

**NHS GREATER GLASGOW AND CLYDE**

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**

**Job Title: Training and Recruitment Manager – WEST SECTOR****Departments(s): Estates and Facilities Directorate**  |
| 1. **JOB PURPOSE:**

To manage, oversee and organise an effective Training service. This includes sourcing, evaluating and developing and delivering training programmes so all staff receive role specific and statutory and mandatory training at the frequencies outlined within legislation/Board Policies. The post holder is responsible for ensuring that all training records are appropriately recorded electronically, and generating the necessary training reports for Managers.To liaise with Service Leads and Facilities Managers to identify themes for tool box style talks to improve knowledge and support re-education. Ensure best value is achieved and all Policies, Procedures and legal requirements are complied with by all Facilities Departments.To lead on the recruitment process for all services, from point of advertisement through to interview and selection, and liaison with new starts. The post holder will lead on the Induction Governance process, ensuring that the induction process is completed within the Corporate timeframes and signed off appropriately. |
| 1. **ORGANISATIONAL POSITION**
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| 1. **SCOPE AND RANGE**

The post holder is responsible for leading a high quality training and recruitment service within the Sector, liaising with Facilities Managers to identify priorities.The post holder will design a training plan that recognises the requirement for staff to undertake role specific and statutory and mandatory training and to have this updated at regular intervals.Training elements that require to be planned include:* Adult Support and Protection
* Child Protection
* Employee Health and Wellbeing
* Conflict Management
* Control of Infection including hygiene
* COSHH
* Security and Threat, Protection
* Customer Care including Attitudes, Behaviours and Values
* Equality and Diversity
* Information Governance
* Health and Safety Awareness (including incident reporting and risk assessment)
* Moving and Handling theory and competency assessments
* Fire Safety Training
* Elementary Food Hygiene
* Waste Systems including the management of sharps
* Skin Surveillance
* BICSc accredited training and audit verification training
* Task specific equipment use
* Cascade of Policy/Publication information including NHSGGC HR related policies

The post holder will be the central point of contact for the Recruitment team and will be an authorised signatory for recruitment and disclosure paperwork.To assist departmental managers in controlling agreed staff budgets are met and improved upon and that all recruitment costs are within agreed limits.To control overtime working hours used within the department through effective training and instructing of supervisors and managers. |
| 1. **MAIN DUTIES/RESPONSIBILITIES**

**Training Related*** To develop and implement training plans that encompass all Board and legislative requirements and are accessible to a workforce over a 24/7/365 calendar
* Work alongside Sector Leads, Facilities Managers, Department Training Leads/Supervisors, and other, to deliver consistent training that has stated objectives and learning outcomes
* Where appropriate, implement a variety of training methods that can be utilised (self-learning, group learning etc.)
* Identifying to Sector Leads and Facilities Managers if there is a requirement for their staff to receive training out with their normal working pattern and working together to manage this
* If training is required to be delivered by an external agency, research the options available to the Sector considering cost effectiveness
* Plan training events so that they maximise the training resource available and minimises the disruption to service delivery
* Provide advice and learning options to staff that wish to develop their personal and career development via the PDP process
* Ensure all Board Policies and Procedures are followed and implemented.
* Regularly review and evaluate training courses, outcomes and competencies by conducting audits and evaluations and take any actions required to improve training sessions or the method of learning
* Regularly review the content of training courses to ensure that the content remains valid, appropriate to our service delivery, and up to date
* Responsible for the accurate electronic reporting and recording of all training/learning opportunities provided and develop systems to monitor training trajectories to ensure training has been completed by all within the required timeframes
* Provide any training report on request, and lead on any requirement to gather training records/evidence including collating this into a presentable format
* Review reports/service related information systems/Complaints/Patient and Carer Experience feedback etc. and identify areas of further re-education or improvement that is required and plan and implement the appropriate training to achieve this
* Lead on the Induction Governance process ensuring that Managers are aware of the timeframes for completing induction and establishing systems to ensure that staff do not breach the Board timeframes
* Explore whether different/additional training to staff could lead to service improvement or increased service robustness, and present this information to the relevant Facilities Manager(s)
* Identify and assess future training needs that are required to support succession planning
* Implement any training that is required to support any element of service redesign or reconfiguration
* Contribute to any Lean/Kaizen events that are held within the Sector, and explore areas where you feel (via training outcome analysis or other evaluation analysis) these types of events would be beneficial
* Analyse, develop and alter training material as necessary
* Maintain a general understanding of training trends, developments and best practices
* Be the central point of contact for promoting/supporting staff through the NHSGGC Staff Bursary Scheme within the Sector

**Recruitment Related*** Implement a system to manage all elements of the recruitment process including vacancy approval, listing the advert, reviewing the applications, interviewing potential employees and making the decision as to whether they meet the requirements of the post, reference checking, liaising with new employees re. start dates etc. Facilities Manager(s) may request to be included in elements of the above process.
* Lead on all elements of the recruitment related completion of paperwork. If this is delegated or completed by someone else, the Post Holder is responsible for ensuring it is done correctly and timeously.
* Review job descriptions and employee specifications following any change in service or service delivery
* Lead on any recruitment drives including liaison with Job Centres
* Lead on any scholarship opportunities that may exist or benefit the Sector
* Lead on any work experience/research driven requests that may present themselves
* Be the central lead for any changes that are advised via People and Change that relate to changes in employment terms and conditions, labour law and regulations, Agenda for Change etc.
* Review the Working Time Directive reports and work alongside Facilities Managers to ensure compliance and understanding of the Working Time Directive
* Review the Staff Uniform allocation/replacement process to ensure consistency and review the budgetary spend on uniforms

**General*** Support the Sector by contributing to Groups/Forums/Meetings, as directed by the Quality and Performance Manager
* Have an awareness of the Data Protection Act and their responsibility under it in relation to confidentiality, storage and release of information
* Participate in grievance hearings and disciplinary hearings, making judgements on the appropriate action to the taken
* Lead on any survey related requirement for Staff, including the cascade of information (purpose of survey, what the contents will be used for, outcomes of survey etc.)
* Other ad hoc duties/tasks as directed by the Quality and Performance Manager
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| 1. **SYSTEMS AND EQUIPMENT**
* Training recording systems including Empower and Learn Pro
* IT Equipment (including PC, laptop, projector, printer) and Outlook and Microsoft Office applications
* Variety of Board wide and PPFM specific systems including FMT, Menupick, Portertrac, FM First, Patient and Carer Experience reports, Complaints reports, Datix
* HACCP Systems
* Prevention and Control of Infection Control Manual, Service Manuals, Health & Safety Control Book, Board Policies, HFS Service Specific Workbooks, HFS National Services Cleaning Specification
* Training programme, Staff training record cards, Staff Files
* CCTV Systems
* Financial/Budgetary Reports
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| **DECISIONS AND JUDGEMENTS**Post holder has a largedegree of autonomy and most day to day tasks are self-governing within e parameters set by the Quality and Performance Manager. Meetings with the Quality && Performance Manager are held monthly to review performance and establish priorities/objectives for the month ahead.Post holder is responsible for conducting themselves in a professional manner and adheringto all policies and procedures.The workload generated is considerable and the post holder will be required to prioritise their workload in such a way that facilitates achievement of objectives and targets, using their initiative when requiredThe Post Holder is required to anticipate and respond to problems as they arise, make judgements and find appropriate solutions |

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| 1. **COMMUNICATIONS AND RELATIONSHIPS**

The post holder will be required to communicate with members of staff at all levels across the organisation, taking on and imparting often complex and sensitive information, both orally and in writing. To enable the post holder to do this they will be required to have strong skills in relation to motivation and negotiation.A good working relationships with a number of key people/departments is essential including: * Site Facilities Team including Sector Leads, Facilities Managers, Professional Leads, and Duty Managers
* Facilities Supervisory Staff and Department Training Leads/Supervisors
* Control of Infection colleagues
* Health and Safety colleagues
* Fire Safety colleagues
* Learning and Education colleagues
* Human Resources colleagues
* Recruitment colleagues
* Environmental Officers
* Staff Side Colleagues
* Patients, Visitors, General Public
* Finance / Supplies
* External Auditors

The post holder will have a thorough knowledge of the barriers to communication and understanding, and will consider this when creating training plans for staff, or when communicating on any level.The post holder is required to use a combination of tact, persuasive skills and empathy when dealing with emotionally demanding situations with staff members or new applicants where there may be barriers to communication and understanding for example informing job applicants that they were unsuccessful or withdrawing a conditional offer of employment.  |
| 1. **DEMANDS OF THE JOB**

**Physical*** Standing, walking, sitting, setting up training equipment
* Sitting at visual display unit equipment for extended periods.
* Keyboard skills when writing reports, inputting data, therefore the Post Holder is required to exercise accuracy and dexterity whilst using computers
* A work pattern that includes day shift, back shift, night shift and weekend working

**Mental*** The nature of the post holder’s workload involves prolonged periods of concentration – e.g. development and analysis of data, report compilation etc.
* The demands of the post require the post holder to operate a computer and data base system for prolonged periods of time throughout the working day.
* Keeping up-to-date with all developments associated with the role/industry, working continuously to deadlines and managing multiple projects simultaneously and successfully.
* Flexible work schedule as determined by the department daily requirements. A work pattern that includes day shift, back shift, night shift and weekend working

**Emotional** * Training can include emotional and sensitive topics including Child Protection and Security matters
* The Post Holder has responsibility for recruitment which can be emotive and complex
* The Post Holder may have to deal with sensitive criminal record information.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Prioritising workload with competing demands on time on an ongoing basis, including the need to change planned work activity at short notice
* To balance the multiple training needs of staff that can include complex and technical information
* Ensuring there is a trained and knowledge workforce, and being able to demonstrate what training has been delivered and when via reports
* Ensuring the multiple elements of the recruitment process are delivered accurately and consistently
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**Essential*** The Post Holder must have previous facilities management experience and business management knowledge to the equivalent of degree level.
* Well-developed leadership and managerial skills
* Previous Training management experience
* Possess well developed influencing skills
* Excellent communication and customer care skills
* The post holder must have previous staff management experience.
* Have the ability to work autonomously, be self-motivated and have effective and efficient leadership skills.
* The post holders must have the ability to respond to unpredictable situations and work under pressure
* The post holder must have excellent IT skills
* The post holder must be articulate both verbally and in writing and be able to communicate, negotiate, lead, problem solve, be decisive
* Organisational, communication, administration and budgetary skills
* Knowledge of NHSGGC policies and procedures including HR policies

**Desirable*** Advanced food hygiene diploma/approved catering qualifications
* Train the trainer certificates
* Health & Safety certifications (risk assessment, understanding of HACCP etc.) and knowledge of Health and Safety legislation
* Manual Handling training certificate and knowledge of Manual Handling practices
* Infection Control certificates and knowledge of Infection Control practices
* BICSc Accredited trainer
* Sound working knowledge of Facilities services related statutory and mandatory, national and legislative standards requirements
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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:** |

**JOB DESCRIPTION APPENDIX –**

**ADDITIONAL ROLES AND RESPONSIBILITIES**

**Please use this form to describe any additional roles or responsibilities currently fulfilled by a jobholder that are not an integral part of the person’s substantive job (e.g. Radiation Protection Supervisor, “Link Practitioner” etc)**

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| **1. TITLE OF JOBHOLDER’S SUBSTANTIVE POST:**  |
| **2. DEPARTMENT:** |
| **3. DESCRIPTION OF ADDITIONAL ROLE/RESPONSIBILITY:** |
|  **4. AGREEMENT OF ABOVE DESCRIPTION** **Job Holder’s Signature:** **Head of Department Signature:** | **Date:****Date:** |