**Job Description**

**NHS Professionals Limited**

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| Job Title: | **Trust Recruitment Coordinator (Lines of Work specialist)** |
| **Grade:** | L1 |
| **Location:** | Local Trust Services Team - NHS client on-site, hybrid, remote |

**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 this role is to manage the lines of work for NHSP Bank Members and also the agencies, managing the roles being distributed to agencies and also CVs to the stakeholders.

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.

**Responsibilities:**

* Daily contact point for hiring managers that require a flexible worker/s for long lines of work. Taking consultative details of the role and the hiring managers requirements, and any role specific information. Keeping the manager/s updated regularly with progress, ensuring that the role fulfilment is managed effectively from request and beyond.
* Probing into job design elements of the request as the SME for this staff group; exploring hours, flexibility, pay strategy, training opportunities. Working with hiring managers to ensure that a full exploration of options to increase bank fill is discussed.
* Managing candidate applications in a service focussed and efficient manner. Ensuring contact is timely and that full details of opportunities are outlined. Sharing details of application processes and being a point of contact thereafter.
* Proactively sourcing and attracting members for roles (i.e. placing adverts, screening, shortlisting) utilising social media channels, job boards and attending events as appropriate for need. Extrapolate key information gleaned during the process that might make the role design more accessible e.g. highlighting training opportunities.
* Facilitating the cascade to agencies if required and liaising with the agency for CVs, interviews and placement, ensuring that the hiring manager/s is kept updated throughout. Dealing with queries surrounding role and renumeration as they arise in line with agency supply processes. Discussing an 'exit strategy' with the hiring manager as appropriate to support long term agency reliance reduction.
* Working with areas to plan / forecast future needs and gain as much lead time as possible to optimise best value fulfilment
* Responding to all hiring manager queries as a single point of contact for their needs. Increasing satisfaction and response times.
* Working with candidates to optimise utilisation for workers in this group, this will include bespoke comms and regular check in calls.
* Attending meetings (internal / external) as required to share information, data and insight in regard to long term placements at the Trust - and supporting strategic initiatives in this area.
* Facilitating the migration of agency long lines into Bank as part of the Trusts overarching strategy to reduce spend. Support Bank to substantive and work with any initiates in this area.
* 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 as required
* Support ward managers with adding, modifying or removing shifts
* 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 associated Trust Services Partner is informed
* 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
* 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

**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**

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| **CRITERIA:** | **ESSENTIAL**  *(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)* | **DESIRABLE**  *(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*) | **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 there 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 route cause for service improvements  Exceptional attention to detail  Resourceful and solution focussed  Flexible approach to changing business needs  Punctual, reliable and calm | Advanced Excel | A/I/T |
| **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