

## Job Description

<b>Job Title</b>	<b>ICS Workforce Planning Project Manager</b>
<b>Position No.</b>	<b>47825665</b>
<b>Band</b>	<b>8a</b>
<b>Team</b>	<b>People &amp; Workforce</b>
<b>Base</b>	<b>Kirkham House</b>
<b>Accountable to</b>	<b>ICS Workforce Planning Lead</b>

### Part 1 – Job Summary & Key Responsibilities

#### Job Summary

This is a new role within the People, Workforce and Digital team in the Integrated Care Board for Herefordshire and Worcestershire. The ICB oversees the Integrated Care System (ICS) which brings together the organisations providing health and social care services to patients and residents within our counties. By operating as an ICS, we aim to break down siloes between organisations so that people receive care centred around their needs, regardless of the organisation providing it. We also aim to reduce health inequalities across our geography, ensuring that the same quality of care is available to all. The People and Workforce team in the ICB bring together people teams across the system to enable this work, reducing barriers to delivering together and looking for ways to train and develop staff collectively.

This is an exciting new role which will take the workforce planning across Herefordshire and Worcestershire to the next stage of its evolution. Across Herefordshire and Worcestershire Health and Social Care, the availability of workforce has been a key risk. Over the past eighteen months, teams have worked together to identify critical areas of workforce shortage and put some plans in place to mitigate these, as well as try to reduce the system's reliance upon expensive agency staff. With the infrastructure now in place to do this, this role will take that work to the next level, ensuring that services that have workforce issues are supported by HR and operational teams to implement the people and workforce interventions needed to resolve the issues and enable stronger and more resilient services.

At the heart of the workforce planning process, the post-holder will be responsible for providing project management expertise to all workforce activity, working closely with service leads, organisations, and professional groups. As operational leads, with the support of workforce planners identify changes that need to be made to enable their service to deliver more effectively and efficiently, this role-holder will turn that into reality through strong project and programme management techniques, stakeholder management skills and thorough reporting.

The post-holder will also play an active role in the annual planning process with organisations across the NHS, ensuring that there are clear articulations in place for changes within the workforce. They will be well informed as to the planning process and work with stakeholders to ensure that workforce, operational activity and finances align and

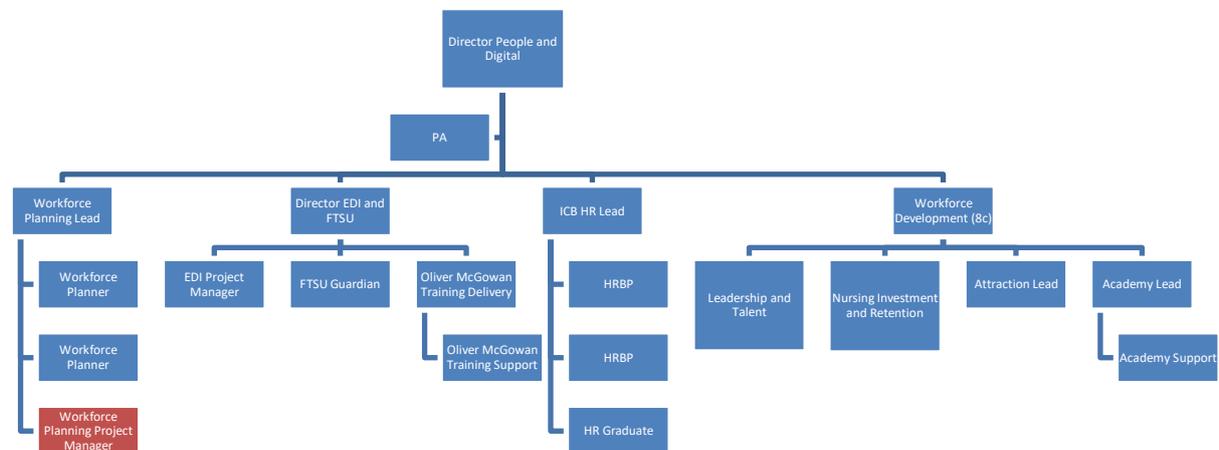
that there is a consistent and coherent story to tell about how we are planning for our future workforce.

With a strong ability to manage information and interpret this into a narrative, the post-holder will be comfortable using a range of data sources to understand the workforce position across the system. They will regularly provide reports, briefings and papers for senior level meetings and be able to compile these with little oversight.

The post-holder will also provide project support to the Director of People, Workforce and Digital who is the SRO on a range of programmes to bring down costs across the system on joint corporate enabling functions across the system, ultimately to ensure that workforce is directed at the front line wherever possible. This will cover the project management of bringing together recruitment activities, shared Occupational Health work and creating a single data/BI functionality across the system.

This role is an exciting opportunity in which to develop a greater understanding of workforce planning while making use of your existing strong project and programme management skills. As it is a new role, it will need to be responsive and develop over time, in line with operational needs and pressures.

## Team Structure



## Key Working Relationships

### Internal

Operational, clinical and corporate support teams across the ICB  
 Executive Leadership Team  
 People and Workforce Team

## External

HR Directors across the system

Workforce Planners across the system

Other Finance and Operational Teams across the system

NHSE

## Key Duties and Responsibilities

### *Workforce Planning Projects*

- Work with service leads and workforce planners to compile the workforce issues that they report. Ensure that there is a plan against each to resolve the issues and oversee the implementation of that plan, working closely with HR, digital, operational and clinical colleagues to achieve this.
- Build key relationships, manage stakeholders and maintain networks internally and externally to ensure the delivery of the projects.
- Communicate complex information and issues to a wide range of internal and external stakeholders, persuading them of the need for change and influencing their decision-making when appropriate. Provide summaries of recent publications to share with internal and external colleagues where relevant.
- Support the ICS Workforce Planning Lead in the delivery of programmes of work and agreeing the priority and allocation of projects to members of the team to ensure that project and programme objectives are met.
- Actively monitor how the improvements made contribute to the reduction of use of temporary staff as more substantive staff become available. Be able to track and report upon this.
- Test and review new concepts, models, methods, practices, products and equipment. Regular horizon scanning of best practice and ways of working within the sector.
- Work with members of the People and Workforce team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions

### *Operational Planning and Briefing*

- Lead the day-to-day operational planning process for workforce, linking in with regional and system teams to ensure that finances, activity and workforce returns are consistent in what they are aiming to achieve in line with the ICS objectives.
- Co-ordinate and manage the workforce reporting for NHSE; in particular working with the Agency Improvement Team
- Interpret data from various sources, including national guidance, to inform the development of plans. Identify accurate and reliable evidence relevant to the project from the large amount of complex information available from sources such as ESR, BI, e-Product, Model Health, Tableau
- Act as source of specialist knowledge on a dedicated project or projects, preparing briefings for senior management and external partners as well as contributing expertise to media briefings
- Translate information into clear and appropriate formats, such as written documents or graphical representations to ensure understanding across a range of audiences.

*Project Management of cost reduction projects in corporate services*

- Responsible for the delivery of projects within H&W ICS, designed to reduce the costs of corporate service enabling functions across the system. Reports on the progress of the project to key groups such as the Programme Boards, Academy Steering Group/Faculties, Workforce Oversight Board and the ICS People Board.
- Ensure that the right governance and project documentation is in place and that benefits are being realised from the programme.
- Develop, implement, monitor and evaluate project/programme information management systems for allocated projects ensuring they are fit for purpose to a range of audiences.
- Contribute to the development of key performance indicators for projects/programmes
- Contribute to performance improvement, taking a lead for specific areas where agreed

## Part 2 – Our Values & Behavioural Expectations

### Our Values

Within NHS Herefordshire and Worcestershire we strive to be a supportive, caring employer and expect our staff to behave in a professional, inclusive and respectful manner and to demonstrate the values which underpin our vision for the population of Herefordshire & Worcestershire:



### Kindness | Trust | Honesty | Fairness | Respect

During the recruitment process, all candidates will be expected to provide relevant examples of how they demonstrate our values. Relevant information will be required during the application stage and, for shortlisted candidates, during the interview process.

### Equality and Diversity

We are committed to providing an environment of inclusion and mutual respect where equal employment opportunities are available to all regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, marital status, religion or belief. Our goal is to be a diverse organisation that is representative, at all levels, of the communities we serve and we recognise and appreciate that everyone associated with the NHS Herefordshire and Worcestershire is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of the NHS Herefordshire and Worcestershire's Equality and Diversity Policy and the commitments and responsibilities the organisation has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

**Note: For all posts at Band 8a and above, there will be a requirement for candidates to demonstrate relevant E&I experience and/or expertise during the recruitment process.**

### Safeguarding Children and Adults

All employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those

of the organisation is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

## **Our Green Plan & Sustainability**

We recognise the impact our services can have on the natural environment and, as a commissioner of healthcare services, we seek to minimise these impacts through the adoption of sustainable practices and continual improvement & development in environmental performance, whilst delivering health benefits for staff, patients, visitors and our local communities. All employees are expected to fully support our aim to operate in a sustainable way, reduce our environmental impact and contribute to the achievement of NET Zero targets.

## **Personal Development**

NHS Herefordshire and Worcestershire is committed to supporting the development of all staff. All employees have a responsibility to participate in the personal development process with their manager, which will provide an opportunity to:

- establish and take action towards achieving goals
- have a conversation about job role, career aspirations and personal development
- align personal aspirations with corporate objectives
- agree actions that are underpinned by the organisation's value base

As part of development, employees have joint responsibility with their line manager for the development of skills and competencies through identification and participation in training and development activities relevant to their role.

## **External Interests/Personal Relationships**

Each member of the NHS Herefordshire and Worcestershire's staff is responsible for ensuring that any external interest they have and/or personal relationship/s they have with an existing member of staff, does not conflict with the duties of their posts. All applicants for posts within the organisation must disclose any such external interest or existing personal relationship at the earliest possible stage of the recruitment process. If an applicant is in any doubt about a possible conflict of interest they should raise the issue and seek advice from the recruiting manager.

## **Health & Safety**

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the organisation and others in meeting statutory regulations.

- To comply with safety instructions and NHS Herefordshire and Worcestershire policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

## Information Governance, Data Protection and Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 2018 and adhere to the principles of Caldicott;
- Be aware that NHS Herefordshire and Worcestershire operates a suite of Information Governance and Data Security Policies. All staff should become familiarise themselves with these policies and, in particular, sign the IG Code of Conduct and complete the mandatory IG Training within one month of commencement. Breaches of any of these policies could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal;
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990;
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 2018 and the principles of Caldicott; and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

## Smoke Free Policy

In line with the Department of Health guidelines, NHS Herefordshire and Worcestershire operates a strict smoke-free policy. This includes not permitting the use of E-Cigarettes on the premises.

## Notes & Review

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

## Part 3 - Person Specification

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	<b>Essential</b>	<b>Desirable</b>	<b>Assessment</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in the NHS and/or Councils</li> <li>• Evidence of CPD</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of change management processes</li> </ul>	Application/ Interview
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Masters degree level education or equivalent experience</li> <li>• Project Management qualification or relevant experience</li> </ul>	<ul style="list-style-type: none"> <li>• Additional training in project management/change management</li> </ul>	Application
<b>Skills, Knowledge &amp; Competencies</b>	<ul style="list-style-type: none"> <li>• Competent with databases, Excel spreadsheets, Word and Outlook</li> <li>• Awareness of roles of key stakeholders including NHSE and commissioning organisations</li> <li>• Excellent communication skills</li> </ul>		Application/ Interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Professional</li> <li>• Inclusive</li> <li>• Respectful</li> <li>• Reliable</li> </ul>		Interview