

## Workforce Sustainability Co-ordinator

### Candidate Information Pack



# Welcome

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**Caroline Cooksey**  
Workforce Director

Dear Candidate,

I would like to extend a huge warm welcome and give my thanks to you for taking the time to read more about who we are and the jobs we have on offer.

NHS Dumfries and Galloway is one of 14 territorial Health Boards covering the region of South West Scotland. The board has a workforce population of over 4500.

Our workforce is the heartbeat of our organisation. Our role as a directorate is to wrap around our services, providing a comprehensive Human Resources, Organisation Development and Learning and Occupational Health and Safety Service for all our staff. We work in an integrated way with our other health and social care partners to provide support and advice on all key workforce issues such as Workforce planning, employee relations, staff health and wellbeing, Organisation Development, education and training to facilitate our teams across all of our services to be resilient, integrated and high performing.

Our three key priorities as a Directorate are

- Ensuring the Health and Wellbeing of our staff is at the forefront of everything we do
- Ensure we have a sustainable workforce by recruiting the right people with the right skills in the right place at the right time.
- Ensure we have a positive organisational culture that encourages a positive staff experience and development of staff.

Working for a complex organisation such as the NHS can have its challenges however we feel it is these challenges and complexities that allow us to grow and perfect our skills to become leading experts in our chosen field. Whether you are applying from the public or private sector we welcome applications from all who can demonstrate a passion for collaborative working, continuous improvement, customer service and improving the lives and wellbeing of others.

We are proud of the culture within the organisation and I often receive feedback from new starters as to how welcoming and friendly the teams are here. I feel this is an excellent reflection of the community as a whole in our region. If you have the above attributes and feel you can help us deliver our workforce priorities then please do consider applying.

On behalf of all the workforce team, good luck in your application and I hope to be saying hello to you soon.

Kindest regards,

*Caroline*

# The Opportunity

## 1. Job Identification

<b>Job Title</b>	Workforce Sustainability Co-ordinator
<b>Band</b>	Band 4
<b>Salary</b>	£22,700 - £24,973 (pro rata)
<b>Scale</b>	Agenda for Change**
<b>Hours</b>	Full Time 37.5 hours per week
<b>Contract Type</b>	Permanent
<b>Department</b>	Workforce Sustainability
<b>Reporting to</b>	Victoria McDade
<b>Base</b>	Mountainhall Treatment Centre

\*\* NHS Scotland's AFC pay system differs slightly from NHS England, Wales or Northern Ireland. Please click [here](#) to access the most up to date pay scales and Terms and Conditions.

## Contact Details

We welcome informal contact from prospective candidates who wish to better understand the role.

Please contact Victoria McDade, Workforce Sustainability Manager, by e-mail at [Victoria.McDade@nhs.scot](mailto:Victoria.McDade@nhs.scot)

# Job Description

## 1. JOB PURPOSE

- The postholder is responsible for the day-to-day delivery of a comprehensive and responsive national and international recruitment service, ensuring provision of specialist recruitment and HR support and guidance on operational best practice issues in relation to recruitment, selection, pre-employment compliance checks and adherence to all regulatory standards in regards the recruitment of all grades of staff across NHS Dumfries & Galloway.
- The postholder will work with NHS Dumfries & Galloway Service Leads, Professional and Regulatory bodies and other health and Social Care Partners in the region.
- The role will focus on the coordination, planning and delivery of recruitment programmes to attract Domestic, EEA and non-EEA candidates to NHS Dumfries & Galloway workforce
- In order to fulfil this remit, the postholder will need to establish themselves as a knowledgeable practitioner with familiarity in the design and development of candidate marketing and engagement programmes which will attract a range of healthcare professionals into the NHS in Scotland. This will include the coordination of proactive approaches to utilising online, social and professional networking sites to identify and source candidates and establish high quality candidate application and selection processes to support bespoke international recruitment programmes.
- The postholder will contribute towards building a strong presence at a local level for the Workforce Sustainability Team and be active in developing and executing activities to access national and international healthcare professionals to meet current and future vacancy activity.
- The postholder will support a change programme to ensure a smooth and effective relocation and transition for national and international candidates offered employment within NHS Dumfries & Galloway which will be a key priority of the service.
- The postholder will apply knowledge in the development of international recruitment policies, processes and campaign programmes with a particular and immediate focus on the recruitment of international candidates for known 'hard to fill' vacancies.

### 3. ORGANISATIONAL POSITION



Working on behalf of NHS Dumfries & Galloway The Workforce Sustainability Team will provide a range of services aimed at attracting highly skilled candidates to our workforce. They will also share the skills, knowledge and expertise with Health and Social Care Partners to create sustainable working relationships that benefits all partners and the region. To provide a lead role in facilitating and conducting agreed national and international recruitment campaigns on behalf of NHS Dumfries & Galloway.

Acting as an enabling function providing the necessary expertise in national/ international / global recruitment activity to support and build on expertise currently being delivered through Human Resources and Recruitment teams, Service Management and Clinicians.

Provide expert advice on challenges and risks related to overseas recruitment e.g. immigration legislative changes, political, environmental and economic changes.

### 4. SCOPE AND RANGE

- The NHS Dumfries & Galloway Workforce Sustainability Team is hosted within the Workforce Directorate but with close links to all service areas.
- Working collaboratively to share best practice with NHS Dumfries & Galloway Executive Directors, Human Resources and Recruitment functions, operational service management and clinical teams, the postholder will assist with the design and marketing of recruitment campaigns including specific international recruitment campaigns,. The postholder will also be required to monitor and evaluate performance against agreed objectives and outcomes.
- The postholder will coordinate budgeted resources to drive improvements to current international and national recruitment practice and activity to ensure a streamlined effective and high quality recruitment service is delivered timeously on behalf of NHS Dumfries & Galloway including recruitment lifecycles from sourcing candidates to on-boarding and transitioning successful candidates and their families from their home country into Dumfries & Galloway.
- Recognised as knowledgeable practitioners for national/ international / global resourcing and recruitment activity, the postholder will be the

initial contact point for all local, regional and national programmes related to overseas resourcing.

- The postholder will assist with identifying emerging strategic imperatives likely to impact NHS Dumfries & Galloway's capabilities to attract and retain international healthcare professionals in both the short- and medium-term e.g. competition from other global international healthcare systems.
- Networking to share best practice within NHS Dumfries & Galloway to build a strong presence for the International Recruitment Service and services available will be a key priority for all postholders within the Service.

## **5. MAIN DUTIES / RESPONSIBILITIES**

- To be responsible for the day to day social media advertising for all senior and skilled worker posts across the various networking platforms including scoping and making recommendations for new ways of engaging with candidates.
- To manage and maintain our engagement lists including design and creation of monthly newsletter/mailshots.
- To be a point of contact with our recruitment agency partners who are sourcing international candidates as well as drive campaigns to sustainably attract candidates directly.
- To be responsible for all aspects of the day-to-day scheduling and prioritising of their workload whilst achieving high standards of customer service and meeting requirements of NHS Dumfries & Galloway operational service managers and other service users as appropriate.
- To respond swiftly and effectively to all enquiries, maintaining excellent customer-care skills at all times, ensuring any enquiries that cannot be resolved immediately are passed on to an appropriate person.
- Take ownership of the management of enquiries that have been referred due to their complex nature.
- Working with other Workforce Sustainability Team members, develop and implement, in a timely manner, recruitment and selection activities across all scheduled recruitment campaigns
- Maintain and create relevant overseas recruitment databases. Manipulate data for presentation and reporting purposes to support informed decision making.
- To travel, as requested, to represent NHS Dumfries & Galloway at recruitment events and to visit clinical and recruitment staff at other NHS Dumfries & Galloway sites.
- To prepare and facilitate multidisciplinary interview and assessment days, with various NHS Dumfries & Galloway employees and Professional Associations.
- To prepare and occasionally deliver standard presentations to a range of audiences, including potential employees and their families, and visiting international applicants on the opportunities available within NHS Dumfries & Galloway.
- Update vacancy specific recruitment web pages on a regular basis ensuring the dedicated web portal is up to date.

- In collaboration with the colleges and the Workforce Sustainability Manager, ensure reports for sponsors are collated and sent in a timely manner, and the processes needed are fit for purpose and make recommendations for improvements.
- Provide logistical support for travellers to and from Dumfries & Galloway.
- To provide specialist advice and guidance to service managers and clinical staff on legislation and best practice associated with recruitment methods, shortlist, selection processes, appointments and offer process including payroll engagement. There will be a specific requirement for the postholder to provide information related to employee terms and conditions.
- Maximise efficiency and effectiveness of recruitment processes stages to ensure a high quality and time efficient service is provided.
- Support the promotion of a culture of continuous improvement within the Workforce Sustainability Team, by supporting review of current processes, and suggesting improvements to enhance service delivery.
- Implement change and support the Workforce Sustainability Team in considering, establishing and adapting to new working practices leading to improved performance for the service.

## **6. SYSTEMS AND EQUIPMENT**

The postholder will need to work with and extract / source workforce information from a series of local, regional and national NHS information systems / databases and have keyboard skills and ability to use a range of IT equipment and will use a range of information and operating systems:

- Human Resources/Recruitment Information systems (eESS, JobTrain, HR portals etc)
- NHS Scotland Information Services Division (ISD)
- TURAS - NHS Education for Scotland-based training programme system

It is expected that the postholder will be able to obtain and utilise information from these sources to produce routine reports on a variety of international recruitment initiatives where required.

Maintain excellent information systems to allow reliable management reporting in regards all aspects of international recruitment campaigns managed by the Service including factors such as progress against recruitment campaign objectives and performance metrics.

The postholder will be expected to utilise a range of information technology systems e.g.:

- Microsoft Office
- SSTS
- Performance Management Systems
- Internet / Intranet
- Datix

## 7. DECISIONS AND JUDGEMENTS

- The postholder will provide competent advice on national and international recruitment within NHS Dumfries & Galloway.
- Objectives for the postholder and those of the Workforce Sustainability Team are agreed annually with the postholder's line manager.
- Performance is subject to informal and formal appraisal through the postholder's line manager but within a broad remit the postholder is responsible for planning the delivery of objectives and targets. Some of the work is self-directed and requires the use of initiative and self motivation.
- The postholder will be informed by a range of strategic aims and policy drivers in regards to international recruitment and must be able to provide a range of solutions and interventions to achieve this for the Workforce Sustainability Team.
- The postholder is guided in the main by NHS Scotland Pre- and Post-Employment Partnership Information Network (PIN), Employment Legislation and NHS Health Board organisational policies. The postholder will be expected to escalate issues where no precedent exists or where there may be conflicts of opinion e.g. when advising on required levels of experience and qualifications relevant to UK trained candidates.
- The postholder will assist in analysing workforce data and will be expected to input in to the development of plans to meet service challenges including workforce change initiatives, efficiency savings plans, succession planning etc.
- The postholder will identify improvement opportunities for their area of responsibility and on behalf of NHS Dumfries & Galloway. This requires reviewing best-practice in the field of international recruitment, in the NHS and other sectors, and coordinate regular activity audits to gather evidence of current practice and performance against operational standards.

## 8. COMMUNICATIONS AND RELATIONSHIPS

The postholder is the initial contact for most of the national and international recruitment activity and will therefore relate to a wide range of individuals. The purpose is to ensure clarity of dialogue to deliver objectives of the post.

This will involve communications that may be complex, contentious and sensitive and/or confidential.

Consequently the postholder will require to operate with tact and diplomacy, especially when discussing terms and conditions, pay and other confidential recruitment information.

The postholder will be required to communicate effectively with a wide range of stakeholders internal and external to NHS Dumfries & Galloway.

### **International Candidates**

- The postholder will have significant engagement with healthcare

professionals from a wide range of international countries / regions.

### **Internal to NHS Health Boards / HSCPs**

- Senior Officers in NHS Dumfries & Galloway including Executive and non-Executive Directors
- Human Resources / Recruitment colleagues
- Clinical Leaders (Medical, Nursing & Midwifery and AHP Directors)
- Senior Clinical and non-clinical staff (Service Managers, Clinical Leads / Directors, Chiefs of Medicine etc.)
- Nursing (or equivalent)
- Senior Members of service management teams
- Local and Regional workforce planning representatives

### **External to NHS Health Boards / HSCPs**

- Senior Officers in partner organisations (e.g. Regulatory and Professional Bodies, Medical Royal Colleges, UK Visa and Immigration)
- Senior Officers in Scottish Government
- MPs / MSPs
- Overseas Professional and Regulatory organisations
- Members of the Public

Communication will be face to face, electronic or in writing and range from individual to large groups.

## **9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB**

### **Physical Skills and Effort**

- The postholder will use a computer for the production of documents, emails and for research for extended periods of time.
- Transportation of IT / presentation equipment.
- Due to the nature of international recruitment programmes, the postholder will be required to schedule communication with candidates living in countries and regions where local times zones differ from the UK (GMT) this may require flexibility to operate outside of core hours when required.

### **Mental**

- The postholder will be involved in meetings where concentration and attention to detail is required.
- The postholder often encounters unpredictable interruptions where advice is required to resolve emerging issues.
- Occasional periods of concentration when taking forward the delivery of national and international recruitment campaigns that will require input and influence from participating NHS Dumfries & Galloway stakeholders.
- The postholder will frequently be required to produce activity reports, often involving analysis of a range of recruitment data.

## **Emotional**

- There may be occasional indirect distressing or emotional circumstances
- The postholder may have to manage / deal with communication from distressed applicants and members of staff.
- The postholder is required to be resilient to meet the range of demands.

## **Environmental**

- Work within a general office environment.
- There may be a requirement to undertake occasional travel to other locations across the region for meetings and events.
- The postholder will be required to work flexibly and be agile.

## **10. MOST CHALLENGING PARTS OF THE JOB**

Identifying and ensuring provision of national and international recruitment solutions which meet the current and future workforce needs of NHS Dumfries & Galloway particularly given the range of geographical locations which impact candidate attraction to this small Health Board. This is in the context of increasing financial pressure and rising public and patient expectation.

The role requires continuous reassessment of priorities while managing a wide scope of activities that present demands on time management, problem solving and decision-making skills for the postholder.

Dealing with candidates from a wide range of countries and regions will require insight into cultural awareness to ensure candidates are treated with dignity and respect.

The postholder will be required to develop knowledge in a range of legislative requirements in regards to the recruitment of international healthcare professionals e.g. The UK's Points Based Immigration System / Visas, English Language testing requirements as well as regulatory requirements e.g. General Medical Council (GMC), Nursing Midwifery Council (NMC), Health and Care Professions Council (HCPC) entry routes as well as an awareness of the changing requirements of e.g. Medical Royal Colleges in the recognition of overseas qualifications and their equivalency to UK training standards in the NHS.

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

The postholder must be able to demonstrate a level of knowledge, training and experience that reflects the ability to deliver to the key duties and responsibilities of the role.

- QCF Level 3 in Human Resource Practice
- SCQF Level 6 (or equivalent) in Human Resources, Business, Marketing or similar
- Membership of CIPD (or relevant professional body) and evidence of continuing professional development

- Experience of delivering people-based services in recruitment or other related Human Resources operation within the NHS (or equivalent large complex health care organisation).
- Experience of coordinating successful services or projects within NHS organisations (or other large and complex health care organisations).
- Knowledge of designing targeted, multi-channel recruitment campaigns including the use of innovative media technologies as well as traditional methods and professional networking sites in order to identify and engage job applicants nationally and internationally.
- Experience of coordinating high volume candidate resourcing in the NHS (or other large, complex multi-professional health care organisation).
- Demonstrate substantial experience of coordinating full lifecycle recruitment processes from defining job requirements, developing candidate sourcing strategies, candidate application routes and creating selection and testing frameworks across NHS professions.
- High level understanding of NHS compliance / pre-employment checks.
- Knowledge of employment legislation as relevant to recruitment, including UK and other jurisdictions immigration requirements.
- Experience of interpreting policy and legal constraints in regards to international qualification frameworks and NHS Professional Licensing bodies e.g. GMC, NMC and HCPC.
- A good understanding of the Academy of Medical Royal Colleges and their professional body examination standards including medical education in the UK.
- A proven track record of delivering recruitment strategy and policy.
- Experience of using Recruitment / Applicant Tracking systems.
- Proven experience of deploying technology resources to conduct interviews for international candidates (i.e. Video Conferencing).
- Demonstrate experience of supporting candidate onboarding / relocation into the UK
- Excellent organisational skills and the ability to run high quality recruitment / information events for senior staffing grades.
- Ability to develop effective relationships in a complex multi stakeholder environment.
- Ability to demonstrate exceptional customer service orientation / attitude.
- Demonstrate experience of producing accurate and persuasive writing through emails and basic reports.

## 12. JOB DESCRIPTION AGREEMENT

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

# Person Specification

ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• SCQF Level 6 / Highers / A-Level (or equivalent) in Human Resources, Business, Administration (or similar)</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Level 3 Foundation Certificate in Human Resource Practice</li> </ul>
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Experience of delivering people-based services in recruitment or other related Human Resources operation within the NHS (or equivalent large complex healthcare organisation)</li> <li>• Experience of coordinating successful services or projects within NHS organisations (or other large and complex healthcare organisations)</li> <li>• Experience of creating and publishing content on websites</li> <li>• Experience of utilising various Social media platforms and online publications to promote vacancies</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of using Recruitment / Applicant Tracking systems</li> <li>• Experience of coordinating high volume candidate resourcing in the NHS (or other large, complex multi-professional healthcare organisation).</li> <li>• Experience of coordinating full lifecycle recruitment processes from defining job requirements, developing candidate sourcing strategies, candidate application routes and creating selection and testing frameworks across NHS professions.</li> <li>• Experience of deploying technology resources to conduct interviews for international candidates (i.e. Video Conferencing/ TEAMS)</li> <li>• Demonstrate experience of supporting candidate onboarding / relocation into the UK</li> <li>• Experience of interpreting policy and legal constraints in regards to international qualification frameworks and NHS Professional Licensing bodies e.g. GMC, NMC and HCPC.</li> </ul>

<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• High level understanding of NHS compliance / pre-employment checks.</li> <li>• Knowledge of multi-channel recruitment advertising including the use of innovative media technologies as well as traditional methods and professional networking sites in order to identify and engage job applicants nationally and internationally.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of employment legislation as relevant to recruitment, including UK and other jurisdictions immigration requirements.</li> </ul>
<p><b>OTHER:</b></p> <ul style="list-style-type: none"> <li>• Excellent organisational skills and the ability to run high quality recruitment / information events for senior staffing grades</li> <li>• Ability to develop effective relationships in a complex multi stakeholder environment</li> <li>• Ability to demonstrate exceptional customer service orientation / attitude.</li> <li>• Demonstrate experience of producing accurate and persuasive writing through emails and basic reports.</li> <li>• Ability to work flexibly and agile, particularly when scheduling worldwide communication in different time zones.</li> </ul>	<ul style="list-style-type: none"> <li>• Membership of CIPD (or relevant professional body) and evidence of continuing professional development</li> </ul>

# Find Out More

For information on NHS Dumfries & Galloway, including details of further staff benefits, our facilities and beautiful surroundings, check out our new 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](http://www.nhsdg.co.uk/workwithus)

