

Workforce Planning and Health and Care Staffing Co-ordinator



CANDIDATE INFORMATION PACK



Job Description

1. JOB IDENTIFICATION

Job Title:	Workforce Planning and Health and Care Staffing Co-ordinator
Responsible to: Department(s):	Workforce Planning, Systems, Information and Efficiency Manager
Directorate:	Workforce Directorate
Operating Division:	
Job Reference:	ADMIN088HR.25
No of Job Holders:	1
Last Update (insert date):	04 June 2025

2. JOB PURPOSE

To co-ordinate all workforce planning activity in NHS Dumfries and Galloway to support the delivery of safe and effective care. The postholder will contribute to the development of regular workforce plans.

To support staff to operationalise their duties in line with Health and Care (Staffing) (Scotland) Act 2019. The postholder will be responsible for monitoring and reporting compliance with the Act across the organisation.

The postholder will support the use of workload planning tools, ensuring services are equipped the knowledge to complete these appropriately. This includes scheduling and overseeing workload tool runs, delivering training to staff, and ensuring compliance with national guidance and local governance processes.

3. DIMENSIONS

Supports all services within NHS Dumfries & Galloway.

Co-ordinates multiple concurrent workload tool runs across departments, ensuring timely, accurate, and high-quality data collection to inform staffing decisions.

Provides direct training, and ongoing support to clinical and operational teams on the use of workload tools and workforce planning methodologies.

Oversees the quality assurance of data collected through staffing tools, ensuring alignment with national standards and best practice.

Aligns workforce planning activities with organisational priorities, service redesign initiatives, and national directives.

Integrates workforce data from various systems (e.g., eESS, SSTS, RosterPerform) to provide a comprehensive view of staffing capacity, and trends.

Collaborates with a wide range of stakeholders including clinical leads, HR, finance, and service managers to ensure workforce plans are responsive, sustainable, and support the delivery of excellent care.

Provides operational support alongside HR colleagues to services in implementing workforce plans, addressing staffing challenges, and adapting to service pressures.

Contributes to the development of the organisations workforce plan, ensuring that local service needs are reflected in regional and national workforce planning discussions.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Workforce Planning, Systems, Information and Efficiency Management team are responsible for, supporting the effective deployment, monitoring, and planning of the NHS Dumfries and Galloway workforce.

The department ensures the provision of high-quality, efficient services that enable informed decision-making, operational responsiveness, and strategic workforce planning across the organisation.

6. KEY RESULT AREAS

Workforce Planning

- Apply recognised methodology to the development and implementation workforce plans, ensuring these are aligned with service needs and strategic priorities i.e. Six Steps Methodology
- Collaborate with services to model future workforce requirements based on expected demographics, recognising policy and/or technological changes.

Health and Care (Staffing) (Scotland) Act 2019

- Provide expert guidance on the statutory duties of the Act, including the use of workload tools.
- Ensure services are supported to meet their legal obligations through structured planning and reporting.
 - Where gaps are identified supporting services to develop processes to meet their legal obligations, this includes supporting the implementation of SafeCare
 - Contribute to regular reports to the Scottish government inline with the duties of the Act

Workload Tool Co-ordination

- Schedule and co-ordinate workload tool runs across services.
- Deliver training sessions and one-to-one support to staff responsible for completing tool runs.
- Monitor the quality and completeness of tool data, providing oversight and troubleshooting as needed.
- Liaise with national bodies (e.g., Scottish Government, NES) to ensure tools are used in line with current guidance.

Data Analysis and Reporting

- Extract, analyse, and interpret workforce data to identify trends, risks, and opportunities.
- Produce clear and actionable reports to support operational and strategic decision-making.

Stakeholder Engagement

- Act as a key liaison between clinical teams, HR and finance to ensure integrated workforce planning.
- Facilitate workshops and planning sessions to improve understanding of workforce planning processes.

Continuous Improvement

- Identify and implement improvements to workforce planning processes, including digital tools and data systems.
- Contribute to audits, evaluations, and service reviews to assess the impact of staffing decisions on care quality.

7a. EQUIPMENT AND MACHINERY

Laptop

Display Screen Equipment

Photocopier

7b. SYSTEMS

The postholder will routinely use Workforce systems and requires to be able to manipulate databases to provide routine and ad hoc reports both locally and nationally as required.

The postholder must have a high degree of computer literacy with specific knowledge of:

- Microsoft Outlook, Word, Excel, PowerPoint
- Allocate Product; Optima, BankStaff, Loop, SafeCare and RosterPerform
- eESS
- Project Management Software (Microsoft Project)
- SSTS Workload Tools

8. ASSIGNMENT AND REVIEW OF WORK

The postholder will report operationally to the Workforce Planning, Systems, Information and Efficiency Manager, and is required to manage and prioritise their work portfolio to meet the needs of the business.

The Workforce Planning, Systems, Information and Efficiency Manager will be available for advice and support. Objectives will be agreed annually at a Personal Development Plan (PDP) meeting. The post holder is responsible for ensuring delivery of these objectives and a review will take place at mid-year and year end. Updating of objectives and review of progress will also take place through regular 1:1 meetings with the Workforce Planning, Systems, Information and Efficiency Manager.

9. DECISIONS AND JUDGEMENTS

Independently plan and prioritise workload tool runs across multiple services, balancing operational pressures and statutory timelines.

Interpret complex staffing data and provide evidence-based recommendations to service leads and senior managers.

Assess training needs and develop tailored support plans for staff using workload tools.

Make informed decisions on data quality issues, escalating where necessary to ensure integrity of workforce planning outputs.

Review processes to ensure compliance with the Health and Care Staffing (Act) (Scotland) 2019.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Co-ordinating multiple workload tool runs simultaneously while ensuring accuracy and compliance.

Supporting services across the organisation to understand and implement complex legislation and planning methodologies.

Managing resistance to change or low engagement with workforce planning processes.

Ensuring data quality and consistency across diverse services and systems.

Analysing large volumes of data to identify trend and forecast figures to help anticipate workforce related issues, then scrutinising the plans put in place to address these risks

11. COMMUNICATIONS AND RELATIONSHIPS

Internal: Regularly communicates with clinical managers, service leads, HR business partners, and analysts, to Co-ordinate planning activities.

External: Engages with national workforce planning networks, NES, and Scottish Government to stay updated on policy and tool developments.

- Provides clear, concise communication tailored to different audiences, including training materials, presentations, and formal reports.
- Builds strong, collaborative relationships acting in a way that aligns to the boards behaviours framework.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

This role involves the prolonged use of a PC.

Mental

Frequent requirement for intense concentration and in-depth attention for statistical reporting and analysing workforce data to ensure accuracy for presentation at high level meetings, all used to influence decisions. It should be noted that this can be challenged by regular interruptions and the need to reassess priorities.

Working under pressure and balancing multiple demands in complex changing environments e.g. providing prompt resolutions to issues whilst working to tight deadlines.

Emotional

Dealing with challenge from Managers, Staff and Trade Union colleagues
Motivating others to progress changes through frequent resistance

Working Conditions

The role may necessitate some travel between various sites of NHS Dumfries & Galloway and external venues across Scotland for meetings.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Degree-level qualification or equivalent experience in workforce planning, health services management, or a related field and this will be supplemented with further qualification to post graduate level through training or experience e.g. project management training or general management training.

In-depth knowledge of the Health and Care (Staffing) (Scotland) Act 2019 and its practical application.

Experience in Co-ordinating and delivering workload tool runs, including training and oversight.

Skilled in data analysis, interpretation, and presentation using tools such as Excel or Power BI.

Strong project Co-ordination skills, with the ability to manage multiple priorities and stakeholders.

Excellent communication and facilitation skills, with experience delivering training and support to diverse teams.

Be able to travel independently within and out with the region.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Degree-level qualification in workforce planning, health services management, business administration, or a related field, or equivalent relevant experience. • Evidence of further learning at postgraduate level through training or equivalent experience (e.g., project management training, leadership development). 	<ul style="list-style-type: none"> • Formal project management qualification (e.g., PRINCE2, Agile, PMQ). • Training or certification in data analytics or workforce planning methodologies (e.g., Six Steps Methodology).
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience coordinating workforce planning activities and/or workload tool runs. • Practical experience supporting implementation of statutory or regulatory requirements (e.g., Health and Care (Staffing) (Scotland) Act 2019). • Experience interpreting and analysing complex workforce data to inform decision-making. • Experience delivering training, workshops, or guidance to staff at different levels 	<ul style="list-style-type: none"> • Experience working with NHS Scotland workforce systems. • Experience working within a workforce planning or service planning environment.
<p>SKILLS</p> <ul style="list-style-type: none"> • Ability to extract, analyse and interpret workforce data, producing clear and actionable reports. • Strong project coordination skills, able to plan, prioritise, and manage concurrent activities. • Excellent communication skills, including the ability to present complex information clearly to different audiences. • Strong facilitation and training delivery skills. • Ability to work independently while building collaborative relationships. 	<ul style="list-style-type: none"> • Advanced data analysis or visualisation skills (e.g., Power BI). • Ability to manipulate large or complex datasets.

ESSENTIAL	DESIRABLE
<p>KNOWLEDGE</p> <ul style="list-style-type: none"> • Understanding of workforce planning methodologies (e.g., Six Steps Methodology). 	<ul style="list-style-type: none"> • In-depth understanding of the Health and Care (Staffing) (Scotland) Act 2019 and its application in practice • Awareness of NHS workforce systems and national workforce-related reporting requirements.
<p>PERSONAL CHARACTERISTICS</p> <ul style="list-style-type: none"> • Strong attention to detail and commitment to data quality • Ability to remain composed when balancing competing priorities and tight deadlines. • Positive and proactive approach to problem-solving. • Ability to travel independently as required. 	<ul style="list-style-type: none"> • Ability to inspire engagement. • Demonstrates curiosity and motivation for ongoing professional development.

Find Out More

NHS Dumfries & Galloway

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>