

Job Description NHS Professionals Limited

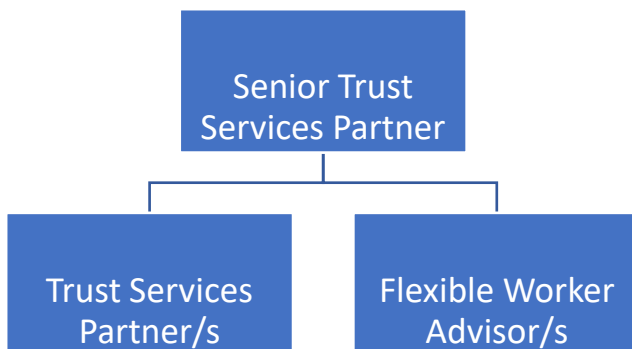
Job Title:	Trust Services Partner - TSP
Grade:	L2
Location:	NHS client on-site – NHSP Trust services Team - with some requirement for regional travel

Role:

This critical role for the local NHS Trust provides on-site customer support for the Trust ward managers and NHSP bank workers (flexible workers) ensuring all contact with NHSP is quick, simple and helpful. Both the ward manager and worker will look to the on-site Trust Services Team (TST) for support and will expect expert advice and guidance for prompt query resolution for any enquiry that the NHSP National Service Centre are unable to help with.

The aim of the on-site team is to facilitate filling bank shifts whilst ensuring the workers requirements are also met or exceeded. Key to success in this role is to establish strong working relationships with both the ward manager and flexible worker communities, prioritising pro-active tasks to pre-empt process or service issues with the end goal of delighting our customers; our aim is to be a “customer obsessed” organisation.

Organisational Position (Illustrative):



Responsibilities:

- Develop and maintain strong organisational knowledge of both NHSP and the local NHS Trust including contractual obligations and agreed performance metrics
- Identify, establish and build relationships with key NHSP centre colleagues that are responsible for the remote delivery of service to your customers

- Deliver and promote the high standards of NHSP to existing and potential flexible workers, acting as an NSHP ambassador
- Connect, foster trust and establish ongoing relationships with key ward managers
- Attend daily staffing meetings, bed meetings, staffing huddles with the ward managers and respond accordingly to both urgent and longer-term staffing needs
- Regularly visit wards to check in on ward manager and flexible worker satisfaction and promote NHSP to potential new workers during visits
- Support the ward manager and flexible workers through the booking process to ensure it is seamless and a great experience
- Oversee the Trust's requirements for flexible workers with a view to meeting or exceeding agreed fulfilment and satisfaction targets
- Respond to requests and reports from central services regarding flexible worker or ward manager outstanding actions to ensure the worker application is processed quickly and shift fulfilment is optimised
- Attend weekly/monthly central services calls to keep up to date with any operational issues that need to be resolved by the Trust Services Teams or new products/services that are being introduced
- Support ward managers with adding, modifying or removing shifts
- Run, interpret and present data to key contacts promoting success of contract delivery and pre-empting areas of underperformance. Suggest additional training and support for ward managers that need help with the process
- Gather information regarding workforce issues and feedback to relevant departments to support effective workforce planning
- Pro-actively ask for and review all customer feedback and act on both positive and negative comments. Follow the complaints process for any serious issues and ensure the local Senior Trust Services Partner is informed
- Think creatively about the service provision, suggest ways to continuously improve the customer experience. Put forward innovative new ways of working to the Senior Trust Services Partner/Trust Services Area Manager and Strategic Relationship Manager for consideration
- Embrace new ways of working, either systems or new processes, that are cascaded from central services. Ensure these are embedded within the timelines requested and the impact to the customer is positive
- Look for new opportunities, such as new staffing groups or additional services that the Trust may benefit from and highlight these to the Trust Services Area Manager and Strategic Relationship Manager for consideration
- Support implementation of new service areas, such as additional staff groups or the introduction of new departments, ensuring a positive experience for both the ward manager and flexible worker
- Meet with the local Trust Relationship Manager to ensure there is effective communication about operational and strategic challenges and opportunities

- Own complaints, incident reporting and feedback through to resolution in line with the NHSP processes and complaint procedures and where necessary the flexible worker disciplinary process
- Oversee the overall customer experience, ensuring it is friendly and responsive
- Work collaboratively with central services to ensure the flexible worker's individual needs are met
- Maintain accurate records of meetings, consultations and incidents
- Run worker clinics to deal with issues and maintain a sense of worker community support
- Oversee the working environment, ensuring it is safe, clean and tidy and appropriate for colleagues and all customer contact
- Adhere to GDPR legislation and know when to ask for support for any breaches

Occasional responsibilities as and when required

- Support the recruitment, welcome and induction of new workers in collaboration with the Trust Recruitment Co-Ordinator which will include presenting at events
- Support the recruitment and development of Care Support Workers initiatives in collaboration with the Trust Recruitment Co-Ordinator
- Support the audit process in the collation of DBS and Right to Work paperwork in collaboration with the Trust Recruitment Co-Ordinator and Flexible Worker Advisor
- Provide a flexible, collaborative approach to supporting other NHSP Trust team members and covering in their absence to ensure service standards are maintained. This may include travel to other sites in the region
- Take minutes of meetings /action logs to support service delivery and HR processes

Accountabilities:

- Attendance of daily client operations meetings and all actions responded to within 24 hours
- Regular ward walks to check in with the ward manager and flexible worker, fixing any areas of concern or outstanding queries and promoting NHSP to potential new workers
- First fix resolution for customer queries, logging all queries accurately on the system and ensuring any that are passed on are to the correct department and well signposted
- Ensuring flexible worker and ward manager feedback is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative
- All flexible worker and ward manager contact is responded to quickly and effectively in line with SLA's

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professional's Equality and Diversity Policy, this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professional's Health and Safety Policy.
- **Corporate Image**
Adopt a professional image at all times.
- **Risk Management**
Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
Responsibility for attending health and safety training as required.
Responsibility for assisting with risk assessments.
- **Scheme of Delegation**
To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

PERSON SPECIFICATION

Job Title:	Trust Services Partner		
CRITERIA:	ESSENTIAL <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	DESIRABLE <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T
Qualifications & Knowledge:	Educated to degree level or equivalent level of experience of working at a similar level in this area	Qualified to NVQ Level 3 in Business Administration/Office Practice Evidence of Customer Service Skills Training	A/C/I
Experience:	On-site account/customer management Demonstrable experience of following and adhering to processes and procedures Complaint handling and conflict management Identifying service improvements and working collaboratively with stakeholders to implement Customer service/retail in an environment where delighting the customer is the core focus Ability to deal with high volume internal and external customer enquiries and conflicting priorities	Face to face customer service Previous experience of working in a demanding customer focused environment	A/I/T

Communication & People Skills:	Advanced ability to connect and communicate effectively in writing, face to face and over the telephone with a variety of customers Proactive, interested and engaged approach to relationships and trouble shooting Embracing problems as opportunities to improve regardless of where the issue originates Ability to recognise own limitations and requirement to escalate as appropriate Conflict management and confident in dealing with adversity head-on Problem solving/solution focussed True team player that actively supports all internal colleagues		A/I/T
Organisational Skills:	MSOffice Record management Ability to work on own initiative, within defined parameters, to manage time and workload effectively Prioritising conflicting workloads Awareness and curiosity of problems taking them back to the root cause for service improvements Exceptional attention to detail	Advanced Excel	A/I/T

	Resourceful and solution focussed Flexible approach to changing business needs Punctual, reliable and calm		
Specialist Knowledge/ Skills:		NHS sector Understanding of healthcare roles and responsibilities Pre-employment vetting	
Physical Skills:	Able to pass pre-employment checks Ability to undertake desk work Ability to visit clients and clinical areas Keyboard skills		A/I
Equality:	Candidates should demonstrate a commitment to the principles underlying NHS Professionals Ltd's Equality and Diversity and Health and Safety Policies.		

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation