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| Job Title: | Senior Doctors and Dentists in Training Advisor |
| Responsible to (insert job title): | Doctors and Dentists in training Team Lead |
| Department(s): | Medical Staffing HR |
| Directorate: | Corporate Services |
| Operating Division or GGCHB | Human Resources and Organisational Development |
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**NHS GREATER GLASGOW AND CLYDE**



**JOB DESCRIPTION**

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| **1. Job Purpose** |
| Provide advice, guidance and administrative support for Scottish Medical Training (SMT) and Doctors and Dentists in training (DDiT) Lead Employer Model across NHS Greater Glasgow and Clyde (NHSGGC). Will contribute to the delivery of an efficient and effective service ensuring that the service provided is meeting agreed quality standard Operational Procedures (SOP’s). Support in the continual review of SMT service delivery and processes and help to identify and implement changes to service provision by promoting improved ways of working. Ensure that workload and responsibilities assigned to the post holder are handled efficiently and effectively.  The post holder will work directly under and report to the DDiT Lead be assigned through their portfolio of work/case load to ensure that each stage of the SMT process is accurately and efficiently managed.  The post holder will support the Team Lead in contributing to the provision of a comprehensive, first class, SMT service which will include providing SMT, HR/Medical staffing related advice to senior managers and clinicians for issues pertaining to the onboarding, rotation and termination of the DDiT workforce.  To assist in the development of the SMT DDiT Lead employer service in line with NHS Scotland guidelines, SOP’s and Employment Legislation.  The role will require the post holder to provide advice and support to NHSGGC services staff, DDiT regarding matters relating to DDiT onboarding, recruitment terms and conditions, and up to date legislation.  The post holder will require having good working knowledge of NES TURAS, e-PAYROLL, SSTS, eESS and other appropriate Human Resources systems. Will assist in development NHSGGC’s SMT Service in line with system developments. |
| **2. Organisational Position** |
| This post operates as part of NHSGGC’s Medical Staffing HR service which operates currently from West Glasgow ACH, Dalnair Street, Glasgow.  Medical Staffing HR is a NHSGGC-wide resource and operates as part of the Human Resources Service Development and Support Service.  The service ensures NHS GGC’s Requirements as Lead Employer for DDiT to provide an effective, consistent and timely approach in carrying out recruitment, onboarding, termination and rotational aspects of SMT operates within current NHS Scotland Standard Operating Processes (SOPs) , NHS Scotland Policies, NHS GGC policies and processes and employment legislation |

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| Deputy Director of HR  Medical and Dental Services Manager  Medical Director    HR Assistant  HR Project Administrator  Monitoring and Liaison Officer X 3  HR Adviser  System Administrator  Senior Monitoring and Liaison Officer  **SMT-DDIT Adviser This post**  HR Manager (Employee Relations, Policy Development, Revalidation and Appraisal  HR Manager (Career Grade Terms, Job Planning)  HR Manager (Junior Doctor Terms, Monitoring and Liaison)  SMT- DDIT Team Lead  SMT–DDIT Administrator |

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| **3. Scope and Range** |
| NHS Greater Glasgow and Clyde:  Total Population - 1.15 million  Total Budget - £3.9billion (22/23)  Total Staff (headcount) – 40,000  There are currently 2471 doctors in training in the West of Scotland, of which 1700 are within NHS Greater Glasgow and Clyde (NHSGGC).  NHSGGC delivers a full range of primary, secondary and tertiary services.  The post holder will provide expert support to the Team lead on the day to day running of the SMT/DDIT work stream, responsible for the advice on and oversee the administrative support to the onboarding, termination and rotations of DDIT.  The post holder will work collaboratively with the DDiT Lead to ensure timely and effective outcomes for the DDIT workforce.  The post holder will work closely with internal and external systems i.e. HR, payroll and NHS Scotland (TURAS) in maintaining communication and obtaining data and updates from regarding the allocation, onboarding and termination of DDIT.  The post holder will be expected to support the DDiT Team Lead and wider Senior Medical Staffing team, providing advice and reports within own scope of knowledge on a wide and varied range of enquiries, aimed at resolving issues in a timely manner escalating to line manager where required. |

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| **4. Main Duties and Responsibilities** |
| Oversee the administration aspects associated with SMT/DDIT Support the DDiT team Lead in providing information for the DDiT information databases to support the information requirements of NHSGGC.    Assist the DDiT team lead in the manipulation of eESS to amend pay errors and the handling of applications for maternity leave /paternity leave for DDiT staff.  Oversee the central administrative process of inputting DDiT absence onto SSTS providing advice and support to the junior team  Assisting the DDIT lead on the Inputting of key data on SMT, HR, and medical workforce and payroll systems to ensure accurate payroll information is recorded.  Assisting the DDiT Team Lead in the provision of ad hoc information requests on DDiT rotations to managers throughout NHSGGC  Support the DDIT senior team in providing advice on issues related with DDiT rotations to Medical Staffing, HRSAU  Assist the senior DDiT team in the provision of updates to placements, vacancy information and the progress of the recruitment process.  Access to NES immigration system to assist the senior DDiT lead in confirming the requirements for visas. Liaise with NES via IT systems and Workforce Information to ensure continuing accuracy of the main DDiT database.  To assist the DDIT in project work and attend/deputise at meetings at the request of senior team for professional and service development purposes.  Provide cover to the DDIT Team lead during periods of absence  May be required to provide absence cover as requested by line manager to the other medical staffing workstreams.  Along with the DDiT Team lead develop and maintain performance standards and quality indicators to assist with  Via the SMT/Turas re onboarding and rotations checking and confirming professional registrations of appropriate staff through the Professional Regulatory Bodies General Medical Council/General Dental Council, utilising web based systems and escalate any registrations and non-registration issues to services and Directorate HR teams.  The post holder will support the DDiT team lead in coaching and developing Medical staffing workstream staff to ensure delivery of a consistently high standard of the DDiT SMT workstream.  Expected to provide support generally and flexibly within the Medical Staffing service working closely with Medical Staffing colleagues, providing cross-cover where necessary. Will be required to attend 1 to 1 meetings with DDiT Team Lead and at department team meetings. Assist in the provision of Induction Training for new staff within SMT DDiT.  Will be a requirement to undertake continuous professional development and to be up to date with knowledge of legislation and new developments in SMT and Lead Employer contractual model |

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| **7. Systems/Information Technology** |
| **Systems**  The post holder 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 :   * Recruitment/HR Systems (TURAS People, eESS Workforce information system , SSTS workforce recording system, Turas Appraisal, NHSGGC Junior Doctor Database) * Responsible for accessing a range of reporting systems regarding SMT activity within NHSGGC and for ensuring that information required for internal and external accountability and audit is provided.   **Information Technology**  A range of equipment and software packages are used in this role:   * Desktop PCs and where appropriate a laptop computer * Telephone system (inbound and outbound calls) and where appropriate Mobile telephone * Printers and photocopiers * Microsoft office suite including Outlook, Word, Excel and Access * MS Teams * Shared Points * Outlook E-Mail system * Internet and Intranet resources * Electronic diary management * Use online web systems for carrying out checks for qualifications/professional   registration verification for medical and dental and staff as necessary.   * Responsible for reporting faults in equipment when occurs. |
| **8. Decisions and Judgements** |
| The post holder is required to anticipate, identify and provide solutions to a variety of  rotational onboarding issues for NHSGGC service managers, and other members of the medical staffing workstreams. The post holder will be required to assess issues and queries based on interpretation of guidelines, policy, legislation and other criteria which affect the SMT process.  The post holder will be expected to use their experience to offer solutions to problems in regards to SMT/DDiT rotational process in line with their own scope of practice.  Required to plan how to deal with high volume activity. Plans often require to be changed due to prioritising junior doctor rotational activity or adjust plans already underway.  Will be required to use knowledge and experience to make judgements and interpret clear  facts based on sometimes complicated or conflicting information supplied from different sources.  In the absence of the DDiT Team Lead, the post holder may have to resolve operational problems to maintain the smooth running of their assigned team or when necessary the wider Medical Staffing Service. The post holder would be expected to deal with any problems  arising in relation to their own work and those of staff within the SMT DDiT team using their knowledge, skills, initiative and networking ability.  Effective time management decisions will be required in meeting the demands of recruitment  activity where other priorities may conflict with those of the post holder.    Will be given opportunity to propose changes to working practices and procedures to  enhance/ improve the service delivery standards.  Will use initiative to make decisions independently day to day about planning and  prioritisation of own work load, methods of tackling demands/work in progress and  recognition of maximum work limits.  The work activities detailed in the section Duties and Responsibilities are carried out for the most of each working day but are subject to frequent interruptions which can require the post holder to stop what they are doing to provide information or advice  Will be expected to take a lead role at weekly team meetings where workload and vacancies are reviewed with the team. |

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| **9. Communications and Working Relationships** |
| The post holder will be expected to demonstrate effective and professional communication  skills across all areas of the duties and responsibilities. There is regular contact with all  staff within the Medical Staffing workstreams, and NHSGGC service managers. The post holder must develop effective relationships with a wide range of individuals.  Communication conducted through high volume of telephone and email as well as face to face via informal and formal meetings.  The post holder will be required to communicate with tact and diplomacy , especially when discussing terms and conditions, pay and other confidential information  **Internal**   * Service Managers and their staff including administrative support staff, PAs, Rota coordinators at all levels within the organisation. * NES HR * Regular communication with DDiT Team Lead to progress on work load activity * NHSGGC Occupational Health Service * NHS GGC Medical Staffing team * Heads of People and Change and HR colleagues * NHSGGC Payroll Teams * NHSGGC Clinical and non-clinical staff with Acute Services Sectors/Directorates, Health and Social Care Partnerships (HSCPs) and Corporate services   **External**   * Regular contact with NES Recruitment * Relevant SMT, HR /Medical Staffing colleagues in other NHS Scotland Boards * Medical Royal Colleges * UK Visa and Immigration * Professional Regulatory Bodies e.g. GMC/GDC, NMC and HCPC |

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| **10.Physical, Mental, Emotional and Environmental Demands of the Job** |
| **Physical Skills and Effort**  Must be able to work quickly, with high attention to detail and accuracy. Combination of sitting, standing and walking .Occasionally transport presentation equipment for delivery of training etc.    Sitting in one position at PC for long periods through the day.  Accurate typing and data entry – maintaining records  Due to intensity around rotation dates may require flexibility to operate occasionally outside core hours when required.  **Mental and Emotional**  The nature of the work at times can be unpredictable and plans need to be revised, several times a day/week as a result of enquiries from service users  Will be required to deal directly with people who have queries or issues relating to the  terms and conditions of their employment with NHSGGC.  The post holder must be able to combine administration and communication skills in an efficient and effective manner. Information may come from a number of different sources and at times may be conflicting. Recognition of the confidential nature of the work in line  with General Data Protection Regulations (GDPR)  Careful checking of information provided by NES. A high degree of concentration is  required when handling questions and queries which relate to the SMT process. Attention  to detail/accuracy when completing payroll engagement information. Cross checking previous proposed starting salary details of appointed candidates to ensure they have  been placed onto the appropriate point of the salary scale.  High volume of activity related to most part of the SMT service i.e. volume of trainees moving throughout the year, and associated administrative procedures attached to the process.  **Environmental**  Providing service to all departments located in multiple sites. |

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| **11. Most Challenging/Difficult Parts of the Job** |
| Dealing with a high volume of telephone/emails with NHSGGC service managers and staff where there can differences in expectation of numbers of trainees delayed starting dates, Less than full time changes interpretation of policy and/or process and the advice or guidance provided.  Managing sensitive and confidential information about Rotational activity demanding a high level of professionalism, judgement and integrity. Handling complex and often ambiguous scenarios when immediate answers/solutions are unclear in regards to SMT activity  Prioritising and organising the assigned work load in order to meet service Standards.  Maintaining a high level of accuracy in undertaking the duties of the post.  Imprecise/incomplete information and or instructions requiring post holder to  use their knowledge and expertise to resolve.  Effective time management whist dealing with frequent interruptions resulting in rapidly changing priorities.  Maintaining a sense of direction and sensible prioritisation for self and those in team whilst  handling a diverse and continually changing workload.    For large part of the day may work unsupervised so there is a need to manage own  workload and a need to plan schedule of activity. |

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| **12. Knowledge ,Training and Experience Required To Do the Job** |
| **Qualifications , Experience Personal Attributes required**  The post holder should be able to demonstrate a level of knowledge that reflects the ability to deliver the key duties and responsibilities of this role. The knowledge required for this post may have been acquired through experience in the NHS or a large, complex organisation similar to the NHS or in a high volume recruitment /HR services function.  **Qualifications and Experience**   * Educated to SCQF Level 6 - Highers / A-Level (or equivalent) /SVQ 3 in a business or HR related subject or equivalent experience in SMT DDiT Medical Staffing. * Membership or working towards CIPD or evidence of continuing professional development. * Knowledge and experience gained from delivering high volume activity such as DDIT rotations * Experience of delivering people-based services in Medical Staffing HR or other related HR operation preferably within the NHS or equivalent large complex organisation * Ability to demonstrate substantial experience of coordinating full life cycle SMT processes, pre-employment checks, on boarding, rotational activity and Terminations * Requires high understanding of pre-employment compliance checks * Knowledge of employment legislation as relevant to recruitment/on boarding of DDiT * Experience of interpretation of policy and legal constraints as relevant to recruitment onboarding and NHS Professional Licensing bodies e.g. GMC/GDC ,NMC and HCPC * Experience of extracting /sourcing workforce information from a series of information systems /databases * Ability to demonstrate experience of producing accurate writing through emails and basic reports * Excellent organisational skills and adapt to meet any unexpected challenges such as changes to legislation * Experience of working within established processes and procedures * Ability to support, coach and provide guidance to staff. * Good level of IT skills including experience of using Microsoft Word, Excel/Access and PowerPoint.   **Personal Attributes**   * Ability to demonstrate exceptional customer service orientation/attitude * Experience of working on own initiative with minimal supervision. * Experience of giving advice and guidance to a wide range of individuals and adapting style accordingly. * Ability to handle sensitive issues and confidential information. * Diplomacy and persuasiveness skills. * Ability to prioritise workload against competing demands. * Reliable, open minded, flexible and able to work under periods of high activity to meet service deadlines. * Interpersonal skills including negotiation, influencing and persuading * The ability to work effectively in an integrated team setting. * The ability and resilience to adapt to changes to workload on an almost daily basis. * Presentation skills – ability to communicate and address small groups |