



WELSH AMBULANCE SERVICE JOB DESCRIPTION

JOB DETAILS:

Job Title	People Services Senior Advisor
Pay Band	Band 6
Hours of Work and Nature of Contract	Full-time 37.5 hours per week Permanent
Division/Directorate	Workforce & OD
Department	People Services
Base	North Wales, Cwmbran or Swansea Agile working

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	People Services Leader
Reports to: Name Line Manager	People Services Partner



Job Summary/Job Purpose:

To ensure the efficient and effective provision of a professional People Services to the Trust and to support the People Services Partner in contributing to the enhancement of a high quality, responsive service to managers and colleagues across the Trust. This will include first line support to managers with local employment cases (sickness, disciplinary, respect and resolution, performance etc.) and supporting recruitment.

Embed a culture of customer service excellence, promoting Equality Diversity & Inclusion and through their role support the implementation of the People and Culture Strategy.

DUTIES/RESPONSIBILITIES:

Communication & Relationships

- Act as the designated People Relations Advisor providing specialist advice and support in a timely and proactive manner to managers and colleagues.
- Act as an advocate for an open, fair and transparent employment relations environment, working in partnership with trade union partners, colleagues and managers to achieve this aim.
- Adopt a coaching style with managers and one that supports policies as frameworks and enables managers to take personal circumstances into account.
- Engage with TU representatives to build effective relationships.
- Work alongside other Workforce and OD colleagues to deliver a comprehensive service ensuring a flexible, corporate and holistic approach to the delivery of Trust goals, and to seek continuous improvement in the service provided. e.g. IMTP and People & Culture Strategy.
- Engage with Shared Services colleagues to build effective working relationships that assist the organisation to deliver programmes of work and deal with issues in a timely manner.
- To work with Line Managers to provide professional recruitment advice to ensure that they are able to fill vacancies in an efficient manner whilst considering roles and needs of the service.
- To represent the People Services department positively in internal and external settings, advocating the role of the department and the use of good people services practices.
- The post holder will work closely with workforce planning and transformation team colleagues on specific work programmes.
- Provide staff with information on their terms and conditions of service and issues affecting their welfare.
- Advise managers on implementing changes to organisational structures, ensuring that the Trust meets its obligations to consult effectively with staff in line with the OCP policy.
- Assist the People Services Partner and Line Managers in preparing responses to employment tribunal claims and preparing for hearings, which may include documents or data and attendance.

Finance

- Responsible for checking team expenses before submitting to the People Services Partner for approval.
- Liaise with payroll for any salary queries or adjustments to include sickness absence, overtime and enhancements.

Analytical and Judgement

- Review and monitor KPIs for the HR helpdesk and raise concerns with the People Services Partners
- Provide expert advice to managers in line with HR policies to include maternity leave, special leave, retirement and managing attendance.
- Provide expert advice and support to managers chairing disciplinary and respect & resolution hearings ensuring that the appropriate procedure is adhered to, and that employees have a full, fair and impartial hearing,

supporting effective decision making.

- Participate in all misconduct disciplinary hearings, acting as HR Advisor to the panel.
- Enquiries relating to People Services will be raised through the Help Desk. Complex queries that can't be resolved by the People Services Assistant are escalated to the People Services Senior Advisor who takes ownership for the issue at this stage.
- Understand the strategic direction of the Trust to identify opportunities for increasing productivity, service improvements, and new ways of working to support delivery against key objectives.
- Maintain a caseload of first line ER and sickness management cases
- Ensure the effective use of workforce data to inform change management strategies, solutions and approaches.
- Manage the redeployment register and alternative duties for their area of responsibility.

Human Resources

- Provide advice to managers on Organisational Development interventions and connecting with wider W&OD colleagues to support interventions e.g.
- and professional advice in relation to the job evaluation function team building, support through times of OCP.
- Will be trained in all relevant aspect of Job Evaluation, and will be expected to participate in job matching training.
- Support Managers with creating effective job descriptions that consider the needs of the service and well as current recruitment challenges for submission of the job evaluation process.
- Act as a specialist resource, providing advice to managers and staff on employment law, WF&OD policies and national terms and conditions.
- Attend sickness management meetings taking a proactive and supporting approach, ensuring the All Wales Managing Attendance Policy are adopted whilst taking personal circumstances into consideration.
- Work with managers to manage and reduce sickness absence and contribute to greater efficiency and cost-effectiveness, ensuring that the Trust is working towards and maintaining targets for sickness absence and in line with sector-wide performance management indicators.
- Assist managers in preparing management statements of case for internal appeal hearings.
- Provide line management, guidance and support for the People Services Assistant, People Services Admin and the Job Evaluation Facilitator including absence management, annual leave, recruitment and ER.
- Ensure/oversee that changes to individual staff records within the team are processed efficiently within agreed timescales, liaising with managers and payroll colleagues as appropriate.
- Support managers to build confidence with the use of TRAC and ESR and workforce systems, such as Business Intelligence – to maximise organisational performance.
- Support the provision of an efficient and effective advisory and administrative service through the HR Helpdesk.
- Support referrals to OH in timely manner in order to obtain updated advice and support.

- Support the development and delivery of a suite of People Services training for Managers through various mediums, eg. Podcasts, Youtube and more formal settings.

Information Resources

- Produce information reports to change programmes to inform or advice managers on current staffing levels and potential implications
- Work with the People Services Partner, to produce monthly, quarterly and other reports on People activity (sickness, vacancy levels, turnover etc.) for presentation at Trust meetings.
- On occasion, take formal minutes or transcribe notes for complex hearings.

Planning and Organisation

- Ensure cover is available for the HR Helpdesk and when required participate in the rota.
- Provide coaching and training to managers on a range of policies and processes.
- Participate in the design, planning, organising and delivery of a range of interventions to improve management capability.
- Responsible for ensuring the timely progress of ER case work, using case management systems as appropriate.
- Lead and manage projects / initiatives as applicable ensuring alignment with Directorate service needs, priorities and wider organisational objectives.

Policy and Service Development

- Participate in the review of policies and local procedures in partnership and in line with current guidance, that reflect current employment law and good practice.

Research and Development

- Participate in audits as and when required.

Freedom to Act

- Work within Trust policy and guidance, and engage with the People Service Partner regularly to discuss demand, performance and required outcomes.
- Work independently planning their own day to day workload and using their own initiative.
- Have significant discretion when deciding on specific course of action or when to refer issues to the People Services Leader.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none"> • Evidence of continuing professional development • Educated to Degree level in a professionally related subject or equivalent level of practical experience within WF&OD • Post graduate qualification in HRM or other relevant discipline • Knowledge of Welsh Government Policy and Directives relating to Health • Awareness of NHS Wales issue • Understands policy and procedures and how employment law is applied in the workplace • Membership of Chartered Institute of Personnel and Development 	<ul style="list-style-type: none"> - Knowledge of Welsh Government Policy and Directives relating to Health - Awareness of NHS Wales issue - MCIPD member 	Application form and pre employment checks
Experience	<ul style="list-style-type: none"> • Experience of operational HR issues • Employee relations case management experience • Experience at middle management level in a HR/ER environment • Evidence of managing change initiatives 	<ul style="list-style-type: none"> • Track record of inspiring and managing a team • Experience of HR in an NHS setting 	Application form and interview
Aptitude and Abilities	<ul style="list-style-type: none"> • Evidence of analytical reasoning and effective decision-making skills • Highly developed communication skills, 	<ul style="list-style-type: none"> • Evidence of Strategic thinking and contextual 	Application form and interview

	<ul style="list-style-type: none"> written and verbal • Effective influencing and negotiating • Ability to build and develop constructive and effective partnership working relationships with Trade Unions • IT literacy and Standard keyboard skills • Decisive Thinker • Self-motivated and resilient • Evidence of effective leadership skills, team development skills and ability to develop others • Team player • Effective interpersonal and influencing skills • Ability to meet tight deadlines 	understanding of NHS Workforce issues	
Values	Role model the values and behaviours of the organisation		Application Form Interview References
Other	Ability to travel between sites in a timely manner to meet All Wales Service requirements	<ul style="list-style-type: none"> • Ability to speak Welsh 	Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an

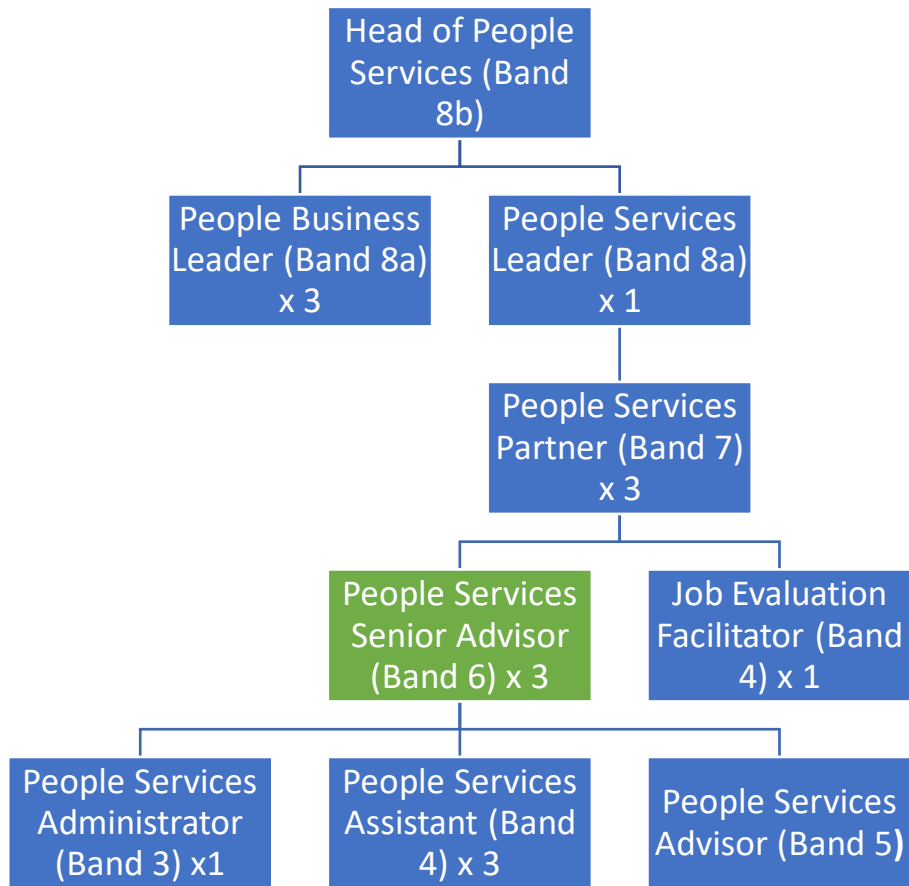
employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.

If the post holder does not require a DBS Disclosure Check, delete as appropriate.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time

Job Title: People Services Senior Advisor**Organisational Chart**

Job Title: People Services Senior Advisor

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
The post holder will be required to use a computer and keyboard. Wear a headset for MS Teams meetings.	Daily	6-8 Hrs	Standard keyboard skills
Ability to travel across sites.	Weekly	2-4 hours	Attend meetings

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration required to produce accurate formal documentation including reports and updates to information logs to be presented at senior meetings.	3-4 times per month.	4-6 Hours	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff;

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communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to challenging and sensitive situations and emotional circumstances	Weekly	4-8 hours	Disciplinary Process Sickness meetings
Exposure to distressing and highly sensitive situations, e.g dealing with employee relations issues, sickness dismissals, safeguarding issues etc	Occasionally	1-2 hours	Deputising for people Services Partner

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations -

***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Office conditions	Daily	All Day	
Use of visual display equipment	Daily	4-6 Hours	