

Associate People Business Partner

Administrative Services

Job Description and Person Specification



About us

We provide care for the residents of three diverse London boroughs. Most of our 7,800 permanent staff live in Barking and Dagenham, Havering and Redbridge and the majority are from black, Asian and minority ethnic groups. We also provide healthcare services to people in south west Essex, and specialist neurosciences services to the whole of the county.

Our services include all the major specialties of large acute hospitals and we operate from two main sites - King George Hospital in Goodmayes and Queen's Hospital in Romford. We have two of the busiest emergency departments in London – more than 300,000 people visited our A&Es in 2023. We also provide outpatient services at Brentwood Community Hospital, Barking Community Hospital, Loxford Polyclinic, and Harold Wood Polyclinic.

We're pleased to be leading the way in reducing the time our patients wait to get the treatment they need. The Elective Surgical Hub at King George Hospital is one of eight to be accredited as part of a national scheme; the Care Quality Commission has raised the ratings for urgent and emergency care at Queen's and King George hospitals; and data released by NHS England showed that the Trust was the most improved in 2023 for reducing waits for emergency care.

We are particularly proud of our regional Neurosciences Centre; Radiotherapy Centre; Hyper Acute Stroke Unit; and dedicated breast care service at King George Hospital. We're also part of the North East London Cancer Alliance.

Our Trust values

We take PRIDE in everything we do, our five core values reflect that PRIDE. These values were developed together with our staff. We work hard to provide outstanding care to our community, delivered with PRIDE.

Our PRIDE values of Passion; Responsibility; Innovation; Drive and Empowerment inspire us and keep our patients at the heart of everything we do.

OUR VISION: TO PROVIDE OUTSTANDING HEALTHCARE
TO OUR COMMUNITY, DELIVERED WITH PRIDE

OUR PRIDE VALUES

PASSION

RESPONSIBILITY

INNOVATION

DRIVE

EMPOWERMENT

Job Description

Job title: Associate People Business Partner

Band: 7

Hours of work: 37.5

Location: Queen's Hospital

Specialty/department: Workforce Directorate

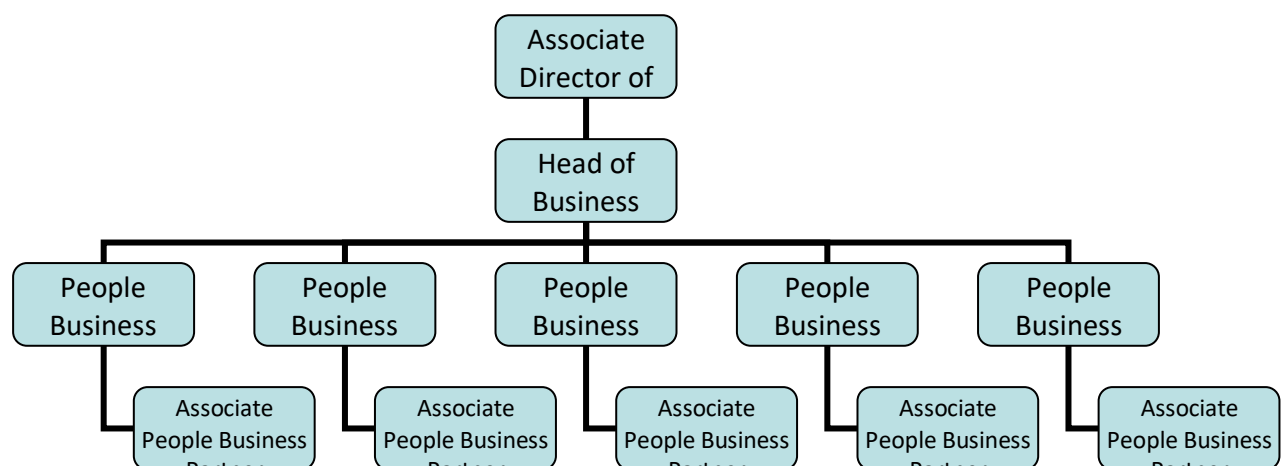
Accountable to: Head of Business Partnering

Responsible to: People Business Partner

1. Job purpose

The Associate HR Business Partner will support the HR Business Partner in providing a comprehensive service to Divisions, with the aim of supporting our objective of providing great care to every patient every day by living our PRIDE behaviours. The post holder will work closely with the HR Business Partner, Divisional leadership teams and other key individuals to enable delivery of people and organisational development interventions across the Divisional and Corporate arena.

Organisational Position



2. Relationships

The post holder is expected to establish and maintain positive interpersonal relationships with other staff members characterised by trust, mutual respect, and open, honest communication.

Internal Relationships

Director of People and OD
Associate Director of Workforce
Associate Director of Organisational Development & Engagement
Head of Business Partnering
HR Business Partner
Divisional teams
Senior managers
Head of Engagement & Inclusion
Staff side representatives

External Relationships

NHS Employers
External organisations and providers of service

3. Job summary

The Associate HR Business Partner will support the People Business Partner and Associate Director of Organisational Development and Engagement with the development and implementation of initiatives directly supporting delivery of the Trust's HR Strategies and adding value to the overall performance of the Trust. A key component of the role is the establishment of strong working relationships with multi-professional staff that are built on trust, confidence and mutual respect, which underpin a reputation for being credible and knowledgeable interventions.

The HR Business Partner will support delivery of designated Trust-wide initiatives and be expected to understand and promote issues concerning equality, diversity, inclusion and engagement.

4. Clinical / operational responsibilities

Workforce Modernisation, Organisational Development & Managing Change

- Act as an advocate for change, in identifying the need for productivity and efficiency improvements through working practices
- Support the implementation of improvement initiatives
- Assist in the design of change programmes and advise managers on implementation
- Routinely assess established working practices and staff management practices to ensure they continue to support efficient operational delivery
- Support workforce planning, workforce related efficiency programmes and temporary worker control at Divisional level

Workforce Planning

- Support identification and assist planning for emerging trends and uncertainties in workforce supply and demand across the multi-disciplinary team

- Assist with the development of effective and deliverable workforce plans
- Assist with the development and delivery of Divisional recruitment and retention plans
- Proactively support the Divisional Director, clinical leads and operational managers in the effective application of the annual consultant job planning process, ensuring programmed and other activities are aligned to the business needs of the division.
- Proactively support the Divisional clinical leadership team when reviewing job plans to ensure they are robust in accordance with strategic objectives, especially in regards to education, leadership and research agendas

Employee Engagement

- Work with Divisional teams to enable a culture of effective employee relations and multi-disciplinary partnership working across all areas
- To support Divisional leadership teams in ensuring that staff have an annual Personal Performance Review and monitor compliance, taking remedial action where required
- Encourage and enable teams to feel empowered to change and improve the workplace through, for example, the application of engagement methodology, focus groups, and regular local surveys
- Assist with the development of Divisional staff engagement plans which aim to improve involvement, motivation and contribution, while supporting personal / career development and health and wellbeing
- Research underlying 'reasons for leaving' and other issues affecting staff attrition to inform retention initiatives

Workforce Performance

- Contribute to delivery of Divisional workforce related cost improvement plans
- Analyse workforce data to identify priorities and plan future actions through regular review of workforce metrics
- Support efficient and timely supply of workforce 'intelligence' to teams, for example recruitment pipeline data, staff survey metrics, sickness data and other workforce related key performance indicators (KPIs)
- Actively contribute to the development and delivery of strategies to improve motivation, engagement, development and attendance of staff

Developing Capability

- Support the development of interventions which improve HRM practice, management competence and leadership capability at all levels in the Division
- Advise, coach and support local leaders and managers in the development of people management skills and competence within their teams

Partnership Working

- Foster a climate of positive employee relations in the Trust to enable a partnership approach
- Develop and maintain good working relationships with representatives of Trade Unions and staff organisations

Organisational Development

- To assist the HR Business Partner and where appropriate, the Associate Director of Organisational Development and Engagement, with the delivery of OD and change management interventions

- Support the identification of performance improvement opportunities by, for example, undertaking internal diagnosis and process/system reviews in order to understand barriers and propose possible solutions

Employee Relations

- Link with the employee relations (ER) and workforce systems teams to monitor the type and volume of ER cases in the Division and collaborate with specialist leads to support appropriate interventions and solutions
- Guide and support Divisional colleagues on effective management of employee relations issues such as sickness, conduct and capability issues in conjunction with the Employee Relations team

5. Policy, service, organisational and professional responsibilities

Contribute to the development of policies and procedures as required

6. General

- All staff are responsible for the continual compliance with CQC standards and outcomes.
- The postholder must be aware of, and work in line with, our Trust's Safeguarding Adults and Children procedures.
- Promote a team culture of support and guidance when liaising with colleagues
- Deputise as requested for the HR Partner by attending Divisional Business Meetings, Board Meetings and Performance Meetings, making best efforts to ensure that the Division are engaged and well prepared on people-related topics
- Participate in flexible working times as required by services, stakeholders and clients
- Support continuity of service by covering other staff during absence
- All staff are responsible for supporting compliance with CQC standards and outcomes
- The duties and responsibilities described in this Job Description are intended to be an indicative but not exhaustive list of the responsibilities of the post holder

7. Personal development

All staff are required to be appraised by their line managers at least once a year at a personal development review meeting where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed. Where necessary, help and support will be provided and development opportunities agreed in line with service provision and knowledge and skills competency framework.

8. Mandatory Trust responsibilities

Amending the job description

This is a newly created role and it is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the postholder. This will be done in consultation with the postholder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality

The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The postholder must respect patient named confidentiality in keeping with “Caldicott principles”.

Data protection

The Trust relies on special provisions under data protection legislation to process personal information. Personal information includes name, address, national insurance number and date of birth as well as anything else confidential or sensitive. For example, racial or ethnic origin, trade union membership, health and the commission or alleged commission of any criminal or civil offences.

The Trust’s fair processing notice on its [intranet](#) and [website](#) details what personal information the trust uses, why this is required, the lawful basis for processing (legitimate reasons for collection, storage, usage and sharing), how the Trust processes (uses, stores, retains, disposes and protects) personal information, retention periods, who we share personal information with, confirmation of your information rights and the process for reporting a complaint or concern.

The Trust will lawfully process your personal information in compliance with data protection legislation.

Leaders’ agreement

If the post holder has leadership and/or line management responsibility, then they are responsible for demonstrating, and developing in line with, the standard of behaviour as outlined in our Trust ‘Leaders’ Agreement’.

Policies and procedures

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy. The postholder is also expected to be aware of our Trust’s Risk Management Strategy which includes the responsibilities placed on them by the Health and Safety at Work etc Act (1974) and the Clinical Governance Framework. All employees are expected to comply with all Trust Policies and Procedures.

Safeguarding children and vulnerable adults

Safeguarding and promoting the welfare of children, young people and adults is central to the care provided by our Trust and the post holder must be aware of their responsibilities and work in line with our Trust's Safeguarding Adult and Children Procedures.

Health and safety

Under the Health & Safety at Work etc. Act (1974), it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts or omissions at work. This includes co-operating with management in complying with health and safety obligations, commensurate with their role, to maintain a safe environment and particularly by reporting promptly any incidents, defects, risks or potential hazards.

You must co-operate with Management in discharging its responsibilities under the Health and Safety at Work etc Act 1974 and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees, others and visitors.

Sustainable development and our health and wellbeing

The Trust is committed to UK Climate Change Act and NHS Sustainable Development Unit strategy to reduce its business activity related carbon emissions and its impact on the environment. Our Sustainability vision is to "continually sustain, retain and enhance the savings and culture change to meet our sustainability commitments."

All staff are required to support the Trust's Sustainability vision, which aims to minimise environmental and healthcare impacts by developing preventative approaches. This will help improve the internal and external environment, reduce impact on natural and energy resources, reduce air pollution, prevent infection, provide financial savings and improve the health and wellbeing of staff, patient and the public.

All Managers Band 7 and above are required to take appropriate responsibility in their departments. They are expected to support in raising awareness, encouraging staff on waste segregation, energy savings, promoting active and healthy modes of travel, help reduce waste and embed sustainability by completing a Sustainability Impact Assessment on their local activity and business cases.

Infection control

Employees must be aware of the responsibilities placed upon them by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Smoke free

Our Trust buildings and grounds became fully Smoke Free on National No Smoking Day 11th March 2015. Our Trust expects all staff to promote healthy living and to set good examples in their own behaviour. Those not ready to quit smoking must remain smoke free during working hours, and will not be able to smoke in Trust uniform, in Trust grounds including car

parks, while driving on Trust business or take smoking breaks. Second hand smoke causes heart and lung disease, and is harmful to young children. However, disposable or rechargeable e-cigarettes (“vaping”) may be used outside hospital buildings.

General

The post holder will be expected to comply with all statutory legislation, Trust Financial Framework Guidance and approved national and local policy.

The postholder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the postholder. As our Trust develops, the requirements of the job may change and the postholder is expected to adapt to these changes.

Equal opportunities policy

Our Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work.

All employees are expected to abide by our Trust’s equal opportunities policy, failure to do so could result in disciplinary action up to and including dismissal.

Date: 29-09-2020

Prepared By: Alan Wishart

Person Specification

| Selection Criteria | Essential Criteria | Desirable Criteria | Means of Assessment |
|--------------------------------------|---|--|--|
| Education/ Qualifications | Degree educated or equivalent. CIPD or equivalent level. | Degree educated or equivalent | Application form |
| Skills/ Abilities | <p>Generalist HR experience in advising and coaching managers on best practice HR approaches particularly change management</p> <p>Sound understanding / competence in common technical aspects of employment law</p> <p>Has supported and worked on workforce change/efficiency programmes that have delivered results in either improving patient care or the efficiency of services</p> <p>Experience of working on and delivering HROD projects</p> <p>Excellent interpersonal skills with people at all levels, internally and externally</p> <p>Up-to-date knowledge of HROD best practice and latest initiatives/developments</p> <p>Experience of policy review and development</p> <p>Experience of facilitating professional groups and team working</p> <p>Experience of facilitating change through others</p> <p>Strong written and oral communication skills, including presentation skills</p> | <p>Has worked in or is able to adapt comfortably to working in a matrix structure</p> <p>Has worked in or is able to adapt comfortably to working in a hot-desking environment</p> | <p>Application form</p> <p>Interview</p> <p>Assessment</p> |

| | | | |
|----------------------------------|--|---|---------------------------------|
| Experience/ Knowledge | <p>Knowledge of the current HR agenda in the NHS</p> <p>Understanding of how high impact HROD can positively influence the patient experience, quality and efficiency agendas</p> <p>Able to demonstrate knowledge of the HRBP role and key success criteria</p> <p>Relationship builder and credible communicator both within the Divisions and HR</p> <p>Good understanding and experience of best practice in people management, including performance management</p> | <p>Financial management, analytical and numerical reasoning skills</p> <p>Knowledge of using a coaching approach to problem solving</p> <p>Knowledge of the differences between a matrix and hierarchical structure</p> <p>Knowledge of stakeholder management</p> <p>Knowledge of client / customer care principles and service level agreements</p> | <p>Interview Assessment</p> |
| Personal Qualities | <p>Patient focussed and able to consider work in the context of alternative viewpoints e.g. patients, internal and external stakeholders, public</p> <p>Self-motivated, enthusiastic and results-focussed</p> <p>Flexible, adaptable and comfortable with ambiguity</p> <p>Pragmatic and solution-oriented Committed to high standards and continuous improvement</p> <p>Ability to move between big picture and detail</p> <p>Shows resilience and emotional intelligence</p> | | <p>Interview Assessment</p> |