

AIREDALE NHS FOUNDATION TRUST
JOB DESCRIPTION

JOB TITLE: Workforce Information Support Officer

BAND: 3

MANAGERIAL RELATIONSHIPS: Supervised by ESR Systems Team Leader

JOB SUMMARY/PURPOSE:

Alongside the Workforce Information Analyst this role will provide and develop a quality Workforce Informatics Service to support workforce benchmarking and performance, with responsibility for providing annual, routine and ad hoc workforce information reports. Support the provision, analysis and presentation of complex workforce information.

The post holder will utilise the Electronic Staff Record (ESR) database system working mainly with the ESR Business Intelligence reporting suite that provides detailed intelligence to all levels of the organisation.

In pursuing these duties, the post holder will ensure compliance with the NHS Constitution and be familiar with the NHS England Guidance 'Understanding the new NHS'.

MAIN DUTIES/KEY RESULT AREAS:

- Support the maintenance and validation of data for effective reporting and benchmarking against other NHS Organisations, analysing and reporting on performance ensuring data quality.
- To deal with telephone and e-mail enquiries from members of staff, take accurate messages where required.
- To be the first point of contact for the self-serve help desk.
- To be actively involved in maintaining data quality at all times, ensuring accurate information is recorded on the ESR database system.
- Ability to use the ESR Work Structures User Responsibility Profile to update and create new positions when the need arises.
- With guidance to make the appropriate checks in ESR database system promptly in connection with Alert Notices or ESR User Notices.
- To work with the Workforce Information Analyst in the development of local protocols detailing the key processes in maintaining the system administration of ESR.
- Support the Workforce Information Analyst in the production of Workforce Informatics and Intelligence.
- Following local guidance provide monthly workforce information for inclusion in the Integrated Board Report, providing an overview of key metrics including, turnover, sickness absence, performance development reviews, mandatory training, and other employment data.
- Following local guidance produce Workforce Dashboards providing an overview of key workforce metrics. Ensuring this is produced to deadlines.
- Following local guidance, the post holder is responsible for providing key performance indicator reports for the Trust and senior managers, including analysis and reporting on workforce data such as staff turnover, retirements, age analysis, equality measures, sickness absence levels and costs.

- Following local guidance to ensure the provision of workforce information for compliance reporting to meet the statutory and regulatory requirements e.g., professional registration and DBS's.
- The job role requires reporting on and communicating sensitive personal business information therefore the post holder must ensure that the Data Protection Act is always adhered to. The post holder must answer queries regarding staff data thoughtfully and provide information that is appropriate.
- To support, maintain and develop close working links with Finance for the purposes of reconciling workforce and financial data.

Collaborative Working

Airedale NHS Foundation Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Airedale Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

Safeguarding Children & Adults

Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Vulnerable Adults.

Health & Safety

You are required to: co-operate with supervisors, managers and other employees to achieve a healthy and safe environment, to take reasonable care of your own health and safety and that of other persons who may be affected by your actions, to carry out your responsibilities in ways that help to ensure a safe and healthy place of work.

In the course of your work you are to bring to the attention of your supervisor or manager:

- Any situation which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person.
- Any matter which reasonably could be considered to represent a shortcoming in the Trust's health and safety protection arrangements.

Manual Handling

Manoeuvre **light** goods and equipment in accordance with manual handling regulations and good practice

Right Care Values

Responsible for embodying, and encouraging in others, the Right Care Values, using the behaviours identified for each value as a basis for decision making and your behaviour.

Equal Opportunities

Carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.

Infection Prevention and Control

Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report to your manager or appropriate person any incidents or poor practice that may result in the spread of infection.

Mandatory Training

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

Information Governance

Maintain and process all information concerning patients, staff, contractors or the business of the Trust to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

The Trust recognises the importance of reliable information. The quality of this data is crucial in that it should give a complete, accurate and timely representation of events to support patient care, clinical governance, monitoring performance, management and service agreements for healthcare planning and accountability. All information entered onto any record whether manual or electronic or any other media (film, tape etc.) should be accurate, timely, complete, valid, defined, appropriately sought, appropriately recorded and should be stored securely and confidentially. Further information on the Trust's "Health Records Policy" can be obtained from the Trust's Intranet site.

Any other duties necessary for the successful performance of the role.

Restriction on Smoking

The Trust is "Smokefree". You may not smoke in Trust owned buildings or grounds except in the designated smoking zones.

The Trust is committed to supporting staff in balancing their work and home lives and encourages staff to discuss their individual needs with their department in order to arrive at mutually satisfactory working arrangements.

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.

TITLE OF POST	Workforce Information Support Officer
BAND	3
DEPARTMENT	Human Resources
LOCATION	Airedale General Hospital

REQUIREMENTS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
QUALIFICATIONS	<ul style="list-style-type: none"> • Diploma/NVQ level 3 or equivalent level of knowledge or experience • Evidence of continual professional and personal development 	<ul style="list-style-type: none"> • ECDL 	<ul style="list-style-type: none"> • Application / Interview
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of the NHS Constitution and its implications • Technical knowledge in business/administrative processes. • Understanding of the healthcare agenda and how it fits with the Workforce strategy and operational activity. • Systems knowledge 	<ul style="list-style-type: none"> • Workforce planning models/tools. • In-depth knowledge of the ESR database system 	<ul style="list-style-type: none"> • Application / Interview
SKILLS	<ul style="list-style-type: none"> • Excellent interpersonal skills and ability to influence at all levels. • Excellent analytical and problem solving skills. • Ability to cope with multiple tasks and prioritise workloads effectively and meet set deadlines. • Proven organisational and highly defined communication skills. • Highly developed and wide ranging IT Skills e.g., Advanced Excel, data manipulation, producing graphs. • Ability to diagnose problems and propose creative and practical solutions 	<ul style="list-style-type: none"> • Report writing skills 	<ul style="list-style-type: none"> • Application / Interview
QUALIFICATIONS	<ul style="list-style-type: none"> • Possess appropriate qualifications to support the demands of the post or equivalent experience. • Diploma in a related subject • Evidence of continual professional and personal 	<ul style="list-style-type: none"> • ECDL 	<ul style="list-style-type: none"> • Application / Interview

	development		
EXPERIENCE	<ul style="list-style-type: none"> • Significant experience within a human resources field administrative processes and human resources planning. • Experience of using ESR Business Intelligence • Experience of working across a large complex organisation • Experience of communicating both verbally and in writing to Senior Management • Experience of preparing reports that communicate complex information in an accessible format 		<ul style="list-style-type: none"> • Application / Interview
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Able to work under pressure to meet deadlines. • Confident, professional demeanour • Self-motivated and resilient • Able to work within the Trust Right Care Values & Behaviours framework 	<ul style="list-style-type: none"> • Professional credibility 	<ul style="list-style-type: none"> • Application / Interview