

**NHS GREATER GLASGOW & CLYDE**

**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | |
| Job Title | Workforce Employability Officer |
| Department | Workforce Employability, Learning & Education |
| Responsible to: | Workforce Employability Lead |
| Directorate: | Human Resources |
| Last Updated: | August 2023 |

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| **2. JOB PURPOSE**  This post is based within the Workforce Employability Team within the NHS Greater Glasgow & Clyde (NHSGGC) Learning & Education service. The postholder will support the development and implementation of workforce employability initiatives in line with NHSGGC strategy and policy. This includes:   * Managing operational activity with the NHS GGC Apprenticeship Programme * Supporting the development and implementation of the revised NHSGGC jobs and careers awareness programme * Provide support and specialist advice to NHS GGC managers and external agencies to enable the development and implementation of NHSGGC employability initiatives across all NHS GGC services and sites |

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| **3. ORGANISATIONAL POSITION** |

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| **4. ROLE OF DEPARTMENT**  The Human Resources and Organisational Development Directorate provides a range of services to deliver a workforce that is fit for purpose, skilled, engaged and in the right place at the right time to deliver high quality and person centred care to patients.  The service acts as an enabling function providing all leaders with the necessary human resources support and expertise ensuring Human Resource processes that are effective and efficient to improve delivery of clinical care.  Operating through a Shared Service Model, and established Service Standard Arrangements, the Human Resources team supports the organisation by creating an employment framework within which the workforce can concentrate on delivering high standards of care to our patients. Working in partnership with staff representatives and trade unions to deliver the principles and practices of the national Staff Governance Standard the function ensures the consistency in application of the Board’s HR Policies and Procedures.  The Employability Team focus on the employer led workforce employability remit. This remit includes:   * Leading and managing employer led employability initiatives across NHSGGC * Providing highly specialist advice and consultancy to Senior Management Teams and service managers in relation to employability activity supporting delivery of the NHS GGC Workforce Plan. |

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| **5. SCOPE AND RANGE**  The post will focus on supporting delivery of workforce employability activity across NHSGGC with specific focus on areas of work aligned to the Widening Access to Employment Strategy, Workforce Strategy and workforce plans as well as links to national strategy such as Developing the Young Workforce, the Young Persons Guarantee and other Scottish Government employability related strategies. The postholder will support the development and implementation of a range of employability initiatives to ensure NHS GGC employability and workforce related strategies and workforce plan objectives are met. Key areas of work will include:   * Apprenticeships * NHSGGC careers and job awareness activity * HCSW Academy employability initiatives supporting entry into NHSGGC entry level posts   The postholder will act as a point of contact and source of specialist advice to NHS GGC services and mangers in relation to employability activity.  The postholder will be expected to work in partnership with a range of partner agencies. |

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| **6. MAIN DUTIES & RESPONSIBILITIES**  Work streams are guided by the key NHS GGC strategies including the Widening Access to Employment, Workforce Plans and Workforce Strategy and include the following areas:    **Apprenticeship Programme**   1. To manage all operational activity within the NHSGGC Apprenticeship Programme (Foundation/Modern/Graduate) 2. Oversee the operational aspects of relationship with external training providers 3. To provide Human Resources support and specialist advice to managers that enables the development and expansion of the Apprenticeship Programme 4. To develop and implement guidance for managers on the Apprenticeship Programme across a range of formats for use on the HR portal/webpages 5. To develop training and awareness materials for use in manager development sessions for managers, awareness sessions for Human Resources practitioners and when working with partner agencies 6. To act as a point of contact for apprentices, mentors, managers and service leads for advice, support and guidance 7. Liaison with external partners to promote and develop apprenticeship opportunities 8. Planning and coordination of Apprenticeship Programme events   **NHS Jobs and Careers Awareness Programme**   1. To coordinate the development, implementation, monitoring and review of a revised programme of activity to increase awareness of NHS jobs and career opportunities and pathways into NHSGGC employment 2. To coordinate the development and maintenance of an online careers portal and refreshed careers literature targeted at our future workforce 3. Co-ordination of a calendar of, and attendance at, careers events and jobs fairs 4. Promote the schools engagement programme within NHSGGC to encourage engagement across services and professions 5. Provide significant contribution to the development and co-ordination of a revised programme of careers insight activity 6. Provide specialist advice relevant to recruitment to NHS careers and career pathways to external partners   .  **HCSW Academy Programme**   1. Plan and implement pre-employment programmes aligned to enter level vacancies and oversee the operational activity of these initiatives 2. Provide specialist advice and guidance to line managers on a range of employability and workforce diversity issues 3. Build capacity within the organisation, based on best practice and innovative processes, to increase recruitment from a diverse population with an emphasis on under-represented groups 4. Develop and implement awareness raising/training for unemployed people, partner agencies, employment advisers and NHS staff on key issues around employability and NHS job opportunities and career pathways 5. To research and provide specialist advice on employability issues and associated legislation and national policy to senior and other managers 6. To coordinate the design and oversee operational delivery of employability initiatives, in partnership with service managers and external partners, in line with the Board’s objectives, commitments to employability and the Workforce Plan 7. To support all operational activity in Employability Service initiatives 8. Develop and maintain excellent working relationships with NHS GGC colleagues at all levels and across all Services to encourage participation in employability initiatives. 9. Influence, motivate and negotiate with senior managers, professional leads and operational managers to secure successful engagement, dealing effectively with reluctance to change   **Research**   1. Gather and analyse information from a variety of sources on workforce availability, competences and future workforce trends so that recruitment directorate can adjust its policy and operations to respond to the needs of the organisation in line with the availability of a pool of suitable recruits. 2. Production of reports, briefings and updates on all aspects of NHSGGC employability activity based on a range of information sources, for internal and external consumption 3. Provide regular updates and data analysis for issue to the GGC Widening Access to Employment strategic and operational groups, Human Resources and Organisational Development Senior Management Team, Staff Governance Committee and other internal management groups 4. Collate, interpret and analyse data as required for reporting purposes and informing development and evaluation of employability initiatives   **Other Duties**   1. Work closely with other Human Resources colleagues/teams to develop and support effective employability service initiatives 2. To deputise as appropriate for the Workforce Employability Lead 3. To manage resources in line with the above and available departmental budget allocations e.g. procurement of careers/promotional materials, ordering and signing off on careers events bookings, adhering to external funders funding restrictions for employability activities etc. |

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| **7a. EQUIPMENT & MACHINERY**  The postholder is expected to use:  Telephone  Mobile Telephone  Photocopier  Printer  Personal Computer/Laptop  LCD projector (for presentations)  **7b. SYSTEMS**  The postholder is expected to be proficient in the use of the following  software:  Microsoft Office/365 (Outlook, Word, PowerPoint, Excel)  MS Teams  Staffnet/ HR Connect  Internet Explorer  TURAS  eESS |

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| **8. DECISIONS AND JUDGEMENTS**  The postholder is expected to plan and prioritise workload in line with the workplan agreed with the Workforce Employability Lead. On a day to day basis the post holder is required to operate autonomously including the management of own workload and provision of professional advice to NHS colleagues, other key agencies, partners and stakeholders. An annual programme of work will be agreed with regular reviews between which times the postholder is expected to apply a high degree of self direction and apply initiative.  The postholder is expected to manage key programmes on a day-to-day basis, especially the operational issues and relationship with the external training provider, apprentices, managers and mentors.  The post holder is expected to support the development of training for unemployed people with barriers to employment and work in partnership with other organisations as required.  The postholdr will deputise for the Workforce Employability Lead as appropriate. |

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| **9. COMMUNICATIONS AND RELATIONSHIPS**  The postholder will be expected to communicate and build relationships at a managerial and operational level. The postholder will work closely with partner organisations in employability arena and educational institutions, as well as HR, Organisational Development and Learning & Education functions within NHS Greater Glasgow & Clyde.  A high standard of communication and interpersonal skills will be required to develop and maintain effective working relationships particularly in work areas where there are competing demands and priorities, and especially when working with external partner agencies. This will involve the ability to persuade and negotiate with those reluctant to engage with the work of the employability initiatives.  The post holder will be required to communicate at a range of levels within the NHS and external organisations.  The postholder is also required to prepare and deliver formal presentations.  Key relationships will include (not an exhaustive list):  ***Internal Departments/Staff***  Recruitment  Workforce Planning & Information Team  Corporate Inequalities Team  Learning & Education  Acute & HSCP Service Managers  Practice Development  Apprentices, managers and mentors  ***External Agencies***  Scottish Government Health Workforce Directorate  Scottish Government Young Persons Guarantee Team  Local Authority Employability and Education Services  Skills Development Scotland  Department of Work and Pensions  Developing the Young Workforce Regional Groups  Training Providers  Other NHS Scotland Territorial and Special Health Boards  NHS Education for Scotland  NHS Scotland Employability & Apprenticeships Network  Further and Higher Education institutions |

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| **10. PHYSICAL DEMANDS OF THE JOB**  ***Physical***   * Requirement to use VDU / Keyboard for most of the day when office based * Transportation of IT and careers equipment when attending events/training sessions   ***Mental***  Concentration is required when: Producing reports  * Delivering training sessions * Supporting engagement events and awareness sessions in the community   The postholder will be expected to analyse, interpret and present complex information using workforce data.  There is also a need to handle conflicting priorities and emerging situations and manage workload to meet organisational deadlines.  **Emotional**   * Ability to handle conflicting priorities * The postholder will require to manage competing demands on time and resources * Ability to work positively with colleagues/services finding it difficult to, or reluctant to, engage with the work of the Employability Team * Dealing with HR issues among the Apprenticeship workforce (occasionally) * Ability to adapt quickly to changing timescales, unforeseen delays and quickly emerging situations |

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| **11. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**  **Qualifications & Training**   * Educated to degree level, Post Graduate CIPD Qualified***or***haveequivalent relevant practical Human Resources experience in a large organisation, preferably gained within the public sector, including knowledge gained through a significant period working to support apprenticeships, employability initiatives, careers guidance or recruitment practice for those experiencing barriers to employment or similar   **Experience**   * Can demonstrate experience of report writing and presenting data and analysis * Experience of project management or working in a role supporting change initiatives, workforce development programmes or similar experience * Experience of working with unemployed people and knowledge of issues in that area and knowledge of barriers to education and employment * Experience of working within a project based role in a large organisation or multi-agency environment   **Knowledge & Skills**   * Specialist knowledge and understanding of apprenticeships and employability issues and its links to HR and Recruitment practice * Excellent written and verbal communications skills * Excellent interpersonal skills are required with an ability to engage with a range of people and groups * Organisational skills * Articulate with the ability to explain employability issues so that they are understood * Ability to provide specialist advice in a person-centred way * IT literacy and administration skills * Report writing and presentation skills * Negotiation skills * Analytical skills * Problem solving & decision making skills   **Disposition**   * Highly motivated * Enthusiastic and positive manner * Ability to use initiative and work well without supervision * Tactful * Flexibility * Team worker * Ability to prioritise and work to deadlines |

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| **12. 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:**  **Head of Department Signature:** | **Date:**  **Date:** |