



Client Services

Candidate Application Pack

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.



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 customer support for NHSP bank workers (flexible workers) ensuring all contact with NHSP is quick, simple and helpful. The flexible worker will look to the colleague 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 hiring and bank staff 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.

As well as delivering expert service and knowledge to bank workers the colleague will also manage the application pipeline and look for opportunities to recruit via on-and off-site events, searching for suitable events and managing the setup and execution as well as looking for opportunities to boost workforce via internal sign up of trust and agency workers.



Jessica Coy
Client Services Manager
South Yorkshire & Bassetlaw

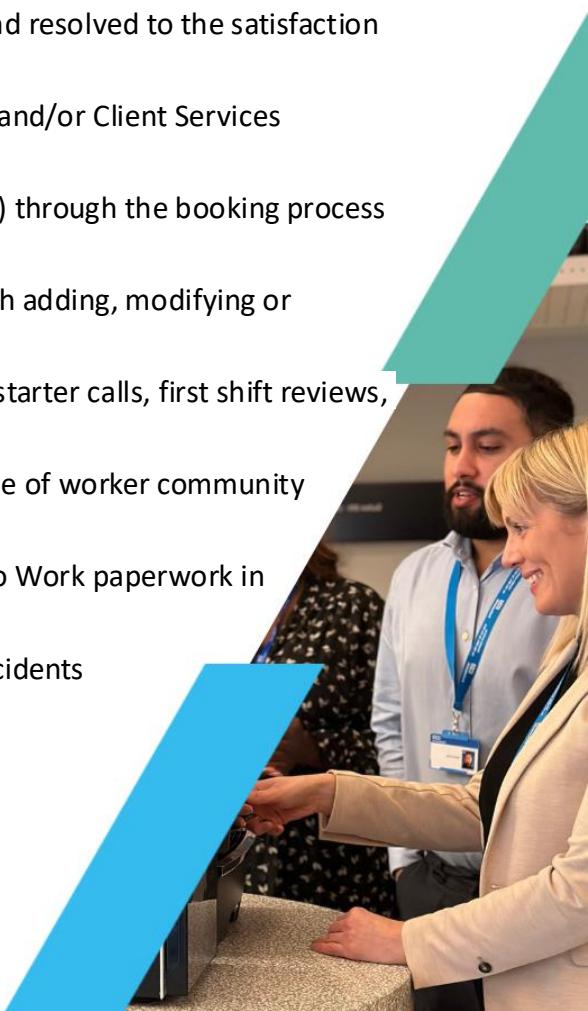
Job Description

Job Title: Flexible Worker Advisor / Trust Recruitment Coordinator

Grade: Level 1

Location: Local Trust Services Team – NHS client on-site

- Develop and maintain strong organisational knowledge of both NHSP and local NHS Trust
- 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 at all times
- In collaboration with the Trust Recruitment Partner facilitate the recruitment of new worker applications by explaining the process and where needed nurture them from application to completing their first shift
- Validate, sign off and record flexible worker documentation associated with “right to work” and DBS checks, adhering to current legislation and best practice whilst also working in collaboration with the central compliance team
- Connect, foster trust and establish ongoing relationships with the flexible worker community
- Act as the first point of contact for all flexible worker queries which could be face to face, over the phone or via email ensuring each query is logged and resolved to the satisfaction of the worker and in line with agreed SLA's
- Escalate any service issues to the Trust Operations Manager and/or Client Services Manager accordingly
- Support the workers (and when required the hiring manager) through the booking process to ensure it is seamless and a great experience
- For hiring managers new to the process, provide support with adding, modifying or removing shifts
- Provide pro-active flexible worker engagement such as new starter calls, first shift reviews, first pay day checks
- Attend worker clinics to deal with issues and maintain a sense of worker community support
- Support the audit process in the collation of DBS and Right to Work paperwork in collaboration with the central compliance team
- Maintain accurate records of meetings, consultations and incidents



Job Description

- Work collaboratively with central services to ensure the flexible worker's individual needs are met
- Support the Trust Services Partner/ Trust Operations Manager with general administrative support such as running reports and collating flexible worker data
- Ensure adequate stocks of promotional material and office supplies
- Contribute to a positive 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
- Support the recruitment, welcome and induction of new workers
- 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
- Management of all new applications to the NHSP bank to ensure swift and compliant sign up of all new bank workers
- Review & plan potential on- and off-site events from identifying through to hosting while tracking output for future review
- Support Trust Services Partners with internal substantive staff sign up and agency migration
- On site brand awareness via marketing and communications both physical and digital

Responsibilities

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.

Accountabilities

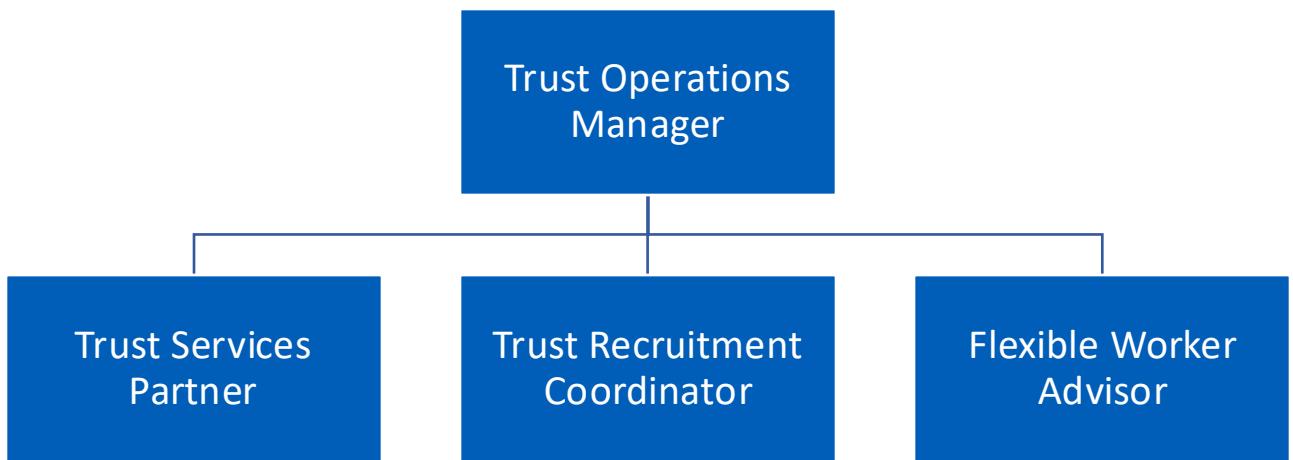
- First fix resolution for customer queries, logging all queries accurately and ensuring any passed on are to the correct department and well signposted
- Accurate validation and recording of "right to work" and DBS documents ensuring each worker requires only one meeting with the Trust Services Team during their application process and their file is subsequently passes audit first time
- Ensuring worker and hiring manager feedback is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative
- Ensuring all worker and hiring manager contact is responded to quickly and effectively in line with local SLA's
- Support with all aspects of recruitment including identifying and attending external events and hosting internal recruitment activities.
- Recruitment and sourcing new applicants onto Bank
- Updating internal social media with recruitment activities

Note:

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

Structure

The existing organisational structure of the on-site team is set out below.



Person Specification

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.
Qualifications and Knowledge:	GCSE Maths and English (or equivalent) Basic keyboarding skills to facilitate data input	Evidence of Customer Service Skills
Experience:	Administration experience 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
Communication and People Skills:	Advanced ability to connect and communicate effectively in writing, face to face and over the telephone Proactive approach to relationships and trouble shooting Ability to recognise own limitations and requirement to escalate as appropriate True team player that actively supports all internal colleagues	Complaint handling/Conflict management Problem solving/solution focussed
Organisational Skills	MSOffice Ability to manage time and workload effectively Prioritising conflicting workloads Flexible approach to changing business needs Resourceful and solution focussed Punctual, reliable and calm Exceptional attention to detail	Record management
Specialist Knowledge and Skills	Flexible and adaptable attitude Enthusiastic and interested Calm personality, punctual and reliable Have a flexible approach to working hours	NHS sector Understanding of healthcare roles and responsibilities Pre-employment vetting
Physical Skills	Ability to undertake desk work Ability to visit clients and clinical areas Keyboard skills	
Equality	Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies.	

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.

