

## BIRMINGHAM AND SOLIHULL MENTAL HEALTH NHS TRUST

### JOB DESCRIPTION

**Job Title:** People Manager

**Grade:** Band 7

**Reporting to:** Senior People Partner

**Accountable to:** Head of People and Culture

**Location:**

#### **Job Summary:**

To support the People Management team in the delivery of an effective business focussed HR service. To support the People Management team in the wider delivery of workforce and learning priorities across the Trust, including leading on the delivery of specific programmes of work related to the People Strategy and workforce transformation and sustainability programmes

To have operational oversight for employee relations, lead complex cases as well as service level change management and TUPE and support casework/KPI performance and oversight.

To provide professional and customer focused Human Resources advice, coaching and solutions that support the business in the management of workforce issues, change programmes and complex employee relations case work.

To support the People Partners in specialist lead areas, with a particular focus on the delivery of a high quality operational HR service.

To lead the design of policies, training and tool kits

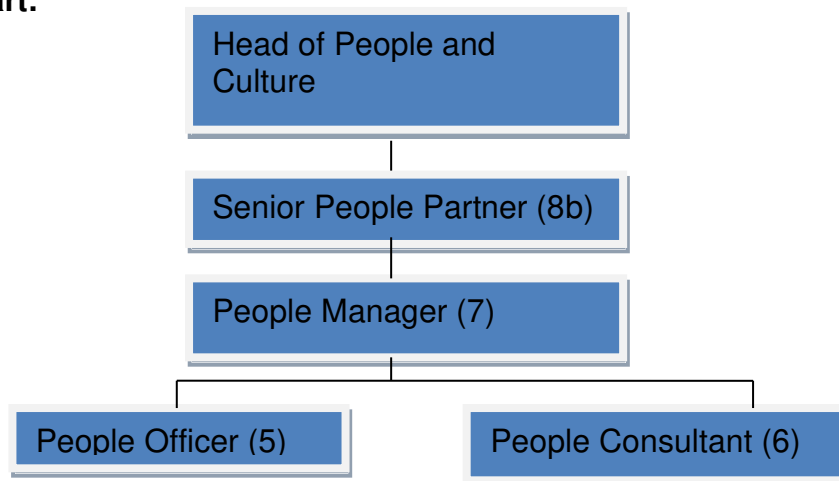
To take operational responsibility for the delivery of operational HR (Employee Relations), to include identified line management responsibility.

To assist the People Partners in the development of workforce plans that support local, organisational and national strategy and agenda.

Support as necessary the development, integration and implementation of Human Resources strategy, policy and practice

In conjunction with People Partners support the delivery of Human Resource Key Performance Indicators and maintenance of standards of excellence on all people management issues

## Organisation Chart:



## Key Relationships

- Trust Management Team and Directors
- Service Management Team and Associate Directors
- People and Culture Team
- LD/.OD Team
- Trade Union and Staff Side Representative/Organisations
- Public and External Stakeholders
- Managers and Staff

## Principle Duties and Responsibilities

### Help Desk /Self service

- Ensure provision of consistent, timely and accurate advice. Manage the rota and develop future opportunities for automating services, developing HR Chat Bot facilities, Self service

### Sickness and Wellbeing

- To have oversight for all operational sickness management and occasional involvement in complex/ highly complex cases and support FRM's.
- Support the development and implementation of strategies to minimise sickness absence to meet key performance indicators and cost improvement plans as identified via the Trust/divisional boards
- To promote all health and wellbeing initiatives across the Trust

### Employee Relations

Provide an effective and flexible HR advisory service across a range of employee relations matters such as recruitment, discipline, grievance or absence management. Providing at all times professional, expert advice, guidance and support to Trust Managers on complex employee relations issues.

### ***Disciplinary, Grievance, Dignity At Work, Capability, Whistleblowing, Freedom To Speak Up matters***

- Facilitate informal resolution, support hearing panels and undertake complex

investigations and oversee allocation of cases in relation to Disciplinary, Grievance, Dignity at Work, Capability, Whistleblowing and Freedom To Speak Up matters.

- To lead where appropriate on complex case work and/or investigations.
- Have a good knowledge and understanding of employment legislation and working practices in order to support divisions in minimising risks whilst promoting good employment practices.
- To provide support and technical assistance whilst operating as a panel member at hearings including Disciplinary, Capability and Performance, Grievance and Sickness Absence.
- Contribute to the throughput and quality of employee relations case work ensuring timescales are met and policies are adhered to.
- Contribute in the management of cases lodged with employment tribunals

***General HR advice and guidance ( flexible working , annual leave, retirement, maternity, paternity, adoption, equal opportunities etc.)***

- To be a point of escalation for cases involving the People Consultant

***Fixed Term Contract management***

- To have professional oversight for all operational Fixed Term Contract cases with area of operation.

***TUPE and change management***

- Lead service level change management and TUPE programmes to ensure they are delivered in accordance with agreed requirements, are embedded effectively and benefits realised
- Provide technical advice on matters relating to change management, including TUPE, Redundancy and Terms and Conditions applying relevant Trust Policies and Procedures as necessary
- To attend, where necessary the Trust's Staff side forums to support the relevant managers in presenting change management papers to ensure appropriate partnership working and resolution of issues at local level

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***Job evaluation***

- Provide expert advice on job evaluation panels and assist in workforce remodelling, skill mix changes and development and redesign of job roles to ensure that they are commensurate with service requirements and are correctly banded and support service transformation and business development/tendering Contribute as necessary.
- Provide advice to managers regarding the development of new job roles in accordance with Agenda For Change Term and Conditions.

***Trade unions***

***Committees – JOSOC, JLNC, JNCC***

- To deputise for the People Partner at JOSOC, JNCC and JNLC meetings.
- Maintain good working relationships with Trade Unions/staff side representatives in order to promote good employee relations
- To assist the HR Management team in supporting Trust managers in building an effective local employee relations climate

***Resourcing***

***Recruitment Panels***

- Take lead on specific recruitment campaigns to enable the successful employment of high calibre staff using appropriate media, networks and selection processes.
- Participate in recruitment panels for post band 7 and above.
- Assist in the provision of a comprehensive and timely recruitment, selection, and retention service to designated areas ensuring adherence to employment law and best practice at all times whilst promoting innovation

***Positive action/targeted recruitment/ overseas recruitment***

- Lead on the delivery of specific elements positive action/targeted recruitment/ overseas recruitment as required by the People Partner.

***Vacancy plans***

- Lead on the delivery of specific elements related to vacancy plans, as required by the People Partner

***Agency and TSS usage***

- Lead on delivery of specific elements of the agency and TSS programmes as required by the People Partner

***Vacancy approvals (TRAC)***

- No direct involvement

***Risk and Safety***

***Emergency preparedness***

- Offer Complex advice and support on emergency planning preparedness.

***Risk reporting and management (Inc. Risk assessments)***

- To provide support as required

***Workforce Risks for escalation/management***

- Escalate and support addressing workforce risks as necessary

***Equality, Diversity and Inclusion***

***Oversight, coordination and Delivery- WRES, WDES, Stonewall, EDIS***

- Lead on delivery of specific elements of the WRES, WDES, Stonewall, EDIS programmes as required by the People Partner.

***Education and Training Delivery***

***Policy Training , Management and Leadership Training and Drop in sessions (Subject Experts for People Management Practice)***

- Lead the design and if appropriate delivery of evidence based approach to training ( working alongside L&D consultants).
- To offer guidance and support to Trust Managers in their decisions to ensure the effective management of staff through fair, efficient and pragmatic of best practice, including the training and coaching of managers in Human Resources Policy and Practice
- To support in the design, delivery and evaluation of Trust-wide operational Human Resources Training programmes for managers
- To contribute to the development of managerial capability within the directorates and services.
- Undertake informal coaching sessions to managers and their teams as required.
- Support the trust wide delivery of training on policies and leadership

development.

## **Policy Development**

### ***Policy Design Toolkit and Engagement***

- Lead the design of policies and toolkits.
- Under the direction of Senior People Partners review HR policies and procedures – including equality impact assessments; support implementation and measure effectiveness.
- Provision of high quality advice and support to managers that supports the effective interpretation and application of HR policies and procedures and enables the effective management of the workforce.

### ***National and local changes***

- Support the People Partner in implementing national requirements.
- To support the development of Human Resources Policy and Procedures, there on-going review, amendment and implementation in accordance with the changing demands of the NHS and employment legislation

## **People Communication**

### ***Intranet management***

- To support as required

### ***Newsletters/Briefings***

- To support as required

## **People Strategy**

### ***Local delivery of People Strategy***

- To be the Project lead for specific projects.
- To act as an advocate of change and modernisation in support of business and Human Resources strategies.
- To be a key member of the People Management Team, ensuring that the Human Resources implications of all strategies/plans/projects are addressed and that all relevant legal implications, policy and procedures and best practice is taken into account.

### ***Service level reporting on progress***

- To support the wider HR team in national strategy and Human Resources initiatives e.g. NHS Staff Survey
- To work in partnership with Trust Managers to embed the People strategy and plans necessary to support:
  - Successful delivery of patient focused services
  - Achievement of business targets; Divisional and Human Resource KPI's, with a particular focus on operational HR/employee relations
  - Implementation of Business and Service Plans
  - Development of Cost Improvement Plans

## **KPI monitoring and People reporting**

To contribute, as part of the People Management Team, in developing, achieving and monitoring HR Performance Indicators. To support the People Partners with the development of divisional recovery plans to attain and maintain performance levels with regards to all workforce related KPI's in order to deliver Human Resources services and evidence added value to the Trust.

### ***ER activity KPI's***

- To have operational oversight of Team performance in relation to delivering KPI's - casework/WRES/WDES, respond to FOI's and provide reports.
- To analyse workforce information to develop plans to ensure that the workforce supports current and future performance targets

### ***Monitoring of Sickness and Return to work KPI's***

- To have operational oversight of Team performance in relation to delivering Sickness and Return to work KPI's and develop recovery plans. Support PP in delivery of QI projects.

### **Staff Engagement**

#### ***Staff engagement surveys, exit interviews and programmes***

- Lead on delivery of specific elements of staff engagement surveys, exit interviews and programmes as required by the People Partner.

### **Workforce Planning, Transformation and Productivity**

#### ***Workforce Planning, Transformation and Demand and supply mapping***

- Lead on delivery of specific elements of Workforce Planning, Transformation and Demand and supply mapping as required by the People Partner
- To support the People Management Team in the workforce planning process to ensure that the directorate /service areas has a workforce that is professional and is committed to delivering high quality care for all and that the workforce is in the right place at the right time, has the right behaviours and values and is adaptable to change and offers value for money.
- To contribute in the effective development, delivery and monitoring of the annual business plans and ensure that future workforce, recruitment and retention strategies are developed in accordance with identified needs including modernisation agendas within lead areas.
- Work in conjunction with Workforce Information, Finance, Performance and Information colleagues to support in the delivery of the integral workforce information agenda to ensure informed decisions can be made by its managers.

### **General Responsibilities**

- To take operational responsibility for the delivery of the operational HR service and provide line management to the People Officer and People Consultant.
- To participate at key meetings on behalf of the People Management Team ensuring continuity of service provision as and when required.
- To deputise for People Partners as directed
- To work with People and LD/OD colleagues to ensure a professional and customer focused service to internal and external customers.
- To support cost improvements within Human Resources Services where appropriate.
- To undertake other duties to meet the changing needs and priorities of the Trust, as determined by the Senior People Partner and People Partners, in accordance with the band of post.
- To contribute to the wider HR agenda as required dependent upon agreed, prioritised objectives
- To participate and lead in specific project areas as agreed with People Partners and the Senior People Partner.
- In the absence of colleagues to provide support and cover across other directorates /Corporate Services.

- Participate in Forums/Events as appropriate (e.g. legal updates) in order to provide the Trusts perspective and obtain information for sharing and dissemination

## **General**

### Safeguarding & Control of Infection

Every member of staff has a responsibility to be aware of and follow at all times, the relevant National and local policy in relation to the Safeguarding of Children, the Safeguarding of Vulnerable Adults and the prevention and Control of Infection

### Confidentiality

It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant trust policies are met in respect of information held on the Trust's computerised systems.

### Equal Opportunities

The Trust is committed to equality of opportunity. All staff are required to comply with current legislation, trust policies and guidance good practice and the NHS Executive's Planning & Priorities Guidance 1996/7.

### Conduct

It is expected that all employees will conduct themselves and represent the Trust in a responsible manner and comply with all policies and procedures;

### Risk Management and Health & Safety

The post-holder will ensure compliance with the Trust's Risk Management policies and procedures; these describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, employees and visitors from harm, and stress that all employees have a responsibility to minimise risk. The post-holder will be required to observe local Health & Safety arrangements and take reasonable care of him/herself and the persons that may be affected by his/her work;

### Training, Education and Development

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying his or her own training and development needs to meet their KSF outline;

### Research and Development

Research and development is at the heart of providing effective treatment and high quality services, supporting a culture of evidence based practice and innovation amongst employees. All employees have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research or as research participants themselves;

### Control of Infection

All employees whether clinical or non-clinical are required to comply with the Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance;

Therefore the post-holder is expected to keep patients, visitors, themselves and other employees safe by continuously reducing the risk of healthcare associated infections;

As a manager the post holder is required to ensure that infection control responsibilities are clearly identified, allocated and understood within your team and that appropriate resource, training and support is provided to ensure that they are compliant with Trust policies and procedures on Infection Control and Hygiene;

As a manager the post holder is required to ensure that employees are supported in attending the necessary training and on-going professional development to support their



responsibilities and ensure full awareness of infection control and hygiene;

#### Governance Standards

Comply with the relevant Governance Standards applicable to the Trust as communicated to the post-holder from time to time;

#### Records Management

Maintain Trust and patient records (both paper and electronic) in accordance with Trust policies to facilitate clinical care and effective administration;

#### Freedom of Information

Provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Trust Freedom of Information procedures;

#### Standards of Professional and Business Conduct

The post-holder will be required to comply with the Trust's Standing Orders and Stranding Financial Instructions, and at all times deal honestly with the Trust, with colleagues and all those who have dealings with the Trust, including patients, relatives and suppliers. The post-holder will also be required to comply with the Code of Conduct for NHS Managers and/or the relevant professional Codes of Conduct;

#### Data Protection

Comply with Trust Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of personal and patient information;

#### Security

Comply with Trust policies to ensure there is a safe and secure environment that protects patients, employees and visitors and their property, and the physical assets and the information of the organisation;

#### Smoking

The Trust operates a No Smoking Policy.

#### Mobility

This is a Trust Wide appointment and travel around the Trust may be required;

#### Flexibility

BSMHFT is currently working in a climate of great change within the NHS. It is therefore expected that all employees will develop flexible working practices both within the Trust on a cross-directorate basis, and across Trust's and other organisations to meet the challenges and opportunities of working within the new NHS, which could include taking on new and changing responsibilities, according to the needs of the directorate;

This job description is a reflection of the current position and a summary of the key tasks and may change in light of the developing organisation and in consultation with the post holder.

It is the practice of the Trust to regularly examine employees' job descriptions and to update them to ensure that they relate to the job being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will therefore be expected to participate fully in such discussions and in connection with them and to help re-write your job description to bring it up to date if this is considered necessary or desirable. The aim is to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to insist on changes to your job description after consultation with you;

Work will be managed rather than supervised;

Environment

BSMHFT is a major NHS Trust and we pride ourselves in the unique environment which exists for all employees. An environment where innovation is encouraged, hard work rewarded, and where our employees play an inclusive role in new developments;

Health and Safety

Staff must ensure that they are familiar with the requirements of the Health and Safety at Work Act (1974), the Trust's Health & Safety policies/codes of practice or regulations applicable to the work place.

Birmingham and Solihull Mental Health Foundation NHS Trust is a major NHS Trust located conveniently to the centre of Birmingham, as a Trust we pride ourselves on the unique environment, which exists, for all our staff.

An environment where innovation is encouraged, hard work rewarded and where our staff, play an inclusive role in new developments.

This job description is indicative only, and the post will continue to evolve as the Trust's priorities develop. It will therefore be revised in consultation with the post holder from time to time and not less than annually. You may also be required to provide cover in other areas following appropriate discussion.

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**Additional Information**

**Job Description Agreement**

Budget Holder	.....	<b>Signature</b>
	.....	<b>Name</b>
Post Holder	.....	<b>Signature</b>
	.....	<b>Name</b>
Date	.....	

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