

**NHS FORTH VALLEY**

**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Human Resource Adviser**

**Responsible to: Human Resource Team Leader**

**Accountable to: HR Service Manager**

**Department: Human Resources**

**Job Reference: UD2-BN-AC-219**

**No. of Job Holders: 6**

**Please note that this job description is currently under review.**

**2. JOB PURPOSE**

To assist in the provision of a comprehensive operational HR service to managers and staff ensuring that all advice, guidance and support is in line with Once for Scotland policies, NHS Forth Valley policies, employment law and best employment practice. To support the delivery of NHS Forth Valley’s corporate objectives by contributing to the work of the corporate HR team.

To support the development and implementation of modern employment processes and practices at a time of continuous change within the organisation, whilst maintaining an effective operational service and assisting effective partnership working.

To participate on a rota system to support the HR Connect Helpdesk

**3. ORGANISATIONAL STRUCTURE**

See Appendix 1

**4. DIMENSIONS**

The post provides HR services, advice and guidance for employees who are based within NHS Forth Valley wide incorporating Forth Valley Royal Hospital, Stirling Community Hospital, Falkirk Community Hospital, Clackmannanshire Community Hospital, Bo’ness Community Hospital, day hospitals and surrounding GP Practices.  This serves approximately 5000 staff within Ambulatory and Diagnostics, Emergency Care and Inpatients, Falkirk Health and Social Care Partnership, Stirling and Clacks Health and Social Care Partnership, Corporate Services, Facilities and Infrastructure, Prison Healthcare and Specialist Community Services and Woman, Children and Sexual Health Services.

**5. KEY DUTIES/RESPONSIBILITIES**

* **General HR Advice**

Provide daily advice, guidance and support to managers and staff on a full range of HR issues including terms and conditions of service, the application and interpretation of HR policies, procedures and codes of practice, employee relations, employment legislation, equal opportunities, employee development etc, ensuring all advice and support is in line with best practice, seeking support and/or referring to a member of the Senior HR Team, as appropriate.

* **Attendance Management**

Support managers in the management of sickness absence and with Ill-health reviews in collaboration with the Occupational Health Department, in line with the NHSScotland Workforce Attendance Policy, other HR policies, employment legislation (eg: Equality Act 2010) and external agencies e.g. Access to Work, RNID, sensory centre.

* **Employment Relations**

Support and actively contribute to the maintenance of effective employee relations to ensure a fair and equitable approach is consistently applied across NHS Forth Valley working in partnership with managers, staff and staff side representatives.

Guide and support managers throughout employee relation investigations and employment issues of a confidential and sensitive nature. The investigations are varied:- employee capability, employee conduct, bullying and harrassment, performance management, sickness absence and grievances/employee concerns.

Support and assist managers in the preparation and presentation of cases at formal hearings.

* **Training**

Assist other members of the HR team in developing, preparing and facilitating training/awareness sessions on HR policies/legislation for managers and staff across the organisation and ensuring all managers have the knowledge and skills necessary to fulfill the staff management requirement of their role.

Support the development and implementation of the HR Enquiry Portal across NHS Forth Valley.

* **Policy Development**

Support the development of NHS Forth Valley HR policies and procedures

* **Workforce Information**

Utilise the electronic workforce information, drafting reports for Directorates to identify any issues/trends and suggesting potential solutions to contribute to effective decision-making by managers and Directorate as required.

* **Administrative Duties**

Record systems and databases to ensure the provision of accurate up-to-date management information e.g. absence, retirement and maternity.

Process requests from external agencies (e.g. Scottish Public Pensions Agency)

Authorised signatory for payroll forms and expenses claim forms.

* **Ad hoc HR Projects**

Assist the HR Team Leader, HR Managers and wider HR team with any HR/organisational change projects e.g. TUPE transfers, local organisational change programmes, ward closures and redeployment/retraining exercises.

**6. SYSTEMS AND EQUIPMENT**

Fully competent in all Microsoft Office Packages. This involves using Microsoft Word, Power Point, Outlook and Excel spreadsheets to produce documents and reports on a regular basis.

Responsible for ensuring all systems and documentation are used and maintained in line with the Data Protection Act and other relevant legislation.

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 Agenda for Change Terms and Conditions, CIPD, Internet, Intranet and employment legislation updates.

Retrieval and manipulation of employee information and workforce reports from the payroll system, utilising Business Objects reporting tool.

**7. ASSIGNMENT AND REVIEW OF WORK**

Work is generated through the HR Team Leader, HR Manager and self directed. Given frequent interruptions by staff and managers, an element of the work is unpredictable. The post holder manages their own workload to deal with daily queries and to take into account ongoing casework.

The post holder is responsible to the HR Team Leader, objectives are jointly agreed and performance will be subject to discussion and review with a formal annual appraisal and PDP review. The objectives of the postholder support the work and responsibilities of the HR Team Leader and wider corporate objectives.

Whilst working within the parameters of employment legislation/case law, NHS Forth Valley HR policies and procedures, it is the postholder’s responsibility to assess each case and exercise judgement in determining the most appropriate course of action to achieve a satisfactory outcome.

Whilst the postholder is expected to use their own initiative to provide HR advice and prioritise the workload within their remit, advice is available from the HR Team Leader and other members of the wider HR team.

**8. COMMUNICATIONS AND WORKING RELATIONSHIPS**

The postholder communicates with staff at all levels, both internal and external to NHS Forth Valley daily either one to one, in groups, both verbally and in writing.

In particular, the postholder is required to develop working relationships with staff, managers and staff side representatives to ensure efficient management of employment relations issues. Also the postholder should participate in sharing good practice and knowledge with the wider HR team that will ensure consistency across all areas and broaden understanding.

**Internal:** Management Teams; Corporate HR Team:- including Operational HR Team, Staff Governance, Recruitment, Training and Organisational Development, Workforce, Medical Workforce, Senior Managers and Clinicians. All Forth Valley Staff; Staff side representatives; Payroll Services; Finance Department; Occupational Health Service/Staff Physiotherapy/Manual Handling

**External:** Scottish Public Pensions Agency, Police, Professional Bodies (e.g. Nursing & Midwifery Council), Central Legal Office, Scottish Executive colleagues, other NHS Colleagues and full time Staff side representatives

The postholder is required to communicate sensitive information e.g. Ill-health dismissal; dealing with staff concerns regarding organisational change and/or redeployment, grievances, allegations which may lead to disciplinary action, sickness absence, alcohol and drugs misuse, performance/capability issues, etc. Therefore, the postholder will be required to use coaching and negotiation skills, ensure confidentiality and manage different emotional responses.

The postholder will demonstrate facilitation skills to influence behaviour and resolve situations, especially where there is a conflict of interests/personality clashes/opposing views. The post holder is also required to influence others who are assisting the post holder in the completion of work to meet deadlines.

The postholder is required to assist in the delivery of HR training on policy developments and awareness sessions to large groups of staff.

**9a. PHYSICAL DEMANDS OF THE POST**

Daily requirement for light to moderate physical effort as post holder will carry out a combination of sitting at PC for concentrated periods of time for compiling reports, letters, standing or walking.

Frequent requirement for moderate physical effort as the post holder is required to travel between multiple sites.

**9b. MENTAL/ EMOTIONAL DEMANDS OF THE POST**

Exposure to distressing or emotional circumstances when dealing with staff issues, terminal illness, death in service, mental health issues, advising on long and short-term sickness and disciplinary issues.

There is a requirement for concentration for long periods of time to ensure viable outcomes and deadlines are achieved. Particularly when dealing with complaints, comprehending situations and giving advice, actively assisting managers with investigations, information gathering and report writing.

Managing conflicting priorities whilst subject to frequent interruptions, requires the ability to manage time effectively to meet competing demands.

**9c. WORKING CONDITIONS**

Daily requirement to use PC equipment.

Occasional requirement to attend meetings with staff providing 24/7 services outwith normal office hours e.g. night or weekend shifts.

If driving, the postholder is exposed to road conditions/hazards and limited car parking facilities at NHS Forth Valley sites.

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

Educated to degree level and/or equivalent level of experience in an operational HR role, preferably within the NHS or a similar large organisational setting.

Up to date knowledge and understanding of current and pending employment legislation, Once for Scotland policies, NHS Forth Valley policies and procedures or ability to gain the required knowledge within a short timeframe and Agenda for Change terms and conditions with a commitment to continuous professional development.

Possession of the CIPD qualification or working towards membership.

Excellent communication, sound interpersonal, organisational and facilitation skills with a clear ability to influence individuals, situations and outcomes. Ability to demonstrate coaching and negotiating skills.

Well-developed report writing and presentation skills. Ability to demonstrate strong IT skills including a sound working knowledge of the Microsoft packages.

The ability to work with own initiative, supported by the HR Team Leader and wider HR team.

Competent experience of working with managers and staff in applying and supporting best HR practice initiatives.

Innovative, original and critical thinking in order to be able to resolve problematic issues.

**11. ORGANISATIONAL STRUCTURE (Appendix 1)**

HR Service Manager

Operational HR

HR Team Leader

Operational HR

HR Managers

x 6

HR Advisers

x 6

x 5

HR Assistant

x 1

**4. DIMENSIONS**

There is no

Administration Assistant

x 1