

**NHS GREATER GLASGOW AND CLYDE**

**JOB DESCRIPTION**

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| **1. JOB DETAILS** |
| **Job Title:** **Human Resources Advisor****Responsible to: Human Resources Cluster HR Manager****Directorate: Human Resources and Organisational Development****Department: Human Resources Support and Advice Unit** |
| **2. JOB PURPOSE**As a member of the Human Resources Support and Advice Unit, the post holder will provide responsive, professional and high quality, customer-focussed Human Resource services to managers and staff across NHS Greater Glasgow and Clyde. The post holder will be responsible for the provision of generalist Human Resource advice and support across a range of issues including employee relations (attendance management, conduct, grievance, capability, dignity at work), employment legislation, change and redesign, terms and conditions, staff governance and partnership working.The post holder will contribute to the implementation and review of Human Resource policies and will support the development and maintenance of Toolkits, Standard Operating Procedures and guidance on the Human Resources Portal. The post holder will support the development and delivery of policy training programmes and associated awareness sessions. |
| **3. ROLE OF DEPARTMENT**The Human Resources Directorate provides a range of services to deliver a workforce that is fit for purpose, skilled, engaged and in the right place at the right time to deliver high quality and person centred care to patients.The service acts as an enabling function providing all leaders with the necessary support and expertise ensuring Human Resource processes that are effective and efficient to improve delivery of clinical care.  Operating through a Shared Service Model, and established Service Level Agreements, the Human Resources team supports the organisation by creating an employment framework within which the workforce can concentrate on delivering high standards of care to our patients. Working in partnership with staff representatives and trade unions to deliver the principles and practices of the national Staff Governance Standard the function ensures the consistency in application of National and NHS Greater Glasgow and Clyde HR Policies and Procedures.The Human Resources Support and Advice Unit provide responsive, professional and high quality customer-focussed transactional and first-level HR advisory services to managers and staff within NHS Greater Glasgow and Clyde in line with national and NHSGGC strategic and operational objectives.In addition, the Unit provides centralised Recruitment, Bank and Interpreting Services which support the Board to deliver a skilled workforce in the right numbers and in the right place at the right time to deliver high quality and person centred care to patients.The Unit oversees implementation of Agenda for Change national pay, terms and conditions and job evaluation frameworks and provides a comprehensive advisory service for pay, grading and job redesign. |
| **4. ORGANISATIONAL POSITION** |
| **5. DIMENSIONS and SCOPE OF JOB** NHS Greater Glasgow and Clyde:-Total Population = 1.2 millionTotal Budget - £2.2 billionTotal Staff (headcount) = circa. 39,000Human Resources Support and Advice Unit has 46 staffNHSGGC delivers the full range of secondary and tertiary clinical services to a population of 1.2 million covering 6 local authority areas, i.e. the City of Glasgow, East Dunbartonshire, West Dunbartonshire, East Renfrewshire, Renfrewshire and Inverclyde. A major capital building programme of over £1 billion to modernise Glasgow’s acute hospitals saw the delivery of the new West of Scotland Cancer Centre and two Ambulatory Care Hospitals at Stobhill and the Victoria. This was followed by a new laboratory facility providing biochemistry, haematology, pathology, genetics and city wide mortuary services based alongside the new Queen Elizabeth University Hospital and the Royal Hospital for Sick Children, which opened in Spring 2015. These changes were part of the Board’s Acute Services Review resulting in the provision of inpatient services across 3 major sites, including Glasgow Royal Infirmary and Gartnavel, creating centres of excellence for surgical, medical and emergency care. This is in addition to a major programme of redevelopment of the clinical facilities on the current campuses of the Royal Alexandra, Inverclyde Royal and Vale of Leven Hospitals. In total 6 teaching hospital sites with additional teaching and research facilities for medical, nursing and allied health professionals across Acute Services have responsibility for ensuring effective partnerships with 4 universities:- University of Glasgow, Glasgow Caledonian University, University of Strathclyde and University of the West of Scotland.In line with the above changes, the Board has reviewed its management arrangements within Acute Services. This includes the establishment of three Sectors covering North, South and Clyde Hospitals and three Directorates with cross site responsibilities covering Women and Children’s Services, Regional Services and Diagnostics. In addition, the Board has seen the implementation of the Public Bodies (Joint Working) (Scotland) Act, which sees the integration of adult health and social care services and the establishment of Health and Social Care Partnerships effective from 1st April 2015. Aligned to the above the Board has reviewed its Finance, Planning and Human Resources structures to ensure they are organised in a way that best supports the changing needs of Acute Services and HSCPs. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**1. Provide comprehensive and customer-focussed advice, support and assistance to managers, heads of department and staff on a range of Human Resources issues, including the implementation and interpretation of Human Resources policies and Terms and Conditions of service, ensuring best practice and compliance with statutory legislation.
2. Advise on and where appropriate support managers and heads of service in the management of highly sensitive and complex matters relating to disciplinary, grievance, bullying and harassment, capability and performance issues. This includes participation in investigations, disciplinary and grievance hearings and appeals, where there is a reliance on the post holder’s professional expertise to inform decisions regarding outcome, taking into account employment legislation and the need to ensure fairness and consistency of approach.
3. Source advice and guidance from Employee Relations specialists in highly complex cases ensuring matters are escalated appropriately to Cluster HR Manager where necessary.
4. Assist and advise managers in reducing and maintaining acceptable absence levels in accordance with the Attendance Management Strategy. This includes reviewing local absence management systems and supporting managers to plan their attendance management programmes; advising managers in the management of complex sickness absence cases. This includes ill-health reviews in collaboration with the Occupational Health Service, advising on reasonable adjustments, seeking suitable alternative employment or supporting decisions to dismiss on health grounds, supporting services with a focus on absence and undertaking audits as required.
5. Provide advice, guidance and support to a team of Human Resources Assistants.
6. Operate and keep up to date the HR Case Management System (ServiceNow) ensuring case work is effectively logged and actions recorded for monitoring and reporting purposes
7. As commissioned by Heads of HR/HR Managers, support workforce modernisation and service redesign at local service level, advising managers on process, facilitating partnership working, participating in roadshows, undertaking individual interviews and facilitating redeployment in line with the Board’s Workforce Change policy.
8. As commissioned by Heads of HR and HR Managers, support job redesign through the development/review of job descriptions which support service requirements.
9. Participate in job evaluation panels as a fully trained matcher/evaluator in line with Agenda for Change Job Evaluation Scheme and the Board’s New and Changed Job Procedures.
10. In conjunction with Cluster HR Managers, contribute to the development and implementation of Human Resource Policies and Procedures, and related Standard Operating Procedures and Management Guidance for inclusion on the Human Resources Portal.
11. Assist Heads of HR in the development and delivery of Human Resource management training programmes including e.g. Attendance Management, Conduct, Grievance, Capability, Bullying and Harassment; supporting a targeted approach at local level as required.
12. Link with HR Managers and Employee Relations colleagues to research changes in employment legislation ensuring changes are highlighted to enable the Human Resources Portal is kept up to date, and that any key developments are effectively communicated to services as appropriate.
13. Provide advice to managers and staff on terms and conditions of service, liaising closely with payroll and other human resources terms and conditions specialists (e.g. agenda for change lead, senior management terms and conditions lead).
14. Advise managers on Fixed Term Contract terminations ensuring compliance with legislative requirements and facilitating redeployment in line with the Board’s Policy.
15. Support Heads of HR and HR Managers in maintaining effective employee relations by engaging staff side as appropriate and maintaining contact with key managers to enable a more proactive approach to Human Resources support.
16. As delegated through the HR Support and Advice Unit Cluster HR Manager, support Heads of HR /HR Managers as required in attending service meetings in support of specific projects.
17. As delegated through the HR Support and Advice Unit Cluster HR Manager, undertake Human Resource projects, taking the lead where appropriate. This may include the production of performance management reports or the analysis of statistical data.
18. Prepare and/or contribute to appropriate workforce information reports and returns which support the Board and Service areas in their achievement of national and local business and governance objectives.
19. Promote and maintain a customer service and customer care ethos which supports effective ways of working and positive behaviours and attitudes underpinned by the NHS and the Board’s values; where the customer, and ultimately patient care, is at the heart of what we do.
20. Be a role model for organisational values, showing leadership and a behavioural approach which will promote the principles of dignity and respect for all.
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| **7 . SYSTEMS & EQUIPMENT**The post holder will have keyboard skills and ability to use a range of IT equipment and will use a range of information and operating systems:* HR Support and Advice Unit Enquiry Management System (Service Now)
* HR Case Management System (Service Now)
* Workforce Systems (eESS)
* Human Resources Portal (HR Connect)
* Microsoft Office
* SSTS
* Performance Management Systems (TURAS)
* Internet/Intranet
* Datix
* Learnpro

The post holder will be responsible for effective Human Resources record-keeping within their service area. |
| **8. DECISIONS AND JUDGEMENTS**In conjunction with Senior Human Resources colleagues the post holder will often be required to interpret policies, using their discretion to determine the appropriate approach to solve difficulties which arise within services*.* Whilst working within the parameters of Employment Legislation, National and Board Human Resource policies and procedures, it is the post holder’s responsibility to assess each case on an individual basis and to exercise judgement in determining the most appropriate course of action to achieve a satisfactory outcome.The post holder’s work is generated via the HR Support and Advice Unit Contact Service operating system. Once allocated by a Cluster HR Manager, the post holder manages their own workload to deal with daily queries and to take into account ongoing casework and initiatives. The post holder is expected to use their own initiative to provide Human Resources advice and prioritise the workload within their service area. The post holder is required to exercise their judgement and is held accountable for decisions made but will seek guidance from the Human Resources Cluster HR Manager as required. |
| **9. COMMUNICATIONS AND RELATIONSHIPS**The role involves a high level of verbal and written communication both internal and external at  all levels throughout the organisation: -**Internal**: Human Resources and Organisational Development colleagues, diverse clinical and non-clinical staff, Trade Unions and other professional bodies, Occupational Health Service, Payroll Department, Finance Department.  **External**: Other NHS Boards, Central Legal Office, Pensions Agency, Scottish Government  Health Department, Information Services Division (ISD), NHS Education for Scotland, General  Medical Council, Professional Bodies.The post holder will demonstrate skills of assertiveness and persuasiveness to influence behaviour and resolve situations, especially where there is a conflict of interests. The post holder will be required to deal with highly sensitive and complex issues using tact and diplomacy e.g. bullying and harassment, grievances, allegations which may lead to disciplinary action, sickness absence, redeployment, alcohol and drugs 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. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL**  **DEMANDS OF THE JOB**The post holder will be required to work flexibly and be agile. There will be a requirement for travel within the Board’s boundaries. The post holder will use a computer for the production of documents, emails and reports. There may be a requirement to work out with core hours dependent on service needs.Physical Effort* + Requirement to spend 25-50% of the working day at the workstation (i.e. sitting in a restricted position) using PC to generate letters, produce reports, respond to e-mails and deal with telephone enquiries.
	+ Travelling, which can include driving, between sites, multiple times a week

Mental Effort* Extensive concentration required on a daily basis when compiling reports, analysing data, producing letters and participating in formal meetings e.g. disciplinary hearing, regrading panel, grievance hearing, investigatory meetings
* Frequent interruptions from staff seeking advice, which requires the post holder to change from one task to another at short notice.

**Emotional Effort*** Requirement to communicate outcomes which may not be well received e.g. Disciplinary Outcome, Termination of Contract on the grounds of ill health, supporting family members with completion of any pension/pay documentation where there has been a death in service of an employee, supporting staff who have terminal illness diagnosis
* Exposure to sensitive issues and emotive and hostile situations several times a week.
* Use of facilitation skills to mediate between parties with opposing views.

Working conditions* Daily use of PC
* Occasional exposure to verbal aggression.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**Supporting services with the development and implementation of a person-centred culture and values and maintaining the provision of the highest quality of operational service. Managing time effectively whilst adapting to new ways of working; ensuring workload is prioritised to meet competing demands.  |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO**  **THE JOB*** + Post Graduate CIPD Qualified *or* equivalent significant and relevant practical Human Resources experience in a large organisation, preferably gained within the NHS.
	+ Demonstrate continual professional development through attendance at Employment Law study days, accessing updates through the Internet & journals.
	+ Excellent communication, influencing, mediation, project and people management skills are fundamental to the role as are leadership and the ability to work on own initiative.
	+ Knowledge of employment legislation and Human Resources policies.
	+ Good working knowledge of terms and conditions of service relevant to the range of staff groups within the organisation.
	+ Excellent keyboard skills
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| **Post Descriptor Prepared by: Date:** |