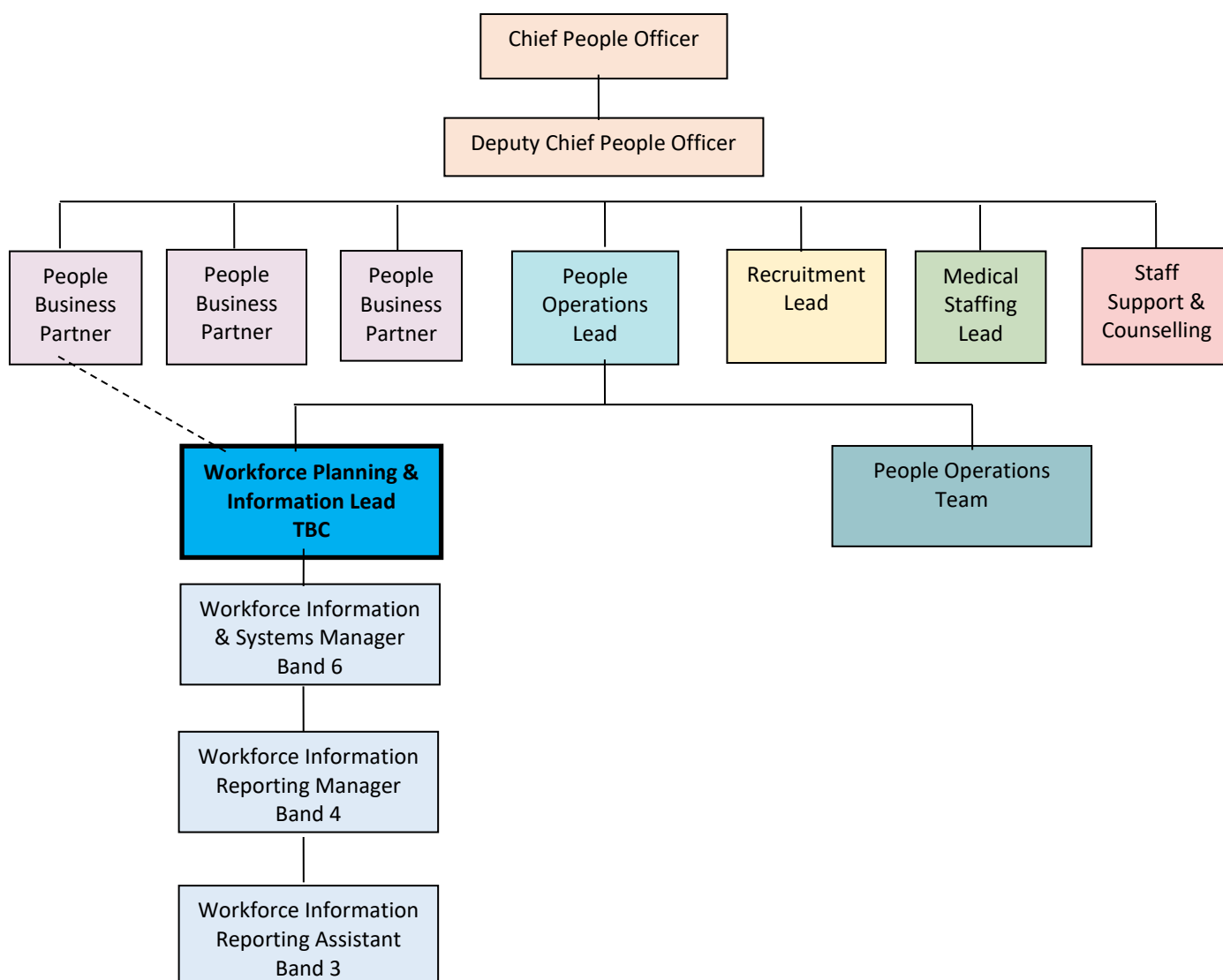


HR Use Only	
Job Ref:	Occ. Code

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Workforce Planning & Information Lead
<b>PAY BAND:</b>	TBC (band 7 subject to Agenda for Change Job Matching)
<b>DIRECTORATE:</b>	Corporate
<b>TEAM/SERVICE:</b>	Workforce Information Team
<b>BASE:</b>	Home with travel as required to Lawton House and other Trust premises
<b>RESPONSIBLE TO:</b>	People Operations Lead
<b>RESPONSIBLE FOR:</b>	Workforce Information Team

## Organisational Chart



## Job Summary:

Workforce Planning and Information are key resources used by the Trust to develop strategies, deliver business objectives and manage risk. The Workforce Planning and Information Lead, as the lead workforce planning and information specialist, will lead the Workforce Information Team to deliver key objectives and responsibility for the provision of planning, information and analytics services to support business needs. This includes providing expert advice and guidance on highly complex workforce information issues, managing and leading the Workforce Information Team in providing an efficient, effective and workforce information service to the Trust, and providing analytical, statistical, forecasting and modelling capability in order to meet the workforce planning needs of the Trust.

## Key Duties/Responsibilities

### Service Delivery

#### Workforce Planning

- Lead on the production of workforce plans and information reports and appropriate documents
- Deliver a workforce planning and performance analysis function, including the design and production of workforce reports and completing external and internal workforce information returns
- Lead co-ordination of the Trust's annual workforce planning processes, collaborating with key stakeholders where appropriate
- Lead on co-ordination, completion and submission of the Trust's numerical and narrative workforce planning submissions to Staffordshire and Stoke-on-Trent Integrated Care System (ICS) and to NHSE, working closely with Finance and People Business Partners to understand future workforce changes, investment and challenges
- Undertake statistical analysis of workforce information to project trends covering future workforce demand, vacancy fill rates, turnover, workforce development schemes and bank and agency usage
- Understand and articulate the impact of Trust-wide workforce development schemes, e.g. apprenticeships, to project impact on workforce plans, working closely with colleagues in Nursing & Quality and Organisational Development
- Present assurance and progress updates against workforce plans to the Trust's People, Culture and Development Committee and wider People, OD and Inclusion Directorate
- Work closely with Finance and People Business Partners in relation to data validation and quality
- Lead on the roll out of workforce planning methods, tools and techniques in relation to workforce planning and information for use within the Trust
- Active membership and contribution to the Workforce Planning Peer Network and other System workforce planning conversations / meetings, within the Staffordshire and Stoke-on-Trent ICS
- In relation to Trust workforce plans, provide assurance and respond to challenge at Workforce Planning and Information Oversight Meetings with the Staffordshire and Stoke-on-Trent ICS, disseminating information and key headlines with People Business Partners and key business stakeholders as appropriate
- Understanding of the NHS Long Term Workforce Plan, NHS National People Plan, NHSE West Midlands and Staffordshire and Stoke-on-Trent ICS Workforce Plans, to accurately translate the impact internally and where appropriate lead on the collation of assurance plans

#### Reporting and Analysis

- Provide expert advice and guidance on highly complex workforce information issues to key business stakeholders
- Work closely with Managers, Finance and People Business Partners to identify, interpret and communicate the relationship between activity, workforce trends and budget (including bank/agency usage)
- Have an overview of all ESR data accuracy, ensuring data is readily available, using expertise and knowledge as an 'expert end user' of data and software
- Responsible for providing solutions/recommendations relating to workforce information as required



- Provide analytical, statistical, forecasting and modelling capability in order to support managers and People Business Partners to meet the workforce planning needs of the Trust
- Lead on providing accurate and timely workforce information reports, including statutory reports, contractual reports, benchmarking, dashboard reports, internal reports and ad-hoc reports
- Establish effective and efficient processes to ensure collection, validation, analysis, interpretation and reporting of workforce data across the Trust
- Have oversight of the provision of data to support People Business Partners, when requested, in occasionally contentious and sensitive circumstances
- Oversee the development of Workforce Information processes and policies identifying opportunities to improve the service provided, including identifying new/innovative ways/opportunities to improve service delivery
- Use both manual and a computerised system to record Workforce information and generate workforce information reports, ensuring data is handled appropriately and in line with Data Protection requirements
- Be responsible for planning, producing, analysing, and reporting on highly complex workforce information by utilising a variety of tools including the Electronic Staff Records and data warehouse
- Provide subject-matter expertise in relation to workforce information; researching and undertaking statistical analysis and information as necessary
- Develop and maintain a reporting cycle of business and supporting infrastructure which enables the organisation to have visible, timely workforce informatics on key compliance areas
- Collect and interpret sensitive and highly complex workforce data to enable the Trust to measure workforce performance.
- Deliver timely and accurate workforce information for internal, regional, compliance and statutory reporting
- Support the People Business Partners to analyse and interpret workforce activity and performance data in order to identify trends
- Review information against set tolerances/targets/benchmarking and understand the implications of validity/reliability issues.
- Regularly benchmark data and performance against other Trusts and other comparator organisations
- Undertake scoping and external benchmarking activities and data intelligence gathering and analysis to identify key trends and comparable data, presenting data in a meaningful format.
- Research and gather information regarding workforce planning and development initiatives, liaising with colleagues across the region.
- Provide and interpret regular management information and intelligence to managers within the trust.

## **Governance**

### **Systems**

- Use, develop and introduce a range of workforce reporting tools and databases (including ESR) to support and inform the workforce information elements of workforce planning activity in the Trust.
- Ensure full benefits realisation, leading on the implementation of ESR Employee Self-Service (ESS), Manager Self-Service (MSS) and other key ESR features.
- Develop policies and operating procedures relating to workforce information systems, ensuring they are relevant, up to date and user friendly
- Escalate ESR issues in line with internal and external processes
- Ensure an integrated approach for systems management across the Trust is in place, managing interdependencies between workforce systems, finance systems, and any other contingent information systems, in conjunction with relevant colleagues in workforce/finance/performance
- To link and liaise with external providers on workforce database requests and issues e.g. payroll
- Act as the ESR Lead for engaging with regional workforce bodies/organisations
- Implement new reporting functionality as required e.g. Business Intelligence Reporting function of ESR

### **Data Integrity / Validity**

- Conduct regular analysis of issues and work with internal and external stakeholders/suppliers to address and rectify root cause issues
- Liaise with various services to improve data entry issues if applicable, using influencing and persuasive skills where appropriate e.g. following a management of change



- Work with People Business Partners and the People Operations Team to initiate and conduct regular audits of the data held in the ESR system

### **Establishment Control in ESR**

- Take the lead role in responsibility for the establishment management of ESR, ensuring accurate baseline data at all times
- To liaise with finance colleagues to continuously improve processes in relation to the establishment management of ESR
- Management and maintenance of the workforce hierarchy structures within the ESR System; ensuring all positions are set up correctly and that the system accurately reflects the baseline establishment
- Regularly check/audit the ESR system and rectify any data validation issues

### **Information Governance**

- Ensure that workforce information systems such as ESR can be used effectively to report on compliance with local and national performance requirements e.g. CQC targets on statutory and mandatory training and other performance monitoring requirements as requested
- To ensure that data is maintained and accurate through the use of audits (e.g.) annual staff validation exercise)

### **Managerial/Leadership**

- Manage and lead the Workforce Information Team in providing an efficient and effective workforce information service to the Trust
- Act as a role model to others in the workforce and wider People Team demonstrating the Trust values, Line manage staff within the Workforce Information Team including day to day management/supervision including appraisal, reviewing and managing sickness absence, conduct and performance improvement as required
- Be responsible for writing and implementing policies and SOPs for immediate work area
- Establish effective working relationships with colleagues and teams within the wider People Team, the Trust, stakeholders and external agencies that are productive in terms of supporting and delivering own work and that of the overall organisation to ensure processes are streamlined and improved where appropriate.
- Represent the Workforce Information Team at relevant meetings.
- Promote and develop ways to improve the service and the use of the ESR portal across the organisation.
- Use own initiative/work autonomously as the lead specialist within the Workforce Information Team, reviewing data and making recommendations in relation to workforce information system issues, policies and procedures
- Review data and be able to make recommendations and decisions regarding workforce information system issues, policy and procedure.
- Ensure a healthy, safe and secure working environment, ensuring compliance with legal and regulatory requirements, maintaining accurate documentation and reporting any concerns.

### **Education/Learning**

- Take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn, including full participation in KSF/appraisal, supervision, action learning and by maintaining a professional/personal portfolio of learning.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.



## Generic Clauses

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

## Trust Values

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

## Health & Safety

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

## Infection Control

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile





in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

### **Risk Management**

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

### **Data Security**

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

### **Confidentiality**

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

### **Equality & Diversity**

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

### **Safeguarding**

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

### **Codes of Conduct and Accountability**

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

### **Raising Concerns**

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

### **Registration**

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

### **Disclosure & Barring Service (DBS)**

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions,



reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

### THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE  
SIGNATURE:

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DATE:

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## Person Specification

	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<p>Management or leadership qualification</p> <p>CIPD membership or equivalent affiliation with appropriate professional body</p> <p>Qualified to Masters level or equivalent experience</p>	Specialist postgraduate knowledge	A & I
<b>Experience</b>	<p>Experience in an health setting</p> <p>Experience of leading multiple work streams to successful completion</p>	<p>Knowledge and understanding of anti-discriminatory practice</p> <p>Experience of programme evaluation and validation</p> <p>Experience of operational management, including budgetary responsibility.</p> <p>Experience of leading on large scale workforce information implementation projects</p> <p>Involvement in project planning and management</p> <p>Experience of design and delivery of assessment of learning processes and meeting associated quality assurance requirements</p> <p>Experience of developing Workforce policies and procedures.</p>	A & I
<b>Knowledge and skills</b>	<p>Knowledge of workforce development related programme subject areas e.g. leadership and management, people development, clinical skills, equality and diversity</p> <p>Understanding of how Workforce Information contributes to Trust-wide workforce planning and financial activities</p> <p>Understanding of NHS Workforce</p> <p>Knowledge and understanding of the current issues in Health Education</p>	<p>Intermediate IT skills, especially MS Office applications</p> <p>Excellent presentational skills</p> <p>Evidence of continuing professional development.</p> <p>Understanding of the wider NHS context</p>	A & I



	<p>Strong knowledge of NHS regulatory frameworks and standards in and the role of HR in supporting organisational effectiveness and success</p> <p>Demonstrable knowledge of ESR, BI and associated Management systems</p> <p>Strong knowledge and experience of workforce planning</p> <p>Able to analyse and interpret data and advise the organisation regarding key themes/trends/concerns specific to workforce development and planning</p> <p>Competent in the use of Microsoft Office applications with standard keyboard skills</p> <p>Effective, high quality interpersonal skills and ability to engage and communicate with diverse learner needs and organisational change</p> <p>Strong analytical and interpretation skills with an eye for detail and ability to resolve and deal with highly complex information</p> <p>Able to identify errors or inconsistencies in numerical or financial data</p> <p>Able to present highly complex information and findings in writing and in person to individuals and groups in order to inform or generate new ideas or commitment to objectives and actions</p> <p>Excellent time management and organisational skills</p>		
<b>Other</b>	<p>Self-directed and have the ability to meet deadlines</p> <p>Ability to lead the efforts of others in line management arrangement to meet deadlines</p> <p>Understands issues of confidentiality and security</p> <p>Calmness and resilience in order to cope with pressure and change.</p> <p>Able to work with minimum supervision whilst being a team player</p>		A & I

	<p>Able to plan and deliver specific projects within set timescales with a focus on results</p> <p>Self-motivated, ability to use own initiative, work autonomously, plan workloads, set priorities and meet challenging and conflicting deadlines</p>		
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