

JOB DESCRIPTION

JOB TITLE:	Employee Coordinator – Staff Experience	
DIVISION:	Corporate	
SALARY BAND:	Band 5	
RESPONSIBLE TO:	Associate HR Business Partner	
ACCOUNTABLE TO:	Head of Workforce, Staff Experience	
HOURS PER WEEK:	37.5hrs	
LOCATION:	Workforce	
MANAGES:	Directly:	0
	Indirectly:	0

JOB SUMMARY:

The purpose of this role is to provide a high quality, effective and efficient HR support for the equality, diversity, inclusion, employee voice, and nurseries as part of the Staff Experience EDI team. The role will support the modernization and performance of the workforce. The post-holder must exercise a high degree of initiative, be able to work under pressure and will have the ability to prioritise their own workload.

The role will support the Head of Workforce in providing assistance to the Equality, Delivery System (EDS) application and implementation and support achieving WRES, WDES and Other EDI key performance indicators.

The post holder will support trust wide projects and over time, they will lead on specific workforce project.

The role will be the first point of contact for enquiries related to the Childcare Voucher scheme users of the Trust and to process and submit the monthly childcare voucher submission to payroll.

Communications and Relationships

Internally:

- Directors, Deputy, and Senior Managers
- Hospital Unit Leadership team
- Primarily all members of Divisional or Directorate Management Team

- Departmental Managers/Heads of Service and other key staff
- Colleagues in the People Directorate
- Staff representatives
- Nursery managers
- Employees from all departments in the Trust
- Managers from all departments in the Trust
- Union representatives as recognised by the Trust

Externally:

- Representatives from other Trusts
- Service suppliers (Edenred)
- Full Time Officers of Trade Unions and professional organisations
- Colleagues in other NHS organisations

Date of the JD review: June 2022

MAIN DUTIES AND RESPONSIBILITIES

Royal Free World Class Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

- **Welcome** all of the time
- Confident because we are clearly **communicating**
- **Respected** and cared for
- **Reassured** that they are always in safe hands

1. ANALYSIS & JUDGEMENT

- 1.1 To assist the Head of Workforce – Staff Experience EDI with the production of monthly process and order the monthly childcare vouchers for the current enrolled users of the scheme and for the new users that are transferred in the Trust via TUPE.
- 1.2 To provide administrative support to check the monthly information on the childcare scheme that is submitted to payroll for accuracy and ensure all relevant paperwork is in order. Support the production of monthly reports including data presentation, as and when required.
- 1.3 To oversee and update the Finance team on the Basic Earnings Assessment for all the scheme members who joined the childcare voucher scheme post April 2011 and process all incoming queries pertaining to the scheme, including liaison with other teams in the Trust as appropriate.

2. PLANNING & ORGANISATIONAL SKILLS

- 2.1 To provide admin support and keep accurate and updated information on the monthly amounts of the childcare vouchers of those that are enrolled in the scheme and make necessary changes or adjustments when these are requested by the users.
- 2.2 To set up and co-ordinate the system to keep the Childcare Voucher user list (in both the Staff Experience file and in the Edenred database) up to date with leavers and members who are joining via TUPE.
- 2.3 To support the use of the trust Electronic Staff Record (ESR) monthly to verify the staff employment status of the childcare voucher users and take necessary action to those that are leaving the Trust, or their fixed term contract is coming to an end.
- 2.4 To respond to queries and liaise with payroll team and external provider (Edenred) and handle any monthly childcare vouchers overpayments or refunds ensuring that any salary refund or deduction is correct.
- 2.5 To contribute to the accuracy of staff details in the monthly childcare voucher data in the HR Systems and Edenred database.
- 2.6 To update twice a year the information on the available holiday play schemes/activities and communicate those to the employees that expressed interest.
- 2.7 To provide administrative support to the Staff Experience Equality, Diversity, Inclusion, Employee voice and Nurseries Team and the HR Business Partnering team on HR administration tasks such as COVID-19 Risk Assessment Administration, replying to employee enquires, supporting maintenance in the different network mailboxes, supporting the Exit Interview administration, escalating non-compliance to the relevant team members.
- 2.8 To produce high standard, accurate and timely correspondence and reports as required, always ensuring confidentiality.
- 2.9 To assist the Staff Experience Equality, Diversity, Inclusion, Employee voice and Nurseries Team with planning and organising specific workforce and staff network events.
- 2.10 To maintain filing systems, as appropriate, ensuring that records and information are readily available but maintained in a confidential and secure environment.
- 2.11 To work with the Staff Experience team to maintain the Nursery page of the intranet updated with information for all users.
- 2.12 To deal with telephone calls and email enquiries from the shared email accounts (i.e., staff experience team, staff networks, HRBP admin email accounts) of the department in a courteous manner, taking the initiative with management and staff enquiries and referring matters to the relevant team where appropriate.

- 2.13 Communicate and relay to all enquires related to childcare vouchers as required, maintaining good working relationships with staff, Payroll Team, and external contacts.
- 2.14 To establish and implement appropriate procedures, protocols, and systems to ensure good housekeeping, quality standards and performance are maintained.
- 2.15 To provide cover for administrative colleagues within the Workforce Department in their absence or during times of increased workload in order to ensure the service is maintained.
- 2.16 Any other duties as reasonably delegated by management.

3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

- 3.1 To assist in the review of current Childcare Voucher process and keep updated the standard operating procedure for the scheme.
- 3.2 To provide support in the development and updating of Workforce or HR policies and procedures as required.
- 3.3 To contribute to the development and implementation of Workforce and Organisational Development strategies
- 3.4 To provide admin support for the development of workforce plans that support local and corporate business strategy.
- 3.5 To support on specific workforce projects as designated by the Head of Workforce.
- 3.6 To work with divisions to ensure success in the National Staff Survey including supporting with the formulation of action plans in response to the results.
- 3.7 To attend directorate operational meetings and update on queries as required.

4. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- 4.1 To work with respective staff and managers and ensure standard operating procedures are adhered to and all necessary requests are completed in a timely and accurate manner.
- 4.2 To support the monthly childcare voucher amounts submission to the Internal Payroll team and the Shared Services Payroll Team and ensure to any queries or discrepancies are dealt with swiftly.
- 4.3 To support the checking procedures to make sure the monthly remittances with all employees whose childcare vouchers scheme subscription is due for expire if they wish to renew.
- 4.4 To responsible for office equipment in the team.
- 4.5 To ensure that the team resources are utilised in a cost-effective manner.
- 4.6 To ensure compliance with employment law, standing financial instructions and orders, counter fraud, safer recruitment, and financial management practice as defined by the Trust.

5. RESPONSIBILITY FOR LEADING AND MANAGING

- 5.1 To provide guidance and support to new starters on childcare voucher scheme.
- 5.2 To support team-working by ensuring that individual effort is coordinated with other team members within the People Directorate to meet overall team goals.
- 5.3 To help to maintain positive and constructive relationships between managers and staff representatives at all levels throughout the Trust and actively encourage engagement with staff and their representatives.
- 5.4 To ensure high quality advice and guidance is provided directly to managers as and when required, ensuring that the risks associated with such queries are effectively managed and escalated where necessary.
- 5.5 To ensure managers are equipped with appropriate support to help resolve issues informally where appropriate and possible.
- 5.6 To actively protect the Trust's reputation in all aspects of service delivery.
- 5.7 To work with colleagues and managers to ensure adherence to timescales and Trust policies.

6. RESPONSIBILITY FOR INFORMATION RESOURCES

- 6.1 To develop and maintain shared drives for the Staff Experience Equality, Diversity, Inclusion, Employee voice and Nurseries Team, including file management.
- 6.2 To ensure provision of accurate information to the Workforce Information and Analysis team as required e.g., taking responsibility for ensuring team database and project plans are updated effectively.

7. RESPONSIBILITY FOR RESEARCH AND DEVELOPMENT

7.1 To carry out preliminary research for the Staff Experience Equality, Diversity, Inclusion, Employee voice and Nurseries Team and the HRBP team e.g., internet research, the administrative coordination of benchmarking surveys.

7.2 Complete staff surveys and audits as necessary to own work.

7.3 To provide administrative support with ad-hoc audits as required.

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g., link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients, and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance with the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g., HISS induction, organising refresher sessions for staff when necessary.)

Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family, or friends.

Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job-related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees, or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation, or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Vulnerable Groups

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people, and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).
- To demonstrate an understanding of and adhere to the trust's child protection policies.

No Smoking

The Trust implemented a No Smoking Policy, which applies to all staff. Staff contravening this policy will be subject to disciplinary procedures.

Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder,