



North East Ambulance Service NHS Foundation Trust

Role Description

Job Title:	HR Operations and Systems Lead
Pay Grade:	8a
Accountability:	Head of HR Services and Delivery
Directorate:	People and Development
Date:	February 2024

Job Summary

This post will provide leadership, management and ongoing service development across three key areas, creating a customer focused HR service for colleagues and managers from offer of employment to leaving the trust.

- **The HR Advisory Team** – providing a comprehensive employee relations, absence management and HR Investigations service to the organisation.
- **The HR Services and Payroll Team** – providing high quality HR transactional, contractual and payroll support to colleagues across the full employee lifecycle.
- **HR Information Systems** – responsibility for systems development, maintenance and quality.

The postholder will shape and determine the direction of the teams, ensuring delivery of a comprehensive service to support the Trust in meeting key operational workforce objectives.

HR Services and Payroll Team

- Responsible for development and delivery of a comprehensive onboarding process, ensuring compliance with NHS pre-employment checks and an excellent candidate experience.
- Development and delivery of a transactional HR Service, ensuring effective processing of contractual changes.
- Oversight of payroll provision, working with the Finance team and third party providers to ensure efficient delivery and contracting.
- Responsible for Information Governance within HR, overseeing completion of Freedom of Information and Subject Access Requests.



- Ensure succession planning and business continuity plans are in place to enhance resilience of essential HR and Payroll services.
- Responsible for ensuring teams act in line with legislation, governance and best practice and implementing changes as required.

HR Advisory and Investigation Team

- Oversight of the HR Advisory/Operations team to ensure the delivery of a legally compliant, timely service.
- Provide guidance and coaching to support the handling of complex and sensitive cases, providing advice to a range of managers including Executive Directors.
- Sit as a panel member for disciplinary, capability and grievance hearings, where complex information will be provided and analysed, and agree solutions despite often conflicting views.
- Act as decision maker for mutually agreed process outcomes, ensuring a consistent and just approach.
- Responsible for the maintenance and optimal use of the employee relations casework system, ensuring appropriate records are maintained, reviewed and updated in accordance with data protection legislation and best practice guidance.
- Ensure that the People Advisory Team has current, relevant knowledge regarding pay and conditions of service, statutory obligations, entitlement, employment law and employment issues in order to ensure that the Team is able to provide accurate advice to staff and managers.

HR Systems

- Responsible for various HR workforce information systems, ensuring all organisational structure changes are maintained in ESR and other HR systems, delivered through the HR Services team.
- Registration Authority Manager for the Trusts, to ensure NHS Smartcard policy is managed in accordance with the national Registration Authority policy, across the organisation. Ensure all NHS smartcards are issued in-line with appropriate authorisation levels and access control via the NHS Spine to grant call advisors and clinician's appropriate access levels to the NHS patient record system.
- To be the nominated Group HR ESR representative for communication and developments with the ESR Central Team and national/local ESR Networking groups.
- To be the Group's lead for GoodShape data and quality within the system, ensuring transfer of data to the Data Warehouse.
- Be responsible for the Trust's Driver check system, Professional Registrations and DBS Renewal compliance checks, provide support and specialist advice into the wider HR and Recruitment teams, as required.
- Attend internal and external IG meetings and be able to provide specialist system and HR information governance and data protection



- Link to external stakeholders - e.g. NHS working groups, regional forums.
- Provide support through membership of subgroups to introduce the required and future developments to automate data transfer between Groupwide systems (e.g. from GoodShape to Workpro).
- Responsible for ensuring new applicant records are linked between ESR and NHS Jobs interface, effectively 'on-boarding' all new starters and promote IAT's and Auto References, to meet with the Regional Streamlining agreement, including development of the Applicant Dashboard.
- To be the main point of contact in terms of systems failures ensuring the Business Continuity Plan is enacted in a timely manner.

1. **Functional Responsibilities**

- Providing coaching, management and development to direct reports, ensuring a culture of learning is fostered across the team.
- To support risk management for the department and the Trust by identifying, implementing and maintaining controls, contingencies and actions.
- Model good employee relations, supporting managers in effective implementation of HR policy.
- Responsible for staffing and budget management across a department of approx 20 people.

2. **Key Working Relationships**

Internal

Director of People and Development

Finance department

Executive Directors and Directors

Operational leadership

Recruitment team

HR Advice and Guidance Lead

External

Payroll provider



Other NHS Organisations

Ambulance Services

Trade Unions

Accountability

Directly accountable to the Head of HR Services and Delivery.

Other Duties

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The post holder will carry out any other duties as may reasonably be required by their line manager.

Confidentiality

The post holder will be expected to maintain the complete confidentiality of all material and information to which they have access and process.

Equality and Diversity

Ensure compliance with equality and diversity legislation and display active commitment to the need to ensure equality of opportunity and the benefits of diversity.

When in contact with colleagues, patients, visitors, volunteers, contractors and people from other organisations, ensure that they are treated with respect and consideration and their dignity is maintained

Infection Control

It is your responsibility to adhere to infection control policies in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with NEAS policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend all mandatory training and updates to ensure you receive training appropriate to your role.

Professional Code of Conduct (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate)

Code of Conduct for Senior Managers (IF APPROPRIATE)

To adhere to the Code of Conduct for NHS Senior Managers

Data Protection



The post holder must, if required to do so, process records or information in a fair and lawful way. They must hold and use data only for the specified, registered purposes for which it was obtained and disclose data only to authorised persons or organisations.

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

Equal Opportunities

The post holder must comply with and promote Equal Opportunities and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership or disability.

Health and Safety

Under the Health and Safety at Work Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the organisation and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards.

Flexibility

The Trust is currently working in a climate of great change within the NHS. It is therefore expected that all staff will develop flexible working practices to be able to meet the challenges and opportunities of working within the new NHS.

Risk Management

Support the implementation of the Trust's Risk Management Strategy. Help the Trust meet its risk management obligations by being aware of hazards and risks within their work environment and working with the Risk Officers for the reduction and removal of unacceptable risks. To advise on the inclusion of business and financial risk within the appointed risk appetite framework for inclusion on the overall Trust Risk Register as appropriate.

Safeguarding

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

All staff must ensure compliance with Safeguarding Children and Adults Policies and multi-agency procedures in accordance with the legislative requirements of Safeguarding Children and Safeguarding Adults Boards across the region.



Duty of Candour

All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency. Duty of Candour is a legal duty placed on NHS bodies, which came into force in November 2014. Duty of Candour is everyone's responsibility, it is about being open and honest with people who use our services when things go wrong; NEAS embraces the ethos of Duty of Candour and this is demonstrated through acknowledging, apologising and explaining when things go wrong. All staff working within NEAS have responsibility to adhere to our organisation's policies and procedures around duty of candour, regardless of seniority or permanency.

NEAS promotes at all levels an open and transparent approach with service users about their care and treatment, including when it goes wrong, this is an integral part of our culture of safety to support organisational and personal learning.

Appendix 1

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.

Risk Assessment Indicators for the post

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
2.	Manual Handling Operations	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
3.	Dust, Dirt, Smells	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
5.	Patient Contact	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
6.	Babies/Children Contact	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
7.	Food handling / Preparation	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
8.	Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
9.	Fork Lift Truck Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
10.	User of Display Screen Equipment	<input checked="" type="checkbox"/> x	<input type="checkbox"/>
11.	Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
12.	Infestation	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
14.	Excessive Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
15.	Excessive Heat	<input type="checkbox"/>	<input checked="" type="checkbox"/> x



16.	Inclement weather	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
17.	Radiation	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
18.	Laser Use	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
19.	Working at Heights over 2 metres	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
20.	Confined Spaces	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
21.	Vibration i.e. Power Tools	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
22.	Using machinery with moving/exposed parts	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
23.	Shift work	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
24.	Use of latex products	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
25.	Physical violence / aggression	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
26.	Any other hazards please specify	<input type="checkbox"/>	<input checked="" type="checkbox"/> x
27.	Other	<input type="checkbox"/>	<input type="checkbox"/>

If any hazard is identified above please give details below.

Hazards Identified:-

Lone working

Working from home

Managing difficult and emotional situations

***Definition of Exposure Prone Procedures (EPP's)**

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Personal

This job description outlines the duties as currently required but may be amended to reflect future developments in the service and the impact of new technology on the role. Appropriate training will be provided to support essential additional skills required.

We take pride in knowing everyone that works within the Trust contributes to Our Vision to provide 'Unmatched quality of care, every time we touch lives'. We also want people to join us who can display outstanding behaviours which uphold our Organisational Values:

- ✓ Making a Difference Day in Day out



- ✓ Take Responsibility and Be Accountable
- ✓ Strive for Excellence and Innovation
- ✓ Respect
- ✓ Compassion
- ✓ Pride

Agreed and Approved:

Job

Holder's Signature Date

Line Manager's

Signature Date



PERSON SPECIFICATION

JOB TITLE:

DIRECTORATE:

	ESSENTIAL	DESIRABLE
EDUCATION, QUALIFICATIONS AND TRAINING	<p>CIPD Membership</p> <p>CIPD Level 7 qualification, or equivalent.</p> <p>Evidence of recent CPD</p>	<p>Chartered MCIPD</p> <p>ESR national courses including; HR, MSS, Payroll, System Admin, Business Intelligence and SQL reporting.</p>
KEY SKILLS, KNOWLEDGE AND APTITUDE	<p>Thorough, up to date knowledge of employment law.</p> <p>Specialist knowledge of HR Workforce Systems and Interdependent workforce systems.</p> <p>Able to demonstrate an understanding of the business and ability to translate business needs into creative HR solutions.</p> <p>Solutions-focussed approach to problem solving and relationship management.</p> <p>Specialist information systems knowledge.</p> <p>Strong interpersonal skills, able to build credibility and influence at all levels of the organisation and wider health/social care system.</p>	<p>Specialist knowledge of ESR.</p>
EXPERIENCE	<p>Significant experience of managing and operating ESR, and/or other Workforce Management systems within a large complex organisation.</p> <p>Significant experience in an operational HR Management Role</p>	<p>Experience interpreting and advising on Local and National NHS terms and conditions, policies and procedures.</p>



	<p>Experience of managing contracts and/or relationships with third party suppliers.</p> <p>Significant experience in delivering a diverse HR service to meet the needs of the business.</p> <p>Significant experience of managing and leading teams.</p> <p>Record of successful management of complex organisational change and employee casework.</p> <p>Successful working relationship with Trade Unions.</p>	
<p>DISPOSITION / PERSONAL ATTRIBUTES</p>	<p>Strong communication skills, both written and verbal, with the ability to present highly complex information, taking account of the needs and level of the audience.</p> <p>Ability to work on own initiative, concentrating with frequent interruptions and responding to immediate requests.</p> <p>Confidence and experience in making difficult decisions.</p> <p>Commitment to managing equality, diversity and inclusion issues.</p> <p>Able to work autonomously, to tight deadlines.</p>	
<p>SPECIAL REQUIREMENTS / OTHER</p>		