

Job Description NHS Professionals Limited

Job Title:	Trust Services Partner – Doctors Direct part of NHS Professionals
Grade:	L2
Location:	Trust Based

Role summary:

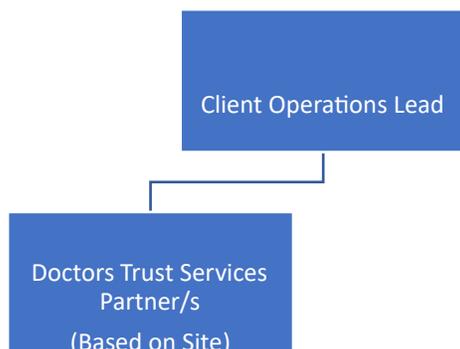
This is a critical to support our local NHS Trust teams and provides remote customer support for the Trust medical workforce teams and managers and Doctors Direct doctors ensuring all contact with NHSP is quick, simple and helpful.

Both the Trust and the Doctor 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 Doctors Direct/NHSP recruitment/placement teams may not be able to answer. The Trusts Services Partner will support the on-site team, and work across a wide spectrum of trusts based on where the demand is, to cover leave and also to work on priority projects as agreed by the business.

The aim of the on-site team is to facilitate filling bank shifts whilst ensuring the doctors requirements are also met or exceeded. Key to success in this role is to establish strong working relationships with both the medical workforce teams and doctor communities, prioritising proactive 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.

The Trust Services Partner needs to be able to adapt to different ways of working as per the variety of clients they will support and therefore be a quick learner who is able to multi-task.

Organisational Position (Illustrative):



Responsibilities:

- Develop and maintain strong organisational knowledge of both Doctors Direct/NHSP and the local NHS Trust including contractual obligations and agreed performance metrics
- Identify, establish and build relationships with key NHSP central colleagues that are responsible for the delivery of service to your customers
- Deliver and promote the high standards of NHSP to existing and potential Doctors, acting as a Doctors Direct ambassador
- Connect, foster trust and establish ongoing relationships with key Trust stakeholders
- Support the recruitment, welcome and induction of new workers in collaboration with the Placement Officer which will include presenting at events
- Support the audit process in the collation of DBS and Right to Work paperwork in collaboration with the Doctor Advisor
- Provide a flexible, collaborative approach to supporting other Doctors Direct/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
- Analyzing and interpreting data in order to highlight cost effective savings strategies and identifying where Doctors Direct can replace high cost agency workers
- Liaising with the Trust at an appropriate level suggesting strategic direction based on best practice solutions to increase direct engagement figures
- Influencing Key Stakeholders to begin process of Migrating Agency Locums to Doctors Direct
- Regularly visit wards to check in on Trust stakeholders and Doctor satisfaction and promote NHSP to potential new workers during visits
- Support the Trust stakeholders and Doctors through the booking process to ensure it is seamless and a great experience
- Oversee the Trust's requirements for Doctors with a view to meeting or exceeding agreed fulfilment and satisfaction targets

- Respond to requests and reports from central services regarding Doctor or Trust stakeholders 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 Trust stakeholders 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 Trust stakeholders 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 NHSP team and Line Manager are informed
- Think creatively about the service provision, suggest ways to continuously improve the customer experience. Put forward innovative new ways of working to the 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 Client Operations Lead for consideration
- Oversee the overall customer experience, ensuring it is friendly and responsive
- Work collaboratively with central services to ensure the Doctor's individual needs are met
- Maintain accurate records of meetings, consultations and incidents
- Adhere to GDPR legislation and know when to ask for support for any breaches

Accountabilities:

- Attendance of daily client operations meetings and all actions responded to within 24 hours
- Regular check in with the Trust stakeholders and Doctor, fixing any areas of concern or outstanding queries and promoting Doctors Direct/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 Doctor and Trust stakeholders feedback is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative

- All Doctor and Trust stakeholders 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:	<p>ESSENTIAL</p> <p><i>(When applying for this job it is important you fulfil all these essential requirements. If you do</i></p>	<p>DESIRABLE</p> <p><i>(When applying for this job it is desirable you fulfill these requirements.</i></p>	<p>HOW IDENTIFIED</p> <p>A / C / I / P / R / T</p>
	<p><i>not you are unlikely to be interviewed)</i></p>	<p><i>However, if you do not you may still apply and may be interviewed)</i></p>	
Qualifications & Knowledge:	<p>Educated to degree level or equivalent level of experience of working at a similar level in this area</p>	<p>Qualified to NVQ Level 3 in Business Administration/Office Practice</p> <p>Evidence of Customer Service Skills Training</p>	<p>A/C/I</p>

<p>Experience:</p>	<p>account/customer management</p> <p>Demonstrable experience of following and adhering to processes and procedures</p> <p>Complaint handling and conflict management</p> <p>Identifying service improvements and working collaboratively with stakeholders to implement</p> <p>Customer service/retail in an environment where delighting the customer is the core focus</p> <p>Ability to deal with high volume internal and external customer enquiries and conflicting priorities</p>	<p>Face to face customer service</p> <p>Previous experience of working in a demanding customer focused environment</p>	<p>A/I/T</p>
<p>Communication & People Skills:</p>	<p>Advanced ability to connect and communicate effectively in writing, face to face and over the telephone with a variety of customers</p> <p>Proactive, interested and engaged approach to relationships and trouble shooting</p> <p>Embracing problems as opportunities to improve</p>		<p>A/I/T</p>

	<p>regardless of where the issue originates</p> <p>Ability to recognise own limitations and requirement to escalate as appropriate</p> <p>Conflict management and confident in dealing with adversity head-on</p> <p>Problem solving/solution focussed</p> <p>True team player that actively supports all internal colleagues</p>		
<p>Organisational Skills:</p>	<p>MSOffice</p> <p>Record management</p> <p>Ability to work on own initiative, within defined parameters, to manage time and workload effectively</p> <p>Prioritising conflicting workloads</p> <p>Awareness and curiosity of problems taking them back to the root cause for service improvements</p> <p>Exceptional attention to detail</p> <p>Resourceful and solution focussed</p> <p>Flexible approach to changing business needs</p> <p>Punctual, reliable and calm</p>	<p>Advanced Excel</p>	<p>A/I/T</p>

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