



# HR Advisor

## 178809

### February 2024



# A Career with NHS 24

Thank you for your interest in this position. This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24. Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland.

We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

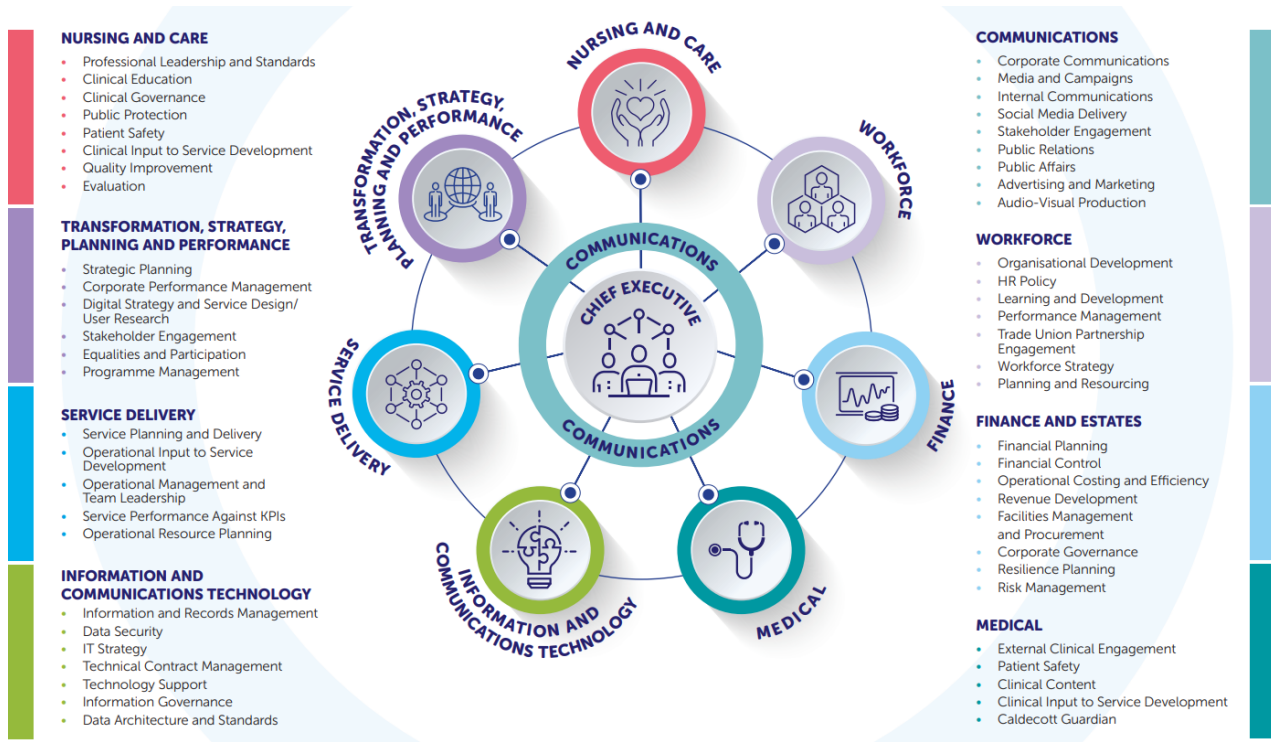
NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

For more information on NHS 24 and our vacancies, please see our microsite with the link: <https://careers.nhs24.scot/>

You can find more information about NHS 24 at <https://www.nhs24.scot/>



# Workforce Directorate

The Workforce Directorate are on a journey to transform our ways of working, supporting our workforce and their wellbeing and further develop our organisation and culture. We are committed to making NHS 24 a truly inclusive, diverse and values driven organisation. A place where people want to come and work every day and are motivated and enthused making it a ‘great place to work’.

There are broad teams within the Directorate however all work collaboratively and there are opportunities for everyone to get involved in all aspects of work that support our employees. There are around 50 staff within the Directorate and the teams are:

- Organisational Development, Leadership and Learning
- Resourcing and Planning
- People Services

We work to a People Plan which underpins the Workforce Strategy and the Strategic Plan. We continue to grow our workforce in line with service demands, train our people to manage and lead effectively, help support continuous improvement and to work together differently through transformed processes. We do this through partnership working with our Trade Unions.

We recognise that NHS 24 has to continually adapt to the changing environment across health and social care. As a digitally enabled service we know that we need to ensure our staff have the digital skills to maximise the opportunity that our investment in new technology brings.

# Our Centres

We have six regional centres – Aberdeen, Dundee, South Queensferry, Hillington, Cardonald and Clydebank. NHS 24 supports hybrid working, and this post can be based within any NHS 24 regional centre. The successful candidate must be within commuting distance to a regional centre to attend if required, and must also be able to travel to other regional centres when requested to attend meetings, undertake training and any other activities.



## West Regional Centre

Lumina Building  
40 Ainslie Road  
Hillington  
Glasgow  
G52 4RU

## West Regional Centre

Aurora House  
3 Aurora Avenue  
Clydebank  
G81 1BF



## West Regional Centre

Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow  
G51 4EB





### East Regional Centre

Norseman House  
2 Ferrymuir  
South Queensferry  
EH30 9QZ

### Dundee Regional Centre

Caledonian House  
Greenmarket  
Dundee  
DD1 4QX



### North Regional Centre

NHS 24, NHS Education for Scotland  
Level 1 Forest Grove House  
Foresterhill Road  
Aberdeen  
AB25 2ZW

# This Opportunity

<b>Job Reference:</b>	178809
<b>Position Title:</b>	HR Advisor
<b>Hours:</b>	37.5
<b>Location:</b>	Hybrid
<b>Band:</b>	Band 6
<b>Job Type:</b>	Fixed term or Secondment with a potential to run up for 9 months
<b>Salary:</b>	£37,831 - £46,100 per annum (pro rata if applicable) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

## WHO ARE YOU?

As an HR Advisor, you will work as part of a multi-disciplinary team, predominately during normal office hours however, flexibility is required.

Working autonomously, you will use your previous experience, skills and knowledge to support the ER team in the delivery of a comprehensive and professional Employee Services to managers and staff of NHS 24.

## OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based in one of our centres, however will be required to travel to all sites as required. NHS 24 also supports Hybrid Working.

NHS 24 HR Advisors are contracted to work Monday to Friday during normal office hours, 9-5pm; there is a requirement to work one late night per week (12.00pm – 8.00pm) to suit organisational requirement.

## BENEFITS

NHS 24 offers a complete benefits package, with a temporary contract on Band 6 £37,831 - £46,100 (pro rata if applicable). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata

- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

# Recruitment Process

## INTERESTED?

- The closing date for submitting applications is **midnight on 12/03/2024**, candidates are encouraged to submit their applications for shortlisting as soon as possible.
- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online or face to face.
- For any queries in relation to the recruitment process, please contact [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

# Job Description

<b>1. JOB IDENTIFICATION</b>	
<b>Job Title:</b>	<b>HR Advisor</b>
<b>Reporting To:</b>	<b>HR Business Partner</b>
<b>Department(s)/Location:</b>	<b>Workforce</b>
<b>2. JOB PURPOSE</b>	
<p>To provide comprehensive and professional Human Resource advice and an internal consultancy service to all local management, staff and staff representatives. To lead and develop HR related projects with organisation wide implications as agreed with the Head of ER.</p> <p>The post holder will be responsible for the provision of a generalist HR and ER advice and support across a range of issues within their area e.g., employee relations, employment legislation, promoting high quality practice in all areas.</p> <p>The post holder will contribute to the development and delivery of policies and procedures which meet best practice, current legislation and national policies.</p> <p>The post holder will support the Workforce Director and Head of People Services in contributing to the development and delivery of workforce strategies and ongoing strategic HR related project work, leading processes and projects as required.</p>	
<b>3. ORGANISATIONAL POSITION</b>	
<pre> graph TD     A[Head of People Services] --&gt; B[HR Business Partner]     B --&gt; C[HR Advisor (THIS POST)]     B --&gt; D[HR Case Coordinator]     B --&gt; E[HR Case Advisor]             </pre>	
<b>4. SCOPE &amp; RANGE</b>	
<p>This role supports the ER Service which covers approximately 2100 staff (headcount) over all regional and local centres.</p> <p>The post holder will provide an ER service across the Board and be a central point of contact for Department Managers and Heads of Service, Divisional Leads, employees and staff side. The post holder is an authorised signatory for payroll forms for all local staff joining and leaving the organisation and for contractual variations.</p>	
<b>5. MAIN DUTIES/RESPONSIBILITIES</b>	

- To provide professional advice to managers and staff on HR issues including the interpretation and application of policy, procedure, conditions of service and payroll issues, in line with good practice, corporate practice and current employment legislation, in order to develop the knowledge of line managers and to achieve fair and consistent management practice across the organisation.
- To advise and guide managers on the proactive management of all aspects of employee relations, which may be highly sensitive and complex matters, including employee conduct, ill health, performance management, discipline, dismissal, grievance and appeals, in order to achieve sustainable and fair outcomes. This can include advising on the investigation of a grievance or disciplinary issue, attending hearings with the manager and acting as an expert advisor to any panel.
- To provide guidance and accurate interpretation to management and staff on all new terms and conditions of employment (e.g. Agenda for Change & PIN), policies and corporate initiatives (e.g. organisational change), in order to ensure their effective implementation and to ensure that issues arising during the transitional period are raised and addressed.
- To advise managers on the effective operation of the performance management system, through the management of staff objectives, competencies and staff training needs, in order that the performance and development of staff is reviewed regularly and managed proactively.
- To assist and advise managers in reducing and maintaining acceptable attendance levels in accordance with the Attendance Management Policy. This includes analysing attendance levels, providing HR support to line managers at formal attendance management/capability meetings, liaising with Occupational Health on a regular basis, responsibility for the co-ordination and preparation of ill-health retiral applications and advising on the termination of contracts on the grounds of ongoing health or incapacity.
- To contribute to partnership working with trade unions and staff associations on an ongoing basis, in order to achieve mutual understanding and constructive resolution of local issues. Work to actively maintain good employee relations by supporting and advising on appropriate decision making through membership of the local partnership forum.
- To lead, develop and implement HR related projects with organisation-wide implications, as directed by/agreed with the Head of People Services.
- To deliver training and induction as required, through provision of subject matter expertise, in order to ensure that staff understand their employment rights and responsibilities.
- To deliver HR policy training and awareness sessions to managers and staff as well as delivering training and awareness based on identified training needs to individual areas.
- To identify to the Head of ER, areas for improvement in HR strategy, policy and operational processes and contribute to the formulation and the effective implementation of revised policies and procedures, in order to ensure that local circumstances are

reflected in approved corporate practice.

- To participate as a member of the HR Team, sharing good practice and knowledge, resolving common issues and ensuring consistency across all sites.
- To advise on current and changing Employment Legislation and be aware of managing the impact on working practices.
- To prepare and/or contribute to appropriate workforce information returns which are required either internally or externally on HR related topics e.g. sickness absence rates, eKSF.
- To maintain departmental records (sickness, annual leave, etc.), personnel files.
- To contribute to the Recruitment Team by providing an efficient recruitment and selection service to identified quality standards within NHS 24's recruitment and selection policy and procedures. This may include full involvement in the recruitment process at a local level and assessing / interviewing at Assessment Centres.
- To direct, motivate, develop, support and line manage HR Administrator(s) to ensure achievement of Directorate objectives and compliance with organisational procedures and legislative requirements.
- Ensures compliance with all procedures regarding financial management through generating and recording purchase orders, invoices, payroll documentation and expenses. Adhere to systems regarding booking of travel and accommodation, ensuring best use of time and budget.

## **6. SYSTEMS & EQUIPMENT**

- Proficient in Microsoft Office (Word, Excel PowerPoint and Outlook).
- Able to manipulate the HR Management Information System (eESS) to identify trends and report on various HR activities.
- Responsible for ensuring all systems and documentation are used and maintained in line with the Data Protection Act and other relevant legislation.
- A knowledge of other software packages relating to Payroll queries.
- Awareness and knowledge of various information and research sources and how to retrieve accurate and up to date information from these sources. These sources include, Whitley Council Terms and Conditions, Agenda for Change Terms and Conditions, PIN Guidelines, the Chartered Institute of Personnel Development, Internet and Intranet and employment legislation updates.
- Adheres to sound recruitment management, administration and monitoring systems.
- Implements and provides advice on corporate policies and procedures for HR management and administration, across the operational HR section.

## **7. DECISIONS & JUDGEMENTS**

- The post holder is expected to function with a high degree of autonomy and initiative, within corporate policy and practice, and within performance objectives. The post holder requires a proactive approach to identifying problems and offering appropriate solutions, which are consistent in application. All decisions need to be within current employment

legislation, approved codes of practice guidelines and within current NHS and internal NHS 24 policy and procedures.

- The post holder has discretion to interpret and advise on NHS 24 policies, A4C terms and conditions, and employment law. The HR Advisor must ensure that appropriate procedures are followed and approvals given before any precedents are set.
- Specific projects are delegated by the Head of ER and the post holder is responsible for agreeing the approach, then delivering to deadlines, with occasional updates to the Head.
- Review progress against work targets with the Head of HR on a monthly basis as part of the operational HR team and quarterly on an individual basis. Advice is available from the Head of HR as required.
- The post holder makes daily decisions and judgements relating to employee relations, ensuring that managers and staff are fully acquainted with relevant HR procedures and guidelines.
- The post holder delivers consultancy support and advice on wide variety of complex issues. Typical judgements made within this post would include advice on wide ranging and complex employee relations issues e.g., the full disciplinary or grievance process from investigation, through to hearing and on to the appeal stage.

## 8. COMMUNICATIONS & RELATIONSHIPS

- The post holder is required to develop strong working relationships with staff, managers, and Directors, enabling efficient management of day to day employee relation issues.
- In addition, a close relationship with local and national partnership representatives is a vital part of the role. This requires highly developed influencing, persuasion and negotiation skills.
- External regular contacts include Occupational Health Advisors, Health and Safety advisors, NHS National Services Scotland, Access to Work Advisors, training providers, Central Legal Office and other NHS Organisations in order to seek and provide data, information and advice.
- The post holder is required to deliver HR training on induction, policy development and awareness sessions to groups of up to 20 staff. To provide one to one coaching for managers on an ongoing basis. Facilitation skills are also required for situations including mediating in harassment cases, problem solving or conflict management.
- Highly developed counselling and communication skills are required to support employees who are facing particularly difficult personal circumstances such as: domestic problems, financial issues or substance misuse. In addition there will be occasion to impart unpleasant or upsetting news which may include dismissal, or an ill health or bereavement issue. Empathy, reassurance and understanding are required.
- To complement this role, effective networking skills are necessary.
- The post holder is required to build and maintain working partnerships with all staff, including local staff side organisations, through regular open communications and

proactive involvement with employees/representatives. Support and advise on appropriate decision making through membership of the local partnership forum.

- The post holder attends local Site Management Team meetings applying persuasion and influencing skills to ensure a wider operational impact of the role and consistency in application of HR Policies.
- The post holder provides day to day management of the Administrator(s) and is responsible for their workload, quality and performance
- The post holder will be required to deal with highly sensitive and complex issues, using tact and diplomacy, e.g. B&H, grievances, allegations, which may lead to disciplinary action, sickness absence, redeployment, alcohol and substance misuse, performance issues etc. As such, the post holder often encounters conflict and other emotional responses.
- In the course of all communications, confidentiality is paramount.

#### **8. PHYSICAL DEMANDS OF THE JOB**

- There is a requirement for long periods of concentration on complex issues with a demand for accuracy is preparing management cases for employee relations hearings, transcribing minutes, compiling reports for appropriate meetings. This is challenged by regular interruptions and the need to reassess priorities.
- This role involves being flexible about working patterns and being able to work extended shifts at short notice with reorganising and prioritising of workloads.
- The post requires travel between sites.
- There is also a requirement to provide prompt resolution to issues whilst working to tight deadlines still requiring accurate interpretation of policy.
- Need to provide out of hours coverage as required.

#### **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The main challenges associated with this role include the constant balancing of issues between the requirements of Operations management, staff and HR. There is a need to quickly ascertain large amounts of complex information relating to issues such as disciplinary or grievance, where opinion may be divided and evidence may be conflicting. Operations, in particular the ADON's, have a significant influence in determining priorities and workload.

#### **10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

- Degree level knowledge and experience, with a postgraduate qualification in human resource management.
- Chartered membership of the Chartered Institute of Personnel and Development,

preferably at MCIPD level.

- Extensive HR generalist experience, preferably in the public sector, working in an exposed role with evidence of a high level of initiative.
- Excellent communication and interpersonal skills.
- Up to date knowledge of current and pending employment legislation with a commitment to continuous professional development.