

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Agenda for Change Reform Project Officer
Reports to:	People Manager (Projects)
Department, Ward, or Section:	People Planning, Systems and Development
Operational Unit/Corporate Department:	People and Culture
Job Code:	CSHUMRJDBG AFC01
No of Job Holders:	
Last Update:	October 2024

2. JOB PURPOSE

To provide support to the People Manager (Projects) in all aspects of their role as Agenda for Change Reform Project Manager, and through the Project Manager to the Project Team, Project Sponsor, Job Evaluation Leadership group and Sub-Project Leads.

To facilitate smooth running of the Job Evaluation Scheme by rostering matching and Band 5 Review application panels and ensuring an adequate supply of job descriptions and applications for matching.

To provide support to the Job Evaluation Coordinator as required.

To act as a panel member as required for Band 5 Review application panels, following appropriate training and development.

3. DIMENSIONS

- Acts as Administrator for the Agenda for Change Turas Job Evaluation System
- Organises all matching panels as required for Band 5 Review
- Organises all Job Analysis and Job Evaluation activities as required by the project, and business as usual where appropriate
- Liaises with NHSH managers at all levels in relation to job descriptions and other aspects of the

Job Evaluation process.

4. ORGANISATIONAL POSITION

Head of People Planning, Systems and Development

Project
Manager

This post

5. ROLE OF DEPARTMENT OR SECTION

The Agenda for Change Reform Project has responsibility for implementing all aspects of Agenda for Change within NHS Highland.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- To provide full administrative and secretarial service (agenda, papers, minutes, follow-up) to the Project and, where appropriate, Sub-Project meetings.
- To receive and record all in-coming communications and queries, to deal with matters within own knowledge and to confer with Project Manager on action for other matters.
- To record and maintain all project records to help the Project Manager maintain overall control; to modify the project plan as directed and communicate/action changes.
- To maintain records of the activities of all Sub-Projects, including libraries of job descriptions, Band 5 Review applications and matching/evaluation outcomes.
- To undertake data analysis and other enquiries to monitor progress and to aid decision-making.
- To maintain communications in accordance with the Project Communications Strategy, e.g. regular newsletters; intranet website.
- To undertake duties on behalf of Sub-Project Leads, e.g., organising matching panels; securing required information from post holders/managers
- To draft routine reports for the Project Team and Agenda for Change reform board.
- To organise engagement meetings, awareness sessions and training courses in relation to Agenda for Change activities.
- To be the initial source of advice to enquirers about any aspect of the Project.
- To undertake any appropriate duties as required by the requirements of the evolving Project and as agreed with the Project Manager
- To train data input staff as required both in the use of the job evaluation system and in routine office tasks
- To allocate work to data input staff undertaking routine office tasks
- Organise matching panels and rearrange when necessary due to call offs to ensure appropriate staff side/management side.

7. EQUIPMENT AND MACHINERY USED

- IT equipment: Desktop and Laptop computers, Projector, Scanner
- Photocopier

8. SYSTEMS

- Creates, formats and maintains Word documents and Spreadsheets, using formulae where necessary to track the number of posts in NHS Highland, the number of posts received for matching and those that are outstanding. The postholder also records information regarding matching outcomes. This information provides progress reports to general managers across NHS Highland.
- Creates reports from TURAS Job Evaluation system using own knowledge of system and jobs to select parameters.
- Records and monitors backfill claims to assist in controlling the Project Budget
- Records and monitors annual leave and sick leave of staff seconded to the Agenda for Change Project
- Responsible for managing the use of IT kit and maintaining sign in/out system for analysis laptops and printers being used by various staff out with the main site.

9. ASSIGNMENT AND REVIEW OF WORK

This post is critical to the efficient running of the project office and the running of the matching panels.

Work is not checked, and supervision is not always available close at hand.

The post holder plans and prioritises workload depending on the day to day demands of the project although some work is also assigned by the Project Manager and to a lesser extent by the Project Leads and sub-Project Leads.

10. DECISIONS AND JUDGEMENTS

The job holder works predominantly within laid-down processes developed jointly by job holder and Project manager. However, the post holder determines prioritisation of own workload within overall time pressures of the Agenda for Change project.

The job holder anticipates problems and resolves these personally where possible; queries are only passed to a Project manager where a policy or prioritisation issue is involved. This can involve managing cover for staff absences e.g., matching panellists, this often happens with little or no notice and requires the post holder to find last minute replacements or to make the decision to cancel the panel, often in the absence of the project manager, bearing in mind the effects on the project timescales and the waste of financial resources because of standing down panellists.

The job holder is also involved in decisions and processes related to recruiting data input staff for the project.

Other typical judgements include making decisions or taking necessary actions relating to requests for information in the absence of the Project Manager.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Being the first point of contact for a complex, high-profile, high-volume project affecting the largest job family in NHS Highland, involving individual and collective employee relations with impact on service provision.

Constant interruptions from matching panels requiring assistance with IT problems etc which need to be dealt with immediately.

Trying to find cover at the last minute to run matching panels

Making autonomous decisions around whether to cancel matching panels due to IT problems and shortage of matchers.

Dealing tactfully with requests for advice and information from staff and managers regarding their job descriptions and the outcomes of the matching process.

Balancing the matching panel rota to meet the needs of the project within the release arrangements of staff.

12. COMMUNICATIONS AND RELATIONSHIPS

Requires communicating regularly:

- With Project Manager, Project Leads and Sub-Project Leads giving, seeking and acting on information. e.g., information relating to job matching progress and contributing information such as why targets haven't been met and the reasons for panels being stood down
- With matchers/evaluators – regarding the organisation, preparation and follow-up of panel meetings and Job Analysis meetings
- With line managers, individual staff members, staff representatives – to ensure that these staff provide inputs timeously so that the programme can be maintained to timescale and answering queries about the project.
- With members of the Agenda for Change Reform Board and Project Team – regarding arrangements for meetings.
- With HR Departments – organising/programming the participation of HR advisers and other staff in Project activities; seeking advice on application of new Terms and Conditions of Service.
- With Finance and e health departments - giving and receiving information regarding their input to the Project
- With Pay Unit – carrying out information capture, analysis and reporting

The postholder is required to influence many people from all levels of the organisation – e.g., persuading people to populate matching panels, securing necessary inputs from managers/staff.

- Supervision and allocation of work to data input staff who are helping in the office with routine tasks

- Dealing with angry or upset members of staff in relation to outcomes of job evaluation exercise
- Specific communication skills and techniques for training data input staff in computerised Job Evaluation system applications.

13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

- Works at computer for extended periods of time daily; need for speed and accuracy in data input, word processing.
- Works in office environment.
- Must deal with angry or upset members of staff in relation to outcomes of job evaluation exercise.
- Needs to concentrate on pieces of work (e.g., completing matching panel rotas, preparing job descriptions for panels, dealing with incoming job descriptions, checking codes and other details against information previously received and investigating and resolving discrepancies with managers) but is liable to have to change task because of telephone call or urgent requests by Project manager

14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Educated to HND level or with a combination of qualifications and experience that enables the job holder to function at that level.
- Experience of working in a multi-functional environment with constantly changing priorities.
- Ability to run the Project office and to work without direct supervision, using initiative to make decisions as necessary
- Ability to organise and manage large amounts of data and achieve the cooperation of others
- Able and self-sufficient office administrator/secretary
- Highly developed organisational skills
- High level oral, written and IT communication skills
- Expert MS Office user, including Excel / Access
- Ability to work independently to achieve agreed goals
- Displays teamwork and partnership behaviours
- Ability to persuade and influence a broad section of employees
- Ability to work under pressure

- Excellent planning and organisational skills, strong communication skills and the ability to motivate others.
- Knowledge of wider NHS organisation/NHS Experience
- Minute taking experience essential

15. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Date:

Manager's Signature:

Date: