**NHS HEALTH SCOTLAND**

**JOB DESCRIPTION**

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| 1. **JOB DETAILS**

Reference Nbr: xxxxJob Title: People Development CoordinatorResponsible to: People Development Officer Directorate: Strategy |

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| 1. **JOB PURPOSE**
* To provide high quality and efficient co-ordination of People Development services, providing support to the People Development team and co-ordinating and delivering internal training events across a full range of activities which contribute to the design, delivery, promotion and improvement of learning and development activities that support the organisation in achieving our strategic outcomes.
* To display the NHS Values of: Care and Compassion; Dignity and Respect; Openness, Honesty and Responsibility; Quality and Teamwork in delivering all aspects of the role.
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| 1. **DIMENSIONS**
* The post involves close working with staff at all levels of the organisation and with a variety of external organisations, including other NHS boards and partners, training providers and wider Human Resources networks.
* Delegated budget authority for projects within workplan up to £5k.
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| 1. **ORGANISATION CHART**
* See attached chart.
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| 1. **ROLE OF THE STRATEGY DIRECTORATE**

The role of the Strategy Directorate is to lead in the development, implementation, assessment and improvement of our strategy, A Fairer Healthier Scotland (AFHS), by positioning the organisation to develop and deploy our assets to achieve maximum impact in delivering our message of AFHS to our stakeholders. In this, we are concerned with all outcomes of AFHS, but in particular, we lead on Organisational Excellence and Innovation and Stronger Support for Action.There are 2 ‘divisions’ to the Directorate, broadly supporting Stronger Support for Action and Organisational Excellence respectively. Within each of these divisions there are two teams:**Strategy and Communications*** **Communications and Engagement**: To lead the development and effective dissemination of our core messages with key corporate stakeholders.
* **Strategic Development**: To lead in the development and performance management of our corporate strategy. To gather our Stakeholders’ needs and expectations for input into the development, review and delivery of the strategy, while also identifying changes in the external environment, so that the organisation is better able to prepare for the future.

**People and Improvement*** **Organisational Improvement**: To lead ongoing continuous improvement and pursuit of excellence in the organisation, ensuring that it is embedded through robust planning, policy and risk approaches.
* **People and Workplace**: To lead all aspects of workforce support that deliver a good staff experience and staff health and wellbeing so that our workforce is deployed, motivated and supported to deliver AFHS.
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| 1. **KEY RESULT AREAS**
2. Support staff and managers in relation to the learning and development programmes by acting as the first point of contact and providing information on availability and access to training programmes, resources and events. Ensure that the information provided is relevant, accurate and accessible by monitoring and updating for quality, in print and online, resources available to staff on learning and development initiatives.
3. Assist colleagues and coordinate a broad range of activities required in planning, organising, development and delivery of the all staff induction programme, Management Essentials and other internal training events supported or delivered by the team. Responsible for finding suitable venues, offering support to attendees at events and attending to any issues that arise on the day, ensuring the content and venue are accessible to participants and would-be participants. Support the People Development Officer in developing and preparing training material and information packs to ensure that events go ahead in a timely and effective manner.
4. Responsible for developing and maintaining the information systems required to support organisational workforce development and the People Development Officer by the collation and evaluation of learning and development related data (e.g. feedback forms, on-line evaluations), preparation of statistics for reports, contributing to the preparation of corporate papers required for meetings with staff side, directors and the board to monitor, review and continuously improve the learning and development of HS staff and facilitate successful delivery of corporate outcomes.
5. Responsible for the administration of the procurement process in line with Health Scotland (HS) protocols, with authority to raise purchase orders and sign off invoices to the value of £5,000. This includes inviting relevant suppliers to tender for work, which requires negotiation skills in raising purchase orders and tracking expenses and, working with the People Development Officer, showing awareness of best value and on-going service improvement.
6. Provide professional administrative support, including organising meetings, producing agendas, minutes and templates and other duties as required to assist the People Development team in utilising time effectively and ensuring the smooth delivery of workforce development activities.
7. Support the People Development Officer in identifying the learning and development needs of the organisation by data collation and analysis of individual staff Personal Development Plans (PDPs) in order to prepare a comprehensive learning programme and development plan to support and enable staff to meet the organisational outcomes of AFHS.
8. Support staff in the development of meaningful objectives and PDPs by training staff and advising on the use and administration of the Knowledge and Skills Framework (KSF) and e-KSF, acting as the first point of contact for queries from staff and managers and to provide information and training, both formal and informal on the performance management process and electronic systems to help the organisation to reach Staff Governance aims that enable Health Scotland workforce to deliver AFHS.
9. Proactively contribute to the work of the team and the organisation by assisting with reviewing and updating policies, processes and practice, actively making suggestions to improve service delivery. Actively participate in group forums including office user groups, Excellence Health Checks and policy reviews and seek opportunities within the People and Improvement team to deliver and support the organisation’s goals of continuous improvement.
10. Contribute fully to the work of the team, the directorate and the organisation, taking opportunities to get involved in corporate activities and actively supporting the organisation’s goals of excellence, innovation, continuous improvement and customer focus and developing and maintaining a broad understanding of health inequality, equality and diversity and human rights issues and how these fit into the NHS policy context, contributing overall to the organisational aim to reduce inequality in health for the people of Scotland.
11. Follow all required financial, project planning and reporting and other organisational processes, managing resources within defined limits and taking action or alerting manager where corrective action is required, in particular supporting the team to organise and coordinate tenders and draw up contracts to ensure financial procedures are adhered to negotiate costs and ensure quality of service and value for money with all venues and suppliers.
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| 1. **ASSIGNMENT AND REVIEW OF WORK**
* The post holder is expected to take ownership of the tasks assigned to them from inception to completion and to identify and prioritise their own workload on a day-to-day basis. They are expected to anticipate and resolve problems but to use judgement in bringing attention to issues that require the intervention of a more senior member of staff.
* There are regular team meetings with work supervisors and colleagues to plan objectives and priorities and work plans, with more regular or ad hoc updates as necessary.
* The post holder is subject to managerial direction from the People Development Officer with whom annual objectives are agreed and progress in achieving these is reviewed formally through the PDPR process.
* Annual objectives are generated by learning and development priorities and arising from internal and external enquiries on a day to day basis. The post holder is expected to work on their own initiative in line with organisational processes in delivering against the Key Result Areas to a quality standard, seeking appropriate direction to ensure delivery of fit for purpose learning and development.
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| **8. DECISIONS AND JUDGEMENTS*** Works under the general direction of the People Development Officer and People Development Manager. However, workload is planned and organised using own initiative and with minimum supervision.
* Expected to provide the People Development team with regular updates and also use judgment to provide updates to People and Improvement colleagues and the wider organisation as appropriate.
* Prioritises workloads to ensure timely engagement and delivery of key learning programmes.
* Develops electronic databases and processes to support workforce development which often requires creativity and collaboration.
* Expected to make quick decisions and judgements regarding organising events and activities where last minute changes can occur prior to or on the day of event.
* Inputs to policy, systems, processes and practice development in relation to workforce development.
* Uses initiative to analyse and solve problems, issues and challenges to ensure that service delivery is in line with quality improvement, is effective, responds to customer and stakeholder needs and is value for money.
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| **9. MOST CHALLENGING PART OF YOUR JOB*** Ensuring capacity to meet conflicting demands, multi-tasking, and delivery of quality services to internal customers to deadlines.
* Co-ordinating events requiring input from multidisciplinary staff to ensure annual programmes, including Management Essentials, Staff Essentials and KSF inductions run to programme.
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| **10. COMMUNICATIONS AND WORKING RELATIONSHIPS*** Daily contact with staff and managers from all areas of the organisation, providing a first point of contact for information in relation to staff development activities and delivery of Knowledge and Skills Framework (KSF) training to staff
* Regular contact with directors, team heads, managers and staff in relation to technical support, monitoring, reviewing and reporting on KSF enquiries and activity
* Identifying overlapping work areas within other teams and developing relationships to facilitate joined up working, ensuring there are meaningful communications with staff and managers to influence engagement with learning and development activity
* Supporting staff attending development events, providing support and training delivery at some internal events (e.g. Staff Essentials, KSF induction)
* Establish and maintain relationships with external training providers, suppliers and networks of other L&D professionals from NHS Scotland health boards.
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| 1. **QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**
* Educated to HND level or equivalent administrative experience, preferably in a Learning and Development environment.
* Excellent administrative and organisational skills
* Ability to demonstrate excellent customer care and focus
* Strong interpersonal and communication skills, with the ability to communicate with staff at all levels
* Excellent IT skills (Word, Outlook, PowerPoint, Excel) and experience of developing and managing systems and databases
* Ability to manage conflicting demands and meet tight deadlines, whilst delivering a quality support service
* A positive, flexible attitude with the ability to demonstrate diplomacy and sensitivity in dealing with sensitive issues
* Good analytical and problem solving skills
* Experience of tendering and budgeting processes
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| 1. **EQUIPMENT AND MACHINERY**
* Telephone, mobile phone, PC, laptop (including remote working software), photocopier, printers, projectors, conference room equipment, video-conferencing, teleconferencing, PDAs
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| 1. **SYSTEMS**
* MS Outlook – email correspondence, electronic MS Word – producing documents, mail merges, reports etc.
* MS Excel – developing and maintaining local spreadsheets and electronic databases which provide the basis of organisational recording of L&D activity,
* Record
* keeping of emails/mail/budgets/ compiling statistics
* Experience of e- learning management systems
* MS PowerPoint – presentations
* Internet and Intranet – gathering information
* Maintenance of specialist national and local electronic databases – eESS, e-KSF
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| * **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENT AND DEMANDS OF THE JOB**

**Physical*** Carrying heavy boxes of paper and course material from office to events
* Assisting the arrangements for setting out of rooms for learning and development events
* inputting at keyboard (repetitive movements) in order to respond to e-mails, write reports, prepare presentations and enter data (can be for extended periods of time, and on a daily basis).

**Mental*** Dealing with unpredictable demands of the job such as participants or trainers not attending events and last minute issues with venues.
* concentration may be required to analyse prepare reports or take minutes of meetings and produce these in tight timescales;
* responding to unpredictable demands; dealing with frequent interruptions; meeting tight deadlines; being alert for long periods; frequently changing from one activity to another; managing complex workloads; dealing with rapidly emerging priorities.
* frequently attend internal and external meetings, often requiring the need to concentrate to take an effective minute or note of meeting.
* draft detailed reports or papers for internal and external use and publication

**Emotional*** exposure to distressing and emotional circumstances is rare, although the post holder may come across and is expected to deal confidently and constructively with challenges to the validity or priority of the work, particularly around equality and diversity

**Environmental*** occasional continuous use of VDU when preparing written reports or responding to a series of detailed e-mails.
* office sites tend to be open plan, which can require the post holder to concentrate at times of noise or interruption.
* frequent movement between the organisation’s sites and to locations of external meetings with partners, necessitating use of road, rail and occasionally air transportation (depending on location of meeting).
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