).

Employment history – This would include detail of all job titles, organisation, departments, dates, and role descriptions.

References.

Job description and person specification in their previous role.

Date of medical clearance.

Qualifications.

Record of training and development in application/CV.

Training and development in the last year.

Appraisal incorporating the leadership competency framework has been completed.

Record of any upheld, ongoing or discontinued disciplinary, complaint, grievance, adverse employee behaviour or whistle-blow findings.

DBS status.

Registration/revalidation status where required.

Insolvency check.

A search of the Companies House register to ensure that no board member is disqualified as a director.

A search of the Charity Commission's register of removed trustees.

A check with the CQC, NHS England and relevant professional bodies where appropriate.

Social media check.

Employment tribunal judgement check.

Exit reference completed (where applicable).

Annual self-attestation signed, including confirmation (as appropriate) that there have been no changes.

Guidance can be found [here](#)

Supporting information:

- Always refer to the person specification and job description applicable to the post for which you are applying.
- This section offers you an opportunity to demonstrate how you meet the **essential** and desirable criteria for the post which you are applying for.
- You should use this section to provide supporting information which is not already covered by the questions on the form.
- If successful, you will be required to provide evidence of all essential qualifications as part of the pre-employment checks.

Declaration:

- By agreeing to the declaration within the application form you are confirming that the information you have given is to the best of your knowledge, accurate and correct. Submitting your application electronically will be taken as your signature.
- Where it is found that a person has intentionally or recklessly provided inaccurate or misleading information or withheld information relevant to their position, then any offer of employment may be withdrawn or it may lead to the termination of employment and referral to the appropriate professional body.
- If any of your personal, study or employment circumstances change between making this declaration and taking up position with the organisation, you are required to inform us of these changes.

Data Protection Act:

- The Data Protection Act 2018 (and subsequently GDPR), requires us to provide you with certain information and to obtain your consent before processing sensitive data about you, such as the obtaining, recording, holding, disclosing, destruction and retaining of information relating to a criminal conviction.
- The information supplied within your application form and equal opportunities monitoring form will only be used for the purpose of determining your application for this position. Once a decision has been made concerning your appointment, the information will not be retained for longer than necessary.
- All information given is kept securely and in confidence, access to it will be restricted to the human resources department and other persons who need to see it as part of the selection process and who are authorised to do so as part of your ongoing employment with the us.

How we will communicate with you:

- All subsequent information regarding your application will be generated from apps.trac.jobs. You will not be able to track the progress of your application or receive messages through the NHS Jobs website, and furthermore, that as an employer, we will not be able to respond to any e-mails sent to us via the NHS

Jobs website. By applying for this post, you are agreeing to NHFM transferring the information contained in this application to its preferred applicant management system.

- Due to the large number of applications that the organisation receives, it is not possible to reply to every unsuccessful application. If you have not received a response within 4 weeks of the closing date of an advert or 5 days prior to interview, please assume that your application on this occasion has not been successful.

Equality, inclusion and diversity

We recognise the positive value of diversity and inclusion and are committed to a workforce that is diverse, equal and inclusive. We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from Black, Asian and Minority Ethnic (BAME) candidates as BAME people are currently under-represented in our workforce as well as other under-represented groups such as LGBT+ and disabled candidates. We are proud to be a Disability Confident Employer, a Stonewall Diversity Champion, we have a Gold award from the Defense Recognition Scheme, and we are delighted to support Apprenticeships, Age Posi+ive and are a mindful employer. The Trust has a number of equality and diversity networks which provide an opportunity for diverse groups of staff to discuss equality related issues, share good practice, and contribute to Trust policy and consultations. These include the Disability Staff Network and the Lesbian, Gay, Bisexual and Transgender (LGBT) Staff Network.

Positive about disabled people

Northumbria Healthcare Facilities Management are a 'positive about disabled people' employer and we therefore participate in the guaranteed interview scheme. Disabled candidates that select the guaranteed interview scheme option on their NHS jobs application form will be invited to interview if they have demonstrated in their application form that meet all of the minimum essential criteria.

What do we mean by disability?

You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

To be eligible for the Interview Guarantee Scheme you must have a disability or long-term health condition that puts you at a significant disadvantage in either obtaining or keeping a job. The disability could be physical, sensory or mental.

You do not have to be registered as a disabled person to apply under this scheme. To apply, simply complete the application form as you would normally and ensure you complete the section within the Monitoring Section as fully as possible and select the guaranteed interview option.

Interview adjustments

We can support a wide range of adjustments to help you be at your best on the day of your interview. If you require any adjustments to your interview please contact Human Resources as soon as possible on 0191 203 1415 – Option 2. You will be put in contact with Michelle Molloy, HR Services Manager, who is our Disability Lead within the Recruitment Team.

Whilst every effort will be made to accommodate requests for adjustments, there may be times when we are unable to fully adhere to such requests (for example reserved car parking allocation).

Adjustments to the job role

If driving is essential to the job role (which would have been confirmed in the job description/person specification) it will be essential that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However we welcome applications from disabled people and would consider making reasonable adjustments to the role where possible. If you would like to discuss this prior to making an application, please contact Human Resources on 0191 203 1415 – Option 2. You will be put in contact with Michelle Molloy, HR Services Manager.

Stonewall

We are an inclusive organisation who employ a talented and diverse workforce. It is proud to be a Stonewall Health Champion and every year we take part in the Stonewall Workplace Equality Index.

Should you wish to discuss our work around equality and diversity, or are a transgender applicant who requires support, please contact:

- Patrick Price, our Equality, Diversity & Inclusion Lead at Patrick.price@northumbria-healthcare.nhs.uk

Additional information

Probationary period:

All posts will be subject to a probationary period. Internal applicants are exempt from the probationary period (unless you are an internal applicant currently part way through a probationary period or currently a bank member of staff).

Lease Car:

NHFM supports all permanently employed staff with the offer of a lease car. Mileage for business use in employees own cars is reimbursed at the public transport rate, currently 24p per mile.

- Further information is available at www.nhsfleetsolutions.co.uk or by contacting the lease car team on 0844 8118228

Driving:

Successful applicants may also be expected to work at any of our sites.

Car Parking:

Car parking charges for staff, apply to all of our main sites and on-site parking is subject to a formal application process based on a number of essential criteria. Employees are not guaranteed on-site parking on any site. For employees whose base is Northumbria House, Cobalt Business Park, we are unable to offer any on-site parking, however, a number of alternative options are available and will be shared with you. If you are a disabled badge holder or have additional needs, a formal application for on-site parking at Cobalt should be made to Estates General Office, North Tyneside General Hospital.

Registration Authority Smartcards:

If the post you have applied for requires you to access electronic systems within the NHS Care Records Service (NHS CRS), you will be required to be registered within a national database and issued with a personal access card (Smartcard). The applicant will, therefore, need to ensure that their identity can be validated and will be requested to sign the application forms, declaring their agreement to the terms and conditions of smartcard usage within their position in the NHS.

If you are transferring from another NHS Organisation and you already have a standard issue NHS Care Records Smartcard then you should bring this card with you to your new post and we will activate it to work in your new position at Northumbria Healthcare Facilities Management. You will still need to follow our ID procedures and you will still need to agree to the terms and conditions of usage.