



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

**CAJE REF: RVC/2023/0227**

**Approval Date: 20/10/2023**

**JOB TITLE: Medical Workforce Administrator**

**Band: 4**

### **JOB OVERVIEW:**

The post holder will be a member of the Medical Human Resources team. The post holder will be responsible for providing a high quality administration for the E-Job planning system and medical recruitment to all areas within SBU Health Board. Contribute towards an atmosphere that is conducive to good client relations, particularly with regard to inter-personal skills and communication.

Ensure compliance with Policies & Procedures as identified by Swansea Bay University Health Board.

Act as system administrator for the E-Job Planning system providing advice, face-to-face training, technical support and maintaining user accounts as required.

Provide a high quality customer focused medical recruitment service for SBU Health Board throughout and in accordance with best practice, regulations and employment legislation.

### **Responsible to:**

**Reporting: Medical Workforce  
Manager**

**Accountable: Head of Workforce**

**Professionally: Head of  
Workforce**

## Main Duties of the Job

Carry out the duties required in the department ensuring that the work undertaken is efficient and that the quality of the service is uncompromised.

Provide project support to the Project Lead and Medical HR Manager or their deputy as required.

Complete workload targets in emotionally stressful and/or demanding environments.

Plan and organize own workload.

Maintain a safe and tidy working environment.

Liaise with medical and dental staff and managers to provide the required service.

Be proficient in the use of Microsoft packages such as Word, Excel and Outlook.

Implement administrative policies in own area and comment on service improvement proposals.

## Main Responsibilities

### Service Delivery – E-Job Planning

Maintaining information systems which will include:

- Assisting staff across the Health Board in their usage of the systems.
- Respond to queries and provide technical advice.
- Monitor and maintain stored information.

- Accurately record data into spreadsheets.
- Provide regular reports. For example, on progress of job planning across the UHB updating the Project Lead if timelines are not being adhered to.
- To provide face-to-face training to users of the E-Job Planning system and provide re-training to medical & dental Staff and managers as necessary.
- Assist in data cleansing and set up process.

Act as System Administrator ensuring that all user information is maintained, monitor system performance and implement and comment on policies and service developments relating to the system.

Provide specialist support and advice on policy/legislation rules and their interpretation to managers across the Health Board in the operation of the E-Job Planning systems.

Support the E-Job planning system to ensure its effective use by managers and medical and dental staff.

Provide monthly status reports to departments on job planning.

Respond to system issues and make appropriate routine adjustments. Where there are complex faults the post holder will need to report these to the software provider.

Provide support to Project Lead and Medical HR Managers or their deputy in ensuring job planning is effective and undertaken in line with timescales.

Liaise with users as appropriate and provide face-to-face training of the system as required.

Extract data and reports from the system to set deadlines as required. This will require their interpretation and advising on where improvements are needed.

Provide general administrative duties to ensure the auditing and maintenance of the system.

Identify and report if the job planning process is not being followed in line with guidance and timescales.

Raise concerns with the application/use of the system in a sensitive manner with medical and dental staff and managers and report as appropriate to the Project Lead.

### **Service Delivery – Medical Recruitment**

Maintain an up to date knowledge of employment legislation, HR best practice and procedures.

Keep up to date with current employment legislation, workforce policies and procedures, supporting with ensuring managers within the Health Board have access and are utilising up to date policies and procedures.

Responsible for advertising vacant positions using the appropriate recruitment information systems and ensuring advert details and supporting documents are structurally, grammatically and legally correct.

Support the with arranging the Appointments Advisory Committee (AAC) and medical appointment interviews working strictly within the guidance set out on the NHS (Appointments of Consultants) regulations. This will include:

- Liaising with internal and external stakeholders with regards to availability.
- Sourcing and booking suitable venues when required
- Inviting panel members and arranging accommodation where necessary.
- Problem solving and re-arranging plans on an on-going basis to ensure AACs/medical interviews can proceed.
- Maintain AAC project plans to ensure critical milestones are achieved.

### **Process and manage shortlists for interviews to include:**

- Inviting candidates to attend the interview
- Confirming the candidate's attendance at interview
- Re-arranging interview times as appropriate
- Producing AAC/interview packs for all panel members in a timely and professional manner.
- Ensure All Pre Employment Checks for the successful candidates are requested and received in a timely manner.

Attend and facilitate Advisory Appointments Committees (AAC's) and medical interviews, on MS Teams and face to face in person, ensuring both panel members and candidates are provided with a courteous, efficient and effective service which will include::

### **MS Teams**

- Pre Interview:
- Request a pre meeting with the candidate/s on MS Teams to ensure the candidate/s are comfortable with using the system and sharing their presentation on the day of interview. □ Check their ID

### **On day of interview**

- Ensure all panel member are in attendance and have received the required documentation

- Confirming to the panel that the AAC/Interview panel has been correctly constituted
- Provide the panel with any last minute information regarding the candidates or post.
- Invite Candidates in at time of interview
- Ensure a copy of the presentation, if required, is on hand to upload and share should the candidate have any problems □
- Take Notes/Minutes of the interview and deliberations.

### **Face to Face (In person)**

- Setting up the interview room.
- Loading the candidates presentations in readiness for their interview □
- Ensuring refreshments are provided for panel members.
- Providing panel members with additional documents when requested.
- Verifying and copying the candidates Identity Documents and qualifications.
- Introducing the candidates to the panel.
- Taking minutes/notes of the proceedings for each candidate.
- Noting the deliberations and outcome of the interviews.

Responsible for producing appointment letters and contracts, ensuring wording accurately reflects the vacancy documentation.

Updating of routine administration systems and databases is diligently undertaken on a daily basis.

### **Communication**

Provide advice on Medical & Dental Terms and Conditions, policies and procedures, escalating more complex issues to the Senior Medical HR administrators/advisors.

Resolve job vacancy or medical recruitment queries received from applicants and recruiting managers when required.

This will require the analysis of a range of information and tact and diplomacy skills to ensure successful outcomes.

Liaise with various internal and external stakeholders i.e. Royal Colleges, Universities, applicants etc.

Advise directorates on local policies and procedures for non complex cases (e.g. recruitment, relocation/expenses, payroll queries).

Act as the first point of contact for end users of E-Job Planning. This will require tact and diplomacy skills as the post holder may need to advise staff who are not familiar with the system and have limited technology skills.

Effectively respond to queries relating to E-Job Planning. The post holder will need to communicate complex information and be able to fully explain how rosters are directly affected by these issues.

Build strong relationships with managers and Doctors across the Health Board.

Communicate complex information to service users so that they understand what the system is reporting and its implications. This may involve advising on non-compliance of Health Board processes and procedures.

Liaise with payroll and service managers where there are pay related queries.

Provide technical non-clinical information to a range of individuals regarding the use of the EJob Planning system and the completion of job plans.

Develop and maintain relationships with managers within the Health Board to ensure that they work in partnership with the Medical HR department in order to maximise positive recruitment and retention outcomes.

Develop and maintain close working relationships between the Medical HR Department and wider Workforce and OD teams i.e. ESR, Modernisation, Occupational Health, Learning and Development, Operational HR, and Shared Services - Payroll Team.

### **Education and Training/Staff Management**

Comply with the Health Boards Policy on Data Quality and Confidentiality.

Be familiar with and comply with the Departmental policies, as well as SBU

Health Board Policies, including Manual Handling, Major Incident/Emergency Planning Procedures, Fire.

Undertake all mandatory training courses with SBU Health Board, and any departmental training requirements.

Monitor own performance against agreed objectives.

Participate in departmental induction for new staff.

### **Finance**

Purchase stationary and equipment as required. Code and submit required payroll forms.

## **Research and Development**

Participate in department and Health Board surveys.

## **Effort & Environmental Factors**

Frequent VDU use is required for this post for long periods in order to monitor and produce complex reports and analysis to support decision making.

<b>Essential Qualifications &amp; Knowledge</b>	<b>Desirable (for use in shortlisting)</b>	<b>Essential Experience</b>	<b>Desirable (for use in shortlisting)</b>
<p>Educated to diploma level/vocational level 4 or able to demonstrate the equivalent level of knowledge, skills and experience.</p> <p>Working knowledge of employment legislation, good practice and current developments in Medical Workforce Practices.</p> <p>Understanding of the Principles of confidentiality.</p>	<p>CIPD Qualified</p> <p>Working knowledge of and E-Job Planning information system</p>	<p>Experience in a HR environment.</p> <p>Office and administration experience.</p> <p>Experience of Computer software packages, i.e. Excel, Word.</p> <p>Experience of maintaining an electronic system.</p>	<p>Familiar with the Medical &amp; Dental Staff Terms and Conditions</p> <p>Experience of working within a Medical HR/Recruitment Department</p> <p>Experience of interpreting and relaying Medical Terms &amp; Conditions of Service.</p> <p>An understanding of pay procedures.</p>
<b>Essential Aptitude and abilities</b>	<b>Desirable (for use in shortlisting)</b>	<b>Other</b>	
<p><b>Can demonstrate SBU values</b></p> <p>Ability to work autonomously and be able to use own initiative to make decisions based on evidence provided. May seek managers guidance if necessary.</p>	<p>Welsh Speaker (Level 1)</p>		

<p>Ability to work within current working procedures and policies and propose any necessary changes.</p> <p>Ability to maintain concentration with regular interruptions.</p> <p>Ability to manipulate large amounts of information to be used in the preparation of reports.</p> <p>Self awareness resulting in consistency in performance for self and team.</p> <p>Ability to communicate effectively with staff at all levels in the organisation both verbally and in written format using tact and patience when trying to overcome barriers.</p> <p>Ability to prioritise work to work to meet deadlines.</p> <p>Able to work as part of a Team and independently.</p> <p>Excellent Computer / Keyboard skills.</p> <p>The ability to travel between sites in a timely manner.</p>		
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## Medical Workforce Team Organisational chart



