

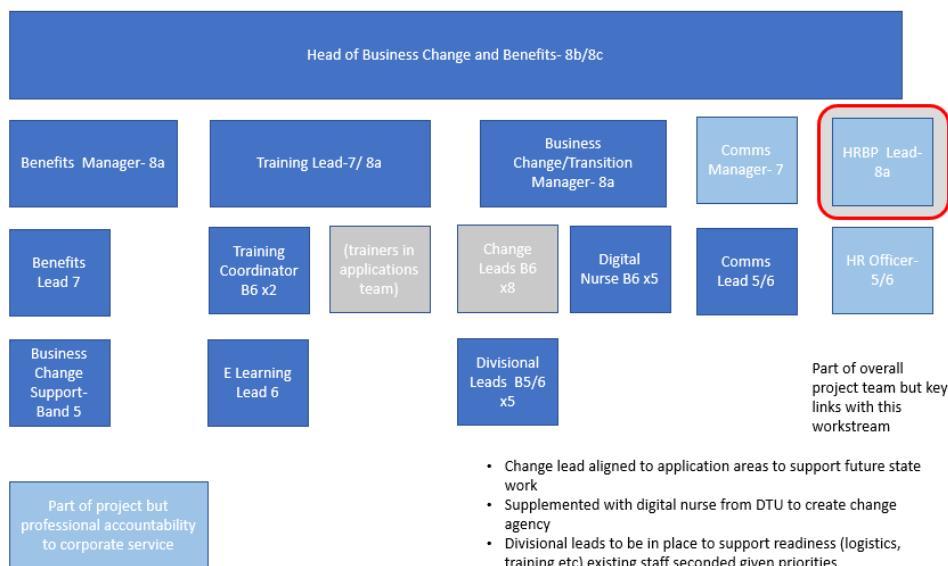
**1. Job Details**

Job title	Head of People - EPR Programme
Job grade	8b
Hours	37.5
Reports to	Deputy Chief Information Officer
Division	Corporate
Department/Area	Digital & Information
Location	Sherwood Forest Hospitals NHS Foundation Trust

**2. Job Purpose**

'The overriding purpose is to support the provision of the highest quality patient care through personal actions and continuous improvement.'

Reporting to the Deputy Chief Information Officer , the EPR Programme Head of People – EPR Programme will be responsible for the provision of high quality strategic and operational workforce support to the EPR programme. - Ensuring best practice people management within the EPR Programme Team and providing HR expertise to decision making to enable the development of innovative people solutions that support both the Trust and the EPR programme's plans and strategic objectives.

**3. Organisational Chart****Business Change**

#### **4. Key Result Areas**

##### **EPR Programme - Transformation**

- 
- To be the people lead in relation to the development and implementation of the full business case for the ERP programme and ensure there is effective engagement with clinical and non-clinical teams. Working with the EPR Programme Team lead the development of robust plans to deliver the necessary workforce transformation to achieve the expected EPR benefits.
- Lead on the production and development of workforce models which address the requirements of changing models of care as a result of the EPR.
- 
- Supporting clinical and non-clinical teams to identify and plan for implementing the required workforce transformations to deliver the benefits, including leading, planning and coordinating any necessary input from other corporate teams to support the Transformation.
- To lead and take overall responsibility for any workforce transformation associated with the EPR Programme ensuring Trust policies and employment legislation is adhered to.
- In partnership with clinical and non-clinical teams, lead the development of a comprehensive suite of activities designed to ensure staff affected by the EPR changes receive robust support, extensive development opportunities, and clear and consistent communication.
- To lead the development and implementation, collaboration with the Communications colleagues, of a people focused communication strategy, ensuring openness and transparency.
- Work with clinical and non-clinical teams to identify the requirements for training, equipment or amendments to current workflows, job roles and responsibilities, for those roles that will be transformed. This includes leading on all people processes, systems and ways of working that need to be considered in the change, including achieving legal and statutory compliance.
- To develop and implement all people transformation frameworks, processes and associated documentation for the EPR Programme which will impact on the whole
- In collaboration with finance, for the EPR Programme lead the development of expert workforce intelligence and solutions, underpinned by analysis of trends, economic circumstances, legislation and political factors.
- 

##### **EPR – EPR Programme Team**

- Provide, monitor and analyse workforce information reports for the EPR programme, and leading on any areas of concern. ensuring risks are managed and ensure the delivery of national and local HR performance targets.
- Provide reports on workforce performance against Trust standards and the programme objectives to the EPR Programme Board.
- Utilising the Trust's electronic workforce systems, produce reports to aid insights and aid problem identification and management action.
- Contribute to the development and review of key workforce performance indicators.
- Contract with other specialist providers of HR (Recruitment, Workforce Planning &

Information, Organisational Development, Occupational Health and Corporate services) provide the EPR programme with the service it requires.

- Holds the budget for the People Function of the EPR programme.
- Ensure that the relationship between the Trust and its staff is managed appropriately within a clear and transparent framework underpinned by organisational practices and policies and underpinned by relevant employment law.
- Advise managers within the EPR Programme team on the interpretation and application of terms and conditions of employment, Trust policies, current legislation and codes of practice.
- Monitor and analyse employee relations reports, ensuring managers adhere to timescales and Trust policies. Identify cases or areas of concern within EPR Programme and escalate and advise on remedial action and lead on interventions as appropriate.
- To provide coaching and leadership to managers in the EPR Programme Team and enable them to develop the necessary skills to effectively manage people issues within their teams.
- Ensure the integration of robust equality and diversity practice and initiatives into EPR programme agenda.
- To support the EPR programme team in the development of an equality action plan that deliver key priorities and contribute to the monitoring of employment-based equality initiatives.
- Achieve efficiency and effectiveness in all aspects of providing a comprehensive HR service to the EPR Programme by building strong relationships with managers and staff. Ensuring that throughout what will be a period of significant change and at times, conflict as the Trust moves towards further integrated digital ways of working. That a customer orientation is developed which responds to the needs of service users ultimately delivering safe and effective patient care.

## **5. Physical and Mental Skills**

The post holder will be required to communicate highly complex information regarding the workforce transformation process, using the highest level of interpersonal and communications skills and techniques with the personal credibility to build relationships quickly, communicating clearly, concisely, and persuasively, both verbally and in writing.

The ability to communicate in a highly emotive environment, where there are significant challenges and barriers to understanding.

Working closely with the EPR Communications Lead the post holder will provide collaborative guidance and advice to inform the EPR communications plan, ensuring seamless employee communications where there may be an impact to staff working conditions, practices or contracts.

The post holder will require strong persuasion and influencing skills and possess the ability to present ideas and proposals effectively to obtain buy in from programme stakeholders.

The post holder must possess excellent analytical & decision-making skills due to dealing with highly complex workforce transformation situations with the ability to explore, evaluate and interpret highly complex information to make decisions and recommendations and present options based on their analysis.

The post holder will perform analysis of a range of conflicting data and policy information to resolve problems within the EPR Programme. Some of these will have no obvious solution and could require wide ranging research for a range of options and solutions that will require development and presentation to the Programme Board. On occasion this activity could involve the commissioning of services within the wider HR function

The post holder must be able to lead on negotiating people management and workforce issues within the EPR programme.

Advanced keyboard skills required.

The post holder must possess strong organisational and time management skills when planning and developing long term strategic workforce plans associated with the EPR Programme.

The post holder must also have the ability to work with unpredictable situations and pressure and to tight deadlines.

## **6. Responsibilities of the Post Holder**

Act as the subject matter expert for all recruitment HR, ER and OD matters and provide high quality strategic and operational workforce support for the EPR programme.

All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

Equality and Diversity is fundamental to all the hospital does, both in the way we provide services to our community, patients, and the way in which we manage our staff. All Trust employees are required to respect and adhere to the principles of equality and diversity treating patients and staff with dignity and respect as laid down in the Trust's Single Equality Scheme.

All employees have an individual responsibility to ensure that all information recorded both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information will put patient care and safety at risk and will also impact the Trust's performance and finances.

Takes reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work in order to maintain a safe working environment for self and colleagues. Treats everyone equally and with respect at all times ensuring appropriate

standards of behaviour, service, and professionalism.

## **7. Freedom to Act**

The post holder will be expected to act independently and has autonomy to interpret employment legislation and case law, providing specialist advice to the EPR programme.

## **8. Physical, Mental and Emotional Effort Required**

Light physical effort, such as walking or standing to deliver presentations. Requirement to spend prolonged periods of time sitting in a restricted position for use of computer keyboard/VDU on a daily basis.

Required to participate in meetings which can last for several hours and require post holder to be focused on the subject matter throughout.

Required to spend time frequently concentrating on reading, assimilating, and analysing information in order to prepare reports or proposals. These will require thought and deliberation to ensure that the report or proposal is pitched at the right level, fully addresses the issues that require be resolving and/or addressing. Some of these issues will involve complex and difficult organisational change and employment situations requiring the post holder to analyse and make reasoned judgements on appropriate options by drawing from knowledge and experience.

Will be exposed to frequent emotional distress from people who are part of a workforce transformation.

Required to prepare and deliver presentations at meetings.

Required to assimilate and deal with complex issues which require analytical and problem-solving abilities. These issues can be spontaneous/ ad hoc in nature requiring the post holder to “think on their feet” and there can at times be frequent interruptions for advice or queries.

## **9. Outline of Working Conditions**

The role allows flexible hybrid working at a home or in an office-based environment.

Required to travel occasionally in relation to regional and national meetings.

Requirement to spend prolonged periods of time sitting in a restricted position for use of computer keyboard/VDU on a daily basis.

# Sherwood Forest Hospitals NHS Trust

## Person Specification

### Post of Head of People – EPR Programme

Attribute	Essential	Desirable	How Identified
Knowledge Requirements	<p>Specialist knowledge of a range of highly complex HR topics including Learning &amp; OD, Resourcing, Workforce Information, EDI, Metric analysis and use, development of workforce strategy and Employment Relations and policy development</p> <p>Knowledge of local policies and procedures.</p> <p>Up to date knowledge of employment law</p> <p>Awareness of NHS specific HR initiatives</p> <p>Advanced knowledge of HR systems and procedures</p> <p>Expert level of knowledge in strategic workforce issues, including legislation, NHS policy and best practice</p>		Application/Interview
Qualifications- Academic/ Craft/ Professional	<p>Masters level qualification (or equivalent), plus highly specialist knowledge obtained through significant post qualification experience</p> <p>Active Chartered Membership of the CIPD (or equivalent).</p>		Application

Further Training	Evidence of on-going continuous professional development		<b>Application/Interview</b>
Experience	<p>Experience of working in the NHS</p> <p>Experience of complex workforce analysis and benchmarking</p> <p>Application form/interview/assessments experience</p> <p>Significant and varied experience in People and OD activity, working with managers to deliver high quality HR services with proven successful outputs</p> <p>Extensive experience of business planning and developing workforce strategy</p> <p>Extensive experienced in leading the workforce aspects of major change programmes and the associated employee relations requirements</p>		<b>Application/Interview</b>
Analytical and Judgemental Skills	<p>Able to analyse and interpret highly complex information in a variety of formats</p> <p>Ability to collate, interpret and present data to inform decision making</p> <p>Able to analyse situations and facilitate workable solutions</p> <p>Assess the strategic impact of the</p>		<b>Application/Interview</b>

	implementation of different options on the effectiveness of the organisation as a whole		
Planning and Organisational Skills	<p>Significant experience of developing long term strategic workforce plans</p> <p>Be well organised and able to use or develop appropriate administrative systems.</p>		<b>Application/Interview</b>
Contractual Requirements	Ability to work the hours required, to ensure satisfactory performance of duties.		<b>Application/Interview</b>



## Job Description Agreement

Job Holder's Signature ..... Date .....

Line Manager's Signature ..... Date .....

### General Statements

We are an organisation that aspires to continually learn and improve to ensure that we provide outstanding care for all. To enable this, *improvement, innovation and learning* are critical capabilities for colleagues to understand, and to implement and lead.

All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.

All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.

You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

'All employees have an individual responsibility to ensure all information both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information impacts directly upon patient care, safety and the Trust's performance indicators and finances.'

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

## **Equality, Diversity and Inclusion**

Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment. All staff, at all times, in the performance of their duties are expected to demonstrate equal treatment of everyone and ensure that every member of staff regardless of differences are respected, valued and appreciated. All staff are expected to have an understanding of the Trust's Equality, Diversity and Inclusion policy and associated Equality, Diversity and Human Rights Legislation. .

## **The NHS Constitution**

The NHS Constitution brings together in one place, what staff, patients and the public can expect from the NHS. It sets out the principles and values of the NHS and explains a number of rights, pledges and responsibilities for staff and patients alike.

The key document to read is the NHS Constitution. This is accompanied by The Handbook to the NHS Constitution which gives more detail of each of the rights, pledges, responsibilities, expectations and values. There is also a useful guide which gives more background information and explains the parts of the Constitution that are relevant to you.

### **The promises the NHS makes to you**

The NHS also makes certain pledges to you, which it is committed to achieving. These go above and beyond your legal rights and are a commitment to provide high-quality services.

### **What the NHS needs from you in return**

The NHS is a vital resource and we can all help it work effectively, and ensure resources are used responsibly. The NHS Constitution explains the ways in which you can do this, including:

- Recognising that you can make a significant contribution to your own, your family's good health & wellbeing, and taking some personal responsibility for it
- Registering with a GP practice
- Following courses of treatment you've agreed to
- Always treating NHS staff and other patients with respect
- Keeping GP and hospital appointments – or if you have to cancel, doing so in good time
- Giving feedback – both positive and negative – about treatment you've received

