

HUMBER TEACHING NHS FOUNDATION TRUST JOB DESCRIPTION

Job Title: Recruitment and Resourcing Manager

Band: 7

Department: Recruitment & Resourcing

Responsible to: Head of People Operations

Responsible for: Recruitment & Resourcing Team

Location: Mary Seacole Building, Trust Headquarters

Job Role Summary

- To set the strategic direction of the Recruitment and Resourcing Function
- Providing proactive resourcing solutions to support operational ambitions
- To ensure the provision high quality, responsive recruitment service to Trust managers and candidates.
- To ensure the Trust continuously meets the NHS Employment Check Standards
- To support the Wider Workforce & OD Management Team with the planning and development of the service and delivery against the Trust and People Strategies and plans.
- To induct, train and provide ongoing effective supervision of the Recruitment & Resourcing team.
- To meet objectives and targets for proactive medical and nurse recruitment
- To continually review and develop the Recruitment and resourcing functions deliver upon ambition to continually improve and initiate new ways of working to ensure a seamless, high quality user experience

Core Functions

The Recruitment and Resourcing Manager is responsible for delivering upon operational and strategic objectives for recruitment and resourcing services, providing innovative and proactive solutions for the expedient provision of permanent and temporary resources at the Trust.

- The post holder will be responsible for ensuring the safe and effective recruitment of staff to the Trust meeting local and national key performance indicators



- The postholder will act as the lead for the associated systems such as Trac, NHS Jobs, the recruitment elements of the Electronic Staff Record (ESR), ensuring the service provided is consistent with defined quality standards.
- Development of systems and processes to recruitment which are efficient, modern and robust, open to scrutiny and comply with legislation.
- Influence and implement contemporary methods to attract and source candidates and market the organisation, using a modern talent acquisition approaches to recruitment and resourcing
- Develop and monitor KPIs to ensure a timely and efficient approach to recruitment, temporary staffing and e-roster. In carrying out this role the post holder will lead the development and implementation of these services and systems; whilst monitoring operation and progress of the services across the Trust to provide excellent service provision.
- The post holder will provide up to date accurate information in relation to activities for the services including the implementation and successful delivery of key performance indicators.
- There will be a requirement to apply a high level of HR knowledge and expertise to contribute to the effective and safe working of the recruitment, flexible workforce and e-roster teams and associated requirements.
- The post holder will be expected to provide excellent customer service and will be responsible for developing a culture of continuous improvement whilst ensuring the services meet tight and demanding deadlines.

Communication and Relationships Skills

- Provide advice and guidance to managers on varying situations in respect of recruitment and resourcing issues. Some of which may be in response to highly complex resourcing matters.
- Responsible for the collaborative delivery of effective and high quality one to ones and appraisals, along with ensuring open lines of communication through team meetings, ensuring staff have sufficient knowledge and experience to provide comprehensive, responsive, pragmatic and robust advice on a range of recruitment and resourcing issues.
- To strive to deliver the highest level of customer service at all times and review systems and process regularly to ensure the most efficient and proactive approaches are used.
- The post holder will develop a network of internal and external stakeholders and will maintain positive relationships with the team at Trac/NHS Jobs in order to resolve any system issues or difficulties.
- To make judgements in assessing and resolving problems where there is more than one solution/range of options to support the Recruitment team.

Analytical and Judgemental Skills

- Regularly deal with situations, using highly complex, problem-solving analysis expertise to interpret and resolve the situation to a satisfactory outcome and make recommendations for a way forward.
- Contribute to identifying reviewing/re-designing recruitment systems and processes in response to national guidance, changes in legislation and user need, whilst ensuring a safe, high-quality level of service.



- To produce reports as and when required, pulling information from a range of data sources, often requiring analysis/interpretation of complex information. For example, in response to Freedom of Information requests and key performance indicators
- Responsible for identifying on-going demand, reviewing pathways to address this need and ensuring implementation of recommendations and monitoring in order to maintain a safe, high-quality level of recruitment and resourcing
- Ensure that where there are changes to HR systems such as ESR and NHS Jobs this information is acted upon, and the relevant teams understand the changes and are implemented accordingly
- Develop and implement effective reporting arrangements to accurately record and monitor performance against targets including the provision of key performance indicators
- Monitor the volume and quality of recruitment and resourcing activity against agreed performance indicators and pro-actively manage variances.
- The post holder is required to prioritise their own and teams work effectively and delegate in a busy and often pressurised environment and escalate issues when appropriate.

Planning and Organisational Responsibilities

- Plan and organise a broad range of highly complex activities for both self and others to deliver team and directorate objectives and ensure that these can be adjusted in line with organisational priorities. Eg ensuring systems in place to provide the most effective and timely delivery of service
- Responsible for identifying fluctuations in demand, reviewing pathways to address this need and ensuring implementation of recommendations and monitoring in order to maintain a safe, high-quality level of recruitment and workforce planning
- The provision and analysis of highly complex data to inform service managers and relevant support services in relation to recruitment and resourcing.
- To provide the Strategic HR Business Partners with complex data and information in relation to recruitment activities, providing reasonable solutions in a timely manner
- Work with internal teams and services within the Trust, including team managers, service heads, procurement, management accounts, payroll) and external stake holders (eg framework agencies) to ensure effective use of resources
- To represent the Workforce and OD directorate where required in relevant planning/strategic forums on behalf of senior Workforce and OD managers
- Responsible for managing and prioritising own workload balancing the needs of the Recruitment Team and flexible workforce requirements/competing priorities both internally and externally
- Ensure the effective and timely delivery of activities/projects as determined within the recruitment and flexible workforce work plan as required.
- To effectively and proactively contribute to the development of the recruitment and retention plan for the Trust, developing innovative solutions to resolve complex issues.

Physical Skills

- Standard keyboard skills required and the ability to produce spreadsheets, reports, presentations and correspondence
- Ability to commute across sites within the Trusts boundaries utilising access to own transport
- Attendance at meetings and events locally, regionally and nationally as required
- Light physical effort

Responsibilities for Patient Care

- Incidental patient contact

Responsibilities for Policy and Service Development Implementation

- Responsible for implementing local and national policies as appropriate for the recruitment team
- Responsible for making amendments to policies which affect own area of work and also those which impact the Trust
- Reviewing NHS Employers guidelines and requirements to ensure effective and safe recruitment activity is undertaken
- Responsible for monitoring/reviewing operational policy and informing relevant teams and line managers and other professionals and any changes or updates
- Support the development, implementation and monitoring of national and local initiatives and ensures that the recruitment and resourcing services delivered by the team meet with all relevant organisational and statutory policies/legislation.

Responsibilities for Financial and Physical Resources

- Holds delegated budget responsibility and identified as authorised signatory
- Ensure high quality and effective recruitment provision is provided within budgetary constraints
- To identify unmet needs and overspends to inform cost pressures identified as part of financial planning
- Responsible for own equipment as well as the safe use of corporate equipment such as projectors.

Responsibilities for Human Resources

- Work collaboratively with the wider Workforce and OD team to ensure better integration of the team, sharing of information and knowledge to deliver a seamless service.
- Represent the Workforce department and organisation at internal and external meetings/ events.
- Ensure that the members of the recruitment team are adequately trained and supported to deliver an excellent and proactive service, that responds efficiently to emerging issues.
- Line management and leadership responsibility for the recruitment and resourcing team leader and recruitment assistants
- Line manages direct reports ensuring supervision, appraisals and statutory/mandatory training requirements are all met

Responsibilities for Information Resources

- The post holder will be required to provide timely and accurate data in relation to recruitment services. The post holder will also be expected to ensure that the Trust operates within the most up to relevant legislation and best practice.

- The postholder will be expected to utilise data to inform procedural advances and improvements.
- Provide regular highly complex reports on service activity as required with assurance that appropriate follow up actions will be completed.
- To manage the storage of electronic information ensuring information is not kept longer than necessary
- To scope, analyse and initiate additional or improved working practices
- To be an Account Administrator for the NHS Jobs, Trac and other required online systems
- To produce highly complex reports on a regular basis, pulling information from a range of data sources, often requiring highly complex analysis/interpretation. For example, in response to Freedom of Information requests and key performance indicators.
- Ensure that the recruitment systems are kept up to date and hold accurate data to enable effective decision making based on accurate and timely information

Responsibilities for Research and Development

- The post holder will be responsible for generating regular recruitment reports and monitoring KPI's. The postholder will regularly review and adapt systems and processes according to KPI data and other complex data sources to reduce the time to recruit and ensure processes are efficient.
- Undertakes surveys or audits as necessary and use the results to shape future service delivery
- To contribute to research projects/audits/surveys within the service speciality
- Relevant training and development will be discussed as part of supervision and appraisal processes.
- Undertake delegated project work, including research and preparation of project plans and implementation in line with good practice.
- Fully participate in the Trust appraisal planning process.
- Undertake training as necessary in line with the development of the post and as agreed with the head of Workforce Services as part of the personal development planning process.

Freedom to Act

- To prioritise and organise recruitment activity within strategic and operational framework to meet identified targets within policy
- Interprets national/regional and local guidance/policies where required and provide expert advice on recruitment issues
- Working within relevant HR policies and procedures, NHS requirements and national legislation, the post holder is expected to work autonomously, making interpretation of local and national guidance, providing expert recruitment advice where required and taking advice when required from the Head of People Operations.

Standard Paragraphs

- Trust's Values: Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- Confidentiality: Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- Equal Opportunities: Promote the concepts of equality of opportunity and managing diversity Trust wide.
- Health and Safety: Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- Infection Prevention and Control: Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.
- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

Confirmation of Job Evaluation Process

Job Reference Number:	JE2467
Date of Job Evaluation:	April 24

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> Chartered Institute of Personnel Development at Level 5 or above or equivalent experience/working knowledge as described above Highly specialist knowledge of one or more HR topics to masters level equivalent acquired through degree and professional HR qualification plus additional training or equivalent experience Masters level qualification in HR or other relevant qualification. In depth understanding of human resources and requirements of organisations/services Up to date and thorough knowledge of employment law, with the ability to translate to HR policy and practice Clear understanding of the effective management of staff resourcing and the impact on the organisation Up to date and thorough knowledge on the management of recruitment and relevant employment legislation Provision of specialist HR advice and technical support within designated service areas Excellent working knowledge of Microsoft Office Knowledge of project management and the planning and implementation of projects 	<ul style="list-style-type: none"> Qualification in project management or programme management Thorough working knowledge of staffing and recruitment systems such as Allocate, NHS Jobs, ESR and Trac 	<ul style="list-style-type: none"> Application form Formal qualifications/certificates Interview

Experience	<ul style="list-style-type: none"> • Managing and developing systems and services in a high demand staffing environment • Understanding of a range of work procedures and practice requiring expertise within a specialism, underpinned by theoretical knowledge or equivalent experience. • National drivers in relation to workforce systems development • Ability to effectively monitor and report on metrics and measurable dashboards • Demonstrable experience of staff management • Experience of professional networking locally and regionally • Development and delivery of training programmes relevant to area as and when required • Proven experience of building effective working relationships 	<ul style="list-style-type: none"> • Experience of using NHS Jobs • Detailed understanding of NHS Terms and Conditions of Service • Experience of working within the NHS 	<ul style="list-style-type: none"> • Application form • Interview
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Skills and Competencies	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills with the ability to influence and negotiate at local, regional and national level • Ability to demonstrate through actions Trust values and behaviours • Ability to work to tight deadlines managing complex and multiple pieces of work • Committed to own CPD and supporting others with theirs • Analytical skills and the ability to draw qualitative and quantitative data from a wide range of sources and present in a clear and concise manner • Personal integrity – evidence of commitment to openness, honesty, confidentiality, inclusiveness and high professional standards • Champion of excellent customer service • Ability to handle difficult conversations and situations • Evidence of leadership skills which have had a positive influence on practice • Able to plan and prioritise own time and the time of others effectively • Ability to demonstrate ethical values and attitudes within a culture of equality and diversity 		<ul style="list-style-type: none"> • Application form • Interview
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Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	✓				✓	Light physical effort required for lifting stationery, files, sitting at a keyboard
Lifting weights / objects above 15 kilos		✓				
Using equipment to lift, push or pull patients / objects		✓				
Lifting heavy containers or equipment		✓				
Running in an emergency		✓				
Driving alone / with passengers / with goods	✓			✓		Ability to commute between the various sites
Invasive surgical procedures		✓				
Working at height		✓				
Concentration to assess patients / analyse information	✓				✓	Review information on an ongoing basis- regularly deal the frequent interruptions of an unpredictable nature which requires movement from one task to another
Response to emergency situations		✓				
To change plans and appointments / meetings depending on the needs of the role	✓				✓	To meet the needs of the service and responding to any urgent queries
Clinical Interventions		✓				



Informing patients / family / carers of unwelcome news		✓				
Caring for terminally ill patients		✓				
Dealing with difficult family situations		✓				
Caring for / working with patients with severely challenging behaviour		✓				
Typing up of minutes / case conferences	✓			✓		Taking formal minutes of meetings as required
Clinical / hands on patient / client care		✓				
Contacts with blood / bodily fluids		✓				
Exposure to verbal aggression	✓		✓			Rare indirect exposure to emotional or distressing circumstances- when informing candidates of unwelcome news
Exposure to physical aggression		✓				
Exposure to unpleasant working conditions dust / dirt / fleas		✓				
Exposure to harmful chemicals / radiation		✓				
Attending the scene of an emergency		✓				
Food preparation and handling		✓				
Working on a computer for majority of work	✓				✓	Significant use of VDU
Use of road transport	✓			✓		To attend meetings as required