



Trust Services Partner

Candidate Application Pack

Welcome

I am so pleased you are considering your next career move with us.

This critical role for the local NHS Trust provides on-site management and support for the NHSP bank workers (flexible workers) and NHS ward managers; ensuring all contact with NHSP is quick, simple and helpful.

Both the ward manager and flexible worker will look to the on-site Trust Services Team for support, during and after the application process, and will expect expert advice and guidance for prompt query resolution. The aim of the on-site team is to facilitate filling bank shifts whilst ensuring the workers requirements are also met or exceeded.

The 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.



Jessica Coy
Client Services Manager
South Yorkshire & Bassetlaw

About Us

We run the largest NHS staff bank, placing over 180,000 healthcare professionals into NHS Trusts each year. Uniquely we are owned by the Department of Health and Social Care and any surplus we make is reinvested back into the wider healthcare economy.

United by a passion for the NHS, our talented team of over 1,200 corporate employees are working behind the scenes to ensure that we can continue providing support to the NHS, when they need it most.

Whether that's last-minute shift cover at a local hospital or providing over 20,000 vaccinators to the COVID-19 national vaccination programme – NHS Professionals plays an integral role in helping our NHS deliver safe, efficient, and effective healthcare services throughout the UK.

Our Vision

Driven by a passion for the NHS and its people, our vision is to become the NHS's workforce partner of choice.

We are experts at **putting people in places to care**, and in 2022 our Bank Members delivered 39 million hours of care, saving our NHS Trusts over £6.5 million in agency costs.

Our Values

We care, it's personal

For us, this isn't just a job. We are proud of our purpose in putting people into places to care. We care, because the positive impact we make is good for everyone.



Smart solutions, expertly delivered

Our experience and expertise set us apart. With a can-do attitude and a collaborative approach, we make "yes" happen.



Be bold, make change

We seek opportunities to challenge, evolve, improve and grow. We always find smarter, simpler and faster ways to deliver.



One team, 100%

By working collaboratively, we know we can achieve anything. We are committed to being inclusive and authentic in everything we do.



Job Description

Job Title: Trust Services Partner

Grade: Level 2

Location: Trust Based

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, creating an inclusive environment in the team, area, nationally and with central services
- Connect, foster trust and establish ongoing relationships with key ward managers
- Deliver and promote the high standards of NHSP to existing and potential new ward managers and workers, acting as an NSHP ambassador
- 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 worker satisfaction and promote NHSP to potential new workers during visits
- Support the ward manager and 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
- Senior point of contact for NHSP team members and client operational escalations
- 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 Client Services Manager 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 Client Services 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 Client Services 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

- Collaborate with the local Client Services 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
- 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 overall customer experience, ensuring it is friendly and responsive
- Work collaboratively with central services to ensure the flexible worker's needs are met
- 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 Recruitment Co-Ordinator. Presenting at recruitment and induction events
- Support the recruitment and development of Care Support Workers initiatives in collaboration with the Recruitment Co-Ordinator
- Support the recruitment and audit process in the collation of DBS and Right to Work paperwork in collaboration with the 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

Accountabilities

- Monitor flexible worker utilisation and Trust shift fulfilment to ensure the flexible workers and Trusts needs are met
- Attendance of 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
- Monitor flexible worker and ward manager feedback ensuring it is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative
- Ensuring all flexible worker and ward manager contact is responded to quickly and effectively in line with SLA's
- Regular contact with relevant Trust Operations Manager to update on performance and any client issues that need addressing

Equality, Diversity & Inclusion (EDI)

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

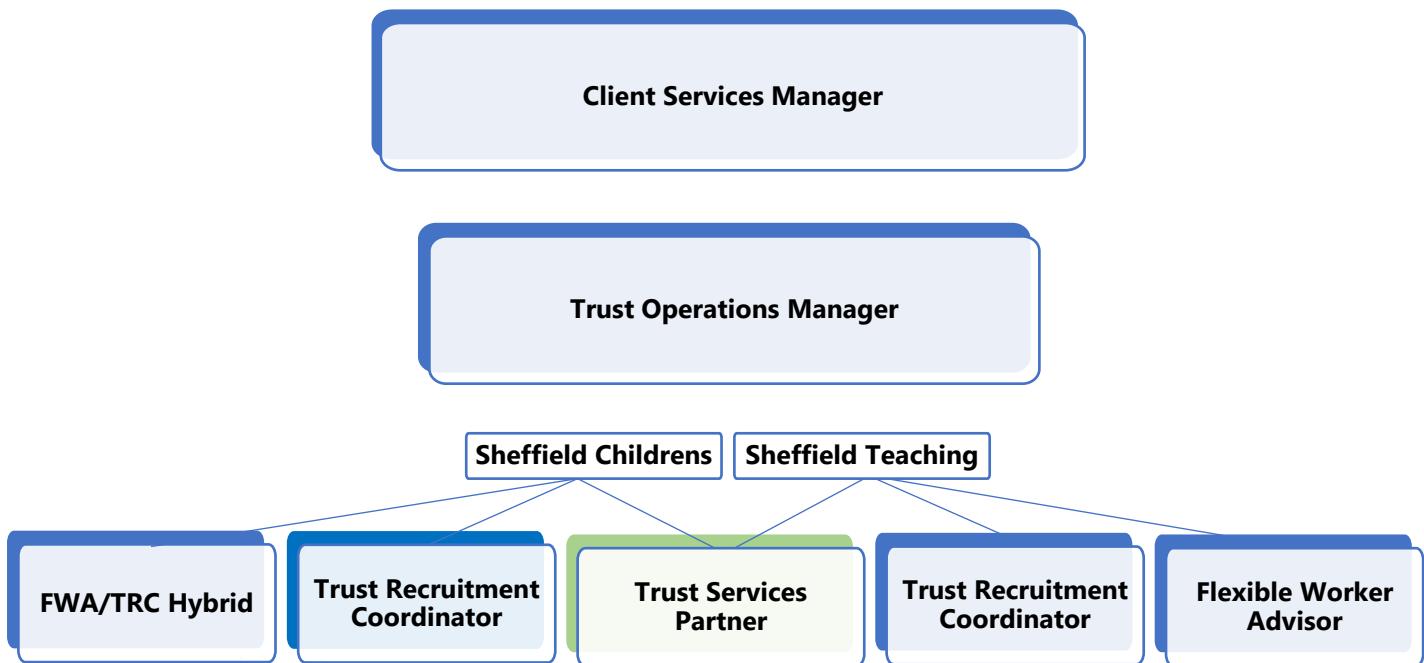
- Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
- Responsibility for attending health and safety training as required.
- Responsibility for assisting with risk assessments.

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.

Structure

The existing organisational structure of the on-site teams is set out below:



Person Specification

| Criteria | Essential | Desirable |
|--|---|---|
| | <p>Essential</p> <p>When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed.</p> | <p>Desirable</p> <p>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.</p> |
| Qualifications and 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> |
| Experience | <p>On-site 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> |
| Communication and People Skills | <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 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> | |

| Criteria | Essential | Desirable |
|--|--|---|
| | <p>When applying for this job it is important you fulfil all these essential requirements.</p> <p>If you do not you are unlikely to be interviewed.</p> | <p>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.</p> |
| Organisational Skills | <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 route 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> | Advanced Excel |
| Specialist Knowledge and Skills | <p>NHS sector</p> <p>Understanding of healthcare roles and responsibilities</p> <p>Pre-employment vetting</p> | |
| Physical Skills | <p>Able to pass pre-employment checks</p> <p>Ability to undertake desk work</p> <p>Ability to visit clients and clinical areas</p> <p>Keyboard skills</p> | |
| Equality | <p>Candidates should demonstrate a commitment to the principles underlying NHS Professionals Ltd's Equality and Diversity and Health and Safety Policies.</p> | |

Our Application Process

Complete an Online Application

Our application process is quick and easy. Simply browse our current vacancies and apply online.

You will be asked to complete a short registration form and upload a copy of your CV.



Telephone Call

Your CV will be reviewed by a member of our Talent Acquisition team. We may give you a call to discuss your application further.

We'll keep you updated about the progress of your application via email, therefore please make sure you check your Inbox regularly. (Make sure to check your Junk folder too).



Interview

If successful, you will be invited to attend an interview with the hiring manager. This is a great opportunity to ask questions and find out more about us!

Some of our roles will have more than one interview: we'll let you know if this is the case.



Assessments

Depending on the role you are applying for, you may be asked to complete an assessment activity. Our assessments include online aptitude or personality tests, or you may be asked to prepare a presentation.



Offer

If successful, we will call you to make a verbal offer. We'll follow this up with a confirmation email.



Onboarding

Once you have accepted our offer, our Employee Services team will contact you to arrange a start date and to let you know about arrangements for your first day.

