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| **1. JOB DETAILS** |
| **Job Title:** **Human Resources Officer**  **Responsible to: Associate HR Business Lead**  **Directorate: Human Resources and Organisational Development** |
| **2. JOB PURPOSE**  The HR Officer will provide a responsive, professional and high quality, customer-focussed Human Resources services to managers and staff across NHS Tayside.  The post holder will support policy implementation by providing HR advice and support across a range of issues to include employee relations (attendance management, discipline, grievance, capability, dignity at work), employment legislation, and terms and conditions of service to managers and staff across NHS Tayside. The post holder will assess the requirements of telephone and email enquiries and will provide advice or undertake the necessary action required to satisfactorily conclude the enquiry within a reasonable timeframe. In doing so the post holder will respond promptly and courteously to all calls and email enquiries and operate to a high standard of customer service at all times.  The post holder will implement and promote customer self-service through online support and guidance, directing enquiries to the Working With Us staffnet site where appropriate. The post holder will seek support and guidance from senior colleagues where required.  Where the requirements of a case require HR attendance at meetings or hearings the post holder will support managers to undertake employee relations processes in line with HR policies and legislation, attending hearings and meetings as required on a case management basis. The post holder will support local service change processes in conjunction with senior colleagues and will also support specific HR projects and initiatives.  The post holder will transition to other teams in the HR directorate. This will support the post holder’s development and generalist HR skills and knowledge as well as promoting flexible service delivery. Any duties undertaken during these placements will be commensurate with the roles and responsibilities outlined in this job description. |
| **3. ORGANISATIONAL POSITION**  HR Business Leads  Associate HR Business Lead  HR Business Advisers  HR Officers |
| **4. SCOPE AND RANGE**  The Human Resources and Organisational Development Directorate provides a comprehensive range of HR services to approximately 14,000 employees. The service provides the organisation with the necessary human resources support and expertise, creating an employment framework within which the workforce can deliver high standards of care to our patients. The services include employee relations, policy development and guidance, recruitment and selection, medical staffing, workforce information and systems, workforce planning, organisational development and HR strategy. |
| **5. MAIN TASKS, DUTIES AND RESPONSIBILITIES**   1. Acting as first point of contact the post holder will respond to telephone and email enquiries providing customer-focussed advice, support and assistance to managers and staff on a range of Human Resources issues, including the implementation and interpretation of human resources policies and terms and conditions of service, ensuring best practice and compliance with statutory legislation. Ensure all enquiries are effectively logged and actions recorded for monitoring and reporting purposes. 2. Direct managers and staff to the NHS Tayside Working With Us site or the NHS Scotland Workforce Policies site as required. Identify opportunities for NHS Tayside’s online HR resources to be improved and kept up to date including research of key developments or changes in employment legislation, highlighting any requirement for online resources to be updated. 3. Support managers on a case management basis by providing HR advice and guidance on sensitive and complex cases. This includes attendance at meetings and hearings relating to investigations, grievance, dignity at work, attendance management, capability and disciplinary cases, up to and including dismissal, where the post holder will act as the HR panel member. 4. Assist and advise managers in reducing and maintaining acceptable absence levels in accordance with the Attendance Management policy. Proactively support managers by analysing and interpreting attendance information and providing advice and guidance on the development of management plans designed to reduce absence. Support the manager in the lead up to ill health retirements, including advice and support with submission of forms and liaising with payroll and pensions agency where necessary. 5. Support local service changes in conjunction with senior colleagues, including provision of advice for individual or departmental changes and facilitation of partnership working. Support one to one interviews as required in line with the Organisational Change Policy. 6. Co-ordinate and act as a point of contact for any redeployment of staff arising as a result of organisational change or fixed term contract terminations. 7. Support projects relating to the HR service. This may include the production of performance management reports, the preparation or analysis of statistical data and other transactional HR support as required. Attend service business meetings as required in support of specific projects. 8. Contribute to the development and delivery of management training programmes. Support a targeted approach to training at local level as required delivering workshops/presentations to audiences of up to 30. 9. Exercise judgement to identify enquiries or cases that are of a highly complex or highly sensitive nature and that require specialist advice to be sourced from senior HR colleagues, or require escalation. Convey relevant information through the escalation process to ensure that senior colleagues are well informed of relevant detail. 10. Participate in Agenda for Change job evaluation panels as a fully trained evaluator. Provide advice and guidance to managers and staff on application of the NHS Tayside New and Changed Post Protocol. 11. Contribute to the development and implementation of Human Resources Policy and Procedures and related protocols/guidance. 12. Act as an authorised signatory for payroll documentation, contract variations etc 13. Promote and maintain an excellent customer service and customer care ethos which supports effective ways of working and positive behaviours and attitudes underpinned by NHS Tayside values, where the customer, and patient care, is at the centre of what we do. 14. Promote equality, diversity and equal opportunity to enable HR practices to be applied consistently, fairly and without discrimination. 15. Be a role model for organisational values, showing leadership and a behavioural approach which will promote the principles of dignity and respect for all. |
| **6. COMMUNICATIONS AND RELATIONSHIPS**  The role involves a high level of verbal and written communication both internal and external at  all levels throughout the organisation:-  **Internal**: Human Resources and Organisational Development colleagues, diverse clinical and non-clinical staff, Trade Unions and other professional bodies, Occupational Health Service, Payroll Department, Finance Department    **External**: Central Legal Office, Pensions Agency, Scottish Government Health Department, Professional Bodies, Police Scotland, Counter Fraud Services, Government Agencies, other NHS Boards, University, Local Authority, Health and Social Care Partnerships  The post holder will demonstrate skills of assertiveness and persuasiveness to influence behaviour and resolve situations, especially where there is conflict.  The post holder will be required to deal with highly sensitive issues using tact and diplomacy e.g. bullying and harassment, grievances, allegations which may lead to disciplinary action, sickness absence, organisational change, alcohol and substance misuse, performance issues etc. As such, the post holder can encounter conflict and other emotional responses**.**  In the course of all communications, confidentiality is paramount. |
| **7. KNOWELDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**   * HR expertise acquired either as part of a degree qualification or equivalent experience. * Demonstrate continual professional development through attendance at employment law study days and accessing updates through internet/journals/email alerts. * Knowledge of Human Resource Policies and PIN Policies, Employment Legislation and Terms and Conditions of Service relevant to the range of staff groups within the organisation. * Excellent interpersonal, communication and influencing skills. * Excellent organisational, time management and prioritisation skills. * Excellent Customer Service skills * Excellent IT, Internet and keyboard skills. * Knowledge of the full MS Office suite, knowledge of databases and HR information management systems. |
| **8. SYSTEMS AND EQUIPMENT**   * The post holder is required to use a computer on a daily basis, using software packages such as Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Calendar, Emails. * Use of software systems for human resource enquiries and use of workforce systems (eg eEES, SSTS and BOXI) which generate statistical data used for internal/external auditing and planning purposes * The post holder will often keep notes of meetings for generation of written correspondence and which will be referred to in internal hearings and employment tribunal hearings.   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| **9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** Physical Effort  * Requirement to spend up to 50% of the working day at a workstation (i.e. sitting in a restricted position) taking telephone enquiries, using PC to respond to e-mails, report writing, creating documents as necessary * The post holder will require standard keyboard skills  Mental Effort  * Extensive concentration required on a daily basis when responding to enquiries via telephone and email, compiling reports, analysing data or researching information * Frequent changes in task can be anticipated eg from answering telephone calls to responding to emails to undertaking transactional HR work to attending meetings. Occasional unforeseen interruptions from managers/staff/colleagues seeking urgent advice that will require the post holder to change from one task to another at short notice. * A high level of prolonged concentration required during hearings at which the post holder will be required to actively participate e.g. investigation, grievance hearings or disciplinary hearings. Hearings of a more prolonged nature can last up to 6 hours and can occur on average 1-2 times per week.   **Emotional Effort**   * Requirement to communicate information which may not be well received eg disciplinary outcomes, organisational change * On occasion, the post holder will be required to meet with employees to discuss ill health retiral, redeployment or termination and in some cases the employee may be terminally ill. The post holder will also be required to meet with the bereaved families of employees to discuss pension issues. * Exposure to sensitive issues and occasional emotive, hostile or confrontational discussions.  Working conditions  * Daily use of PC * Occasional exposure to verbal aggression * Travel between sites (journeys of up to 1 Hour) including travel in adverse conditions |
| **11. DECISIONS AND JUDGEMENTS**  The post holder will work unsupervised and will prioritise, initiate and organise their workload on a daily basis taking into account the needs of the service and the best way to achieve effective performance. The post holder will be required to interpret policies and provide advice to customers. Highly complex or serious matters will be referred to senior colleagues in line with escalation guidance.  Once allocated case work the post holder will manage their own workload to ensure that case work is progressed. In doing so the post holder will exercise judgement and influencing skills to achieve the most appropriate course of action in line with Human Resources policies, employment legislation and terms and conditions of service. The post holder will be accountable for decisions they make but will seek guidance from their line manager or senior colleagues as required. |
| **12. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  Responding to enquiries from customers seeking immediate advice and guidance. Use of influencing skills to support managers to undertake the most appropriate form of action. Using appropriate questioning skills to establish accurate information or interpret written communication from customers who themselves may be under pressure. High levels of customer service and communication skills required for the duration of the day.  Managing time effectively and responding to competing demands to ensure workload is prioritised and that case work is progressed. Exercising HR skills and knowledge within occupational guidelines, policies, procedures and employment legislation, and maintaining the provision of the highest quality of operational service. |