



JOB DESCRIPTION

(A) Job Details

Job Title	Resourcing Support Officer to Head of Resourcing & Shared Services	AfC Band	Indicative band 4
Hours of Work	37.5 hours per week	Base	Agile / Trust base location to be agreed
Department	Resourcing & Shared Services	Directorate	People Services

(B) Job Summary

The post holder will be required to manage the day-to-day administration of the Resourcing team and provide an effective Business and PA service to the Head of Resourcing, ensuring that all administrative work is completed as required with accuracy and within set timeframes.

The post holder should have experience of working in an HR department and have wider understanding of the HR and Resourcing functions.

The Personal Assistant will provide a comprehensive administrative function involving: the co-ordination of meeting requests and diary management, preparation of agendas and minutes as appropriate and any necessary follow up actions. In addition, there will be a requirement to record team leave and arrange mandatory training for the Resourcing team.

The postholder will be expected to use their initiative and be able to work unsupervised, undertaking projects as and when necessary.

The postholder will also be required to communicate effectively and efficiently with all levels of management and staff, displaying a high level of tact and diplomacy at all times and processing sensitive information confidentially.

(C) Key Working Relationships

Internal <ul style="list-style-type: none"> • Director of Workforce • Deputy Director of Workforce (DDW) • Head of HR • Head of Resourcing • Deputy Head of Resourcing • Executive Assistants • Workforce Directorate Teams • Directors/Exec Directors, Managers and staff across the Trust • Senior Leaders and Staff 	External
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(D) Key Working Responsibilities

- 1.1 Compile, manage, and co-ordinate the complex diary/calendar of meetings using Microsoft outlook and Microsoft Teams. This includes the booking of venues and meeting rooms in advance, organising hospitality if appropriate and informing all attendees of arrangements.
- 1.2 Prepare agendas, collate, and distribute meeting papers in accordance with agreed deadlines and attend and take minutes of the Operational Teams, Workforce Planning Group, ongoing Task and Finish Groups and other meetings as required.
- 1.3 Follow up on actions arising out of the Internal/ Regional HR Meeting, issuing reminders to workstream leads in a timely manner.
- 1.4 Take responsibility for ensuring the Head of Resourcing is provided with high quality briefings to inform meeting with others and or decisions that s/he needs to take.
- 1.5 Use own initiative to prioritise and manage daily tasks to ensure the efficient functioning of Head of Resourcing priorities, including reviewing emails and acknowledgements.
- 1.6 Provide a comprehensive administrative service to the Head of Resourcing including maintaining the diary, dealing with incoming correspondence/emails and telephone calls.
- 1.7 Supporting Head of Resourcing, Deputy Head of Resourcing and Team Leads in their roles, developing and maintaining effective working relationships and becoming a key link and information source for these individuals.
- 1.8 Word process correspondence, reports, invoices, minutes and agendas to a high standard of presentation using Microsoft Word, Excel and Powerpoint packages, in line with the Trust guidelines and within agreed timescales.
- 1.9 The postholder will be required to communicate effectively with the Head of Resourcing, and across the wider Workforce Directorate team and Trust managers/staff, often under pressure, to obtain information which may have been requested with little notice.
- 1.10 Support the Head of Resourcing with systems and processes to ensure sector compliance with mandatory standards.
- 1.11 Ensure that relevant employee information is held securely and in line with the provisions of the Data Protection and Freedom of Information Acts.
- 1.12 Propose changes to own project, service, and initiative work, informing policy and making recommendations for more effective workforce delivery.
- 1.13 Use analytical skills to identify required project information and pay attention to detail when processing such information, ensuring this is regularly updated and provided to the Head of Resourcing/Deputy Head of Resourcing when requested.



- 1.14 Provide data and information using Microsoft Excel or SharePoint databases which may include maintenance and manipulation of the data held. Undertake specific delegated projects or assignments as required.
- 1.15 Ensure that progress against the Team's actions is tracked and completed on time, within the parameters set down by the Head of Resourcing.
- 1.16 In conjunction with the Deputy Head of Resourcing and Head of Resourcing, produce routine reports for the Workforce Teams and Operational Managers.
- 1.17 Development and design of systems to track and monitor actions of the Resourcing team.
- 1.18 Support the Recruitment and HR Support Services Team Leads to continually monitor the usefulness of information provided and suggest or action adjustments to the format where necessary.
- 1.19 Respond appropriately to 'emergency' requests for information in the absence of the Head of Resourcing, ensuring that advice is sought from Deputy Head of Resourcing prior to release.
- 1.20 The postholder will be required to maintain concentration whilst preparing correspondence, etc, whilst frequent interruption may occur.
- 1.21 Liaise with a variety of managers across both the Resourcing Teams and the wider Trust, particularly in regard to chasing meeting actions or outcomes where the Head of Resourcing has been involved.
- 1.22 The postholder will be required to independently provide advice around Recruitment/HR Policies and Processes to managers and staff members when requested without needing to seek guidance. Escalation may be required in some instances, but you should be confident in providing general Recruitment/HR advice and support when needed.
- 1.23 To attend and minute capability, disciplinary, grievance and appeal hearings, as well as other meetings involving the Head of Resourcing/Deputy Head of Resourcing and provide accurate and timely minutes while maintaining sensitivity and confidentiality.

(E) General Expectations

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are Exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites in line with service needs.



Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles and the terms of the employment contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation and Trust policies and procedures in order to ensure that the health, safety and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives, in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident, civil unrest or other potential large-scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large-scale service disruptions (eg Pandemic) and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's business continuity management system.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation and identifying any reasonable adjustments you may need for learning at the earliest opportunity.

Safeguarding children and vulnerable adults: All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a no smoking Trust, and all staff must comply with the Trust's no smoking policy.

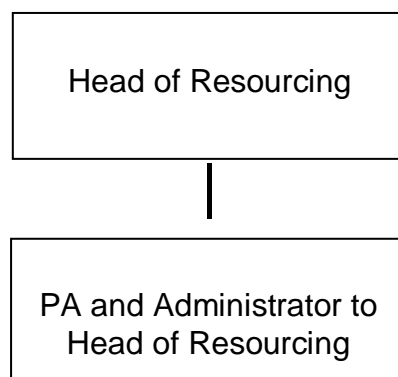


Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency and equality across the six counties of the Eastern region in which it operates.

(F) Structure Chart



(G) DBS Requirement:

Does this post require a DBS check to be undertaken	Yes	No	
If Yes please indicate what level of check is required:			
Basic	<input type="checkbox"/>	Enhanced	<input type="checkbox"/>
Standard	<input type="checkbox"/>	Enhanced with Child & Adult Barred list	<input type="checkbox"/>
Rationale: (please see example below)			



For support and guidance on which roles require/eligible for a DBS check please go to:
<https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool> or
<https://www.gov.uk/government/collections/dbs-eligibility-guidance>

Has the DBS level been approved by EVC Panel	Yes	No
Date DBS level approved:		

(H) Job Description Record

This Job Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Post Holder's Signature: _____ Dated: _____

Post Holder's Name: _____

Line Manager's Signature: _____ Dated: _____

Line Manager's Name: _____

Date created:

Version number: