

# Deputy HR Business Partner HR Operations

Band 6

## Job Description & Person Specification



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NHS Trust



**Thank you for considering a role at Norfolk Community Health & Care NHS trust.**

**We are a Community NHS trust providing community-based NHS health and care via more than 70 different service locations across Norfolk, serving a population of nearly 900,000 people.**

**We believe that people are better looked after locally and this belief drives us to work hard to bring our expert care to patients in our ten community-based units, within GP surgeries and most often in patients' own homes. Our focus is on continually improving the quality of care we offer to local people and on improving access to that care, helping people to move seamlessly from one service to another.**

**Our vision is to improve the quality of people's lives, in their homes and community, by providing the best in integrated health and social care through our values of Community, Creativity and Compassion.**

**Within the HR team, our strategic aim is to attract and develop brilliant and fulfilled teams. We will achieve this by looking after our people; ensuring that everyone feels that they belong; by encouraging personal growth and through enabling new ways of working. All of our work is framed around these outcomes. You can see our strategic plans and key commitments posted with the job role.**

**Within the HR Operations Team, your role will be to work with the HR Business Partners, to ensure the best people management practice through providing high quality advice on a range of HR issues including workforce management and development and employee relations in all designated areas.**

**This job is full time. Most of our team are working a combination of office based and home working, so we are able to provide a flexible approach to suit you. This job will require some travelling across our different sites.**

**If you have any questions or queries about the role and what it contains, please do not hesitate to contact HR Business Partners, Lesley Etheridge [Lesley.etheridge@nchc.nhs.uk](mailto:Lesley.etheridge@nchc.nhs.uk) or [Frances.day@nchc.nhs.uk](mailto:Frances.day@nchc.nhs.uk)**

**To find out more about working at NCH&C please look here <https://wearenchc.nhs.uk/>**

**We look forward to meeting you.**

**Liz Cooke - Director of HR & OD [Elizabeth.cooke@nchc.nhs.uk](mailto:Elizabeth.cooke@nchc.nhs.uk)**

## Job Description

### Job Details

Job Title:	Deputy HR Business Partner
Job Reference Number:	5PQ/5PQ/CORP20/01/22-02
Band:	6
Ward / Department:	Human Resources
Directorate / Locality:	
Essential Qualifications:	<ul style="list-style-type: none"> <li>• CIPD Qualified</li> <li>• Post-grad qualification in relevant field or equivalent demonstrable experience</li> </ul>

### Job Purpose

Provide high quality advice on all HR issues in specified areas, and working with the HR Business Partner, ensure there is the best people management practice including workforce management and development and employee relations in all designated areas.

With the HR Business Partner to be a key member of the senior management team, working with line managers to provide high quality advice and professional challenge to influence improvements within the business locality, increasing efficiency and effectiveness and coaching managers to improve their leadership and people management skills.

To work on specific delegated Trust-wide HR projects in line with the Trust's workforce strategy and annual plan.

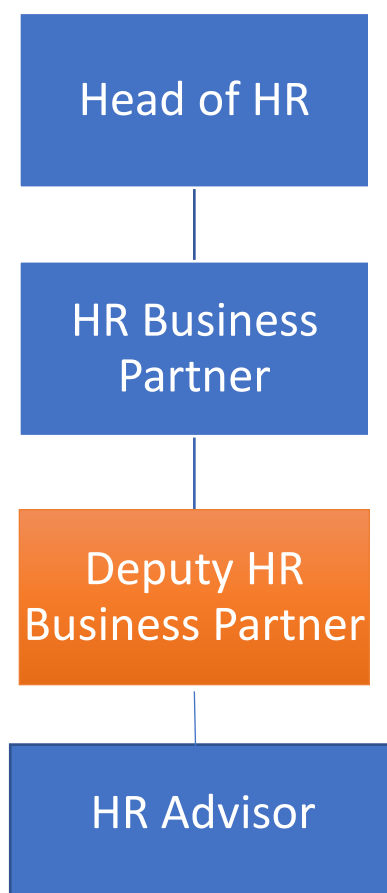
To professionally promote HR within the organisation and, demonstrate the Trust values and behaviours at all times. To develop and maintain effective working relationships at all levels of the organisation including at the senior level.

To provide support and advice to managers delivering challenging and sensitive messages, such as redundancy, redeployment, disciplinary, performance and absence management matters.

## Organisational Arrangements

Accountable To:	Head of HR
Reports To:	HR Business Partner (with a dotted line relationship to Assistant Director )
Responsible For:	HR Advisor

## Structure Chart



## **Main Duties & Responsibilities**

### **HR Practice and Advice**

1. With support from the HR Business Partner, work with managers and management teams in designated areas to improve the standard of HR practice ensuring that best practice is developed in terms of workforce management, development and employee relations for all staff including medical workforce.
2. To work with the Workforce Information team and HR Business Partner to ensure that effective information is provided to specified areas, senior management team and other management groups on HR performance measures e.g. turnover, appraisal, vacancies, and sickness. To provide advice in the light of this information and to work with managers in designated areas to improve performance and support the development of effective leadership, including clinical leadership.
3. To advise in a professional capacity upon employment law, Trust policies and procedures and Agenda for Change and Medical and Dental terms and conditions of employment. In addition, advise upon all aspects of employment including work performance, maternity, ill health, re-deployment and job evaluation review issues.
4. To deputise for the HR Business Partner at relevant meetings as and when required.
5. To keep up to date with current HR Practice by attending seminars, workshops, conferences and exploring the published material on HR best practice and case law.

### **Employee Relations**

6. To liaise and work with Trade Union representatives and work to enhance positive employee relations within designated areas.
7. To advise and support managers in a wide range of employment relations issues including managing conduct, performance, and sickness, the recruitment and selection of staff, equality and diversity, maternity regulations, harassment and bullying, grievance and dispute issues effectively.
8. To provide clear, consistent and practical advice that is in line with up-to-date and relevant employment law and trust policies and procedures. This covers all staff groups including the medical workforce. It will involve advising panels at hearings and appeals.
9. To advise and support managers upon employment law, Trust policies and procedures, Agenda for Change and medical and Dental workforce terms and conditions of employment. In addition, act as an Agenda for Change job evaluation practitioner and provide advice on banding review issues.
10. To be the lead HR support at Disciplinary, Grievance, Sickness Absence hearings as well as supporting Appeal Hearings as and when required.
11. Co-ordinate litigation cases relevant to the locality function and Trust.

### **HR Systems and Documentation**

12. To carry out specific work in liaison with the Workforce Information team, to maximise the effective use of the Electronic Staff record (ESR) as well as utilisation of Business Intelligence software.

13. To assist the HR Business Partner to ensure that appropriate HR systems for all relevant activity e.g. leavers, changes of conditions, maternity, retirement, exit questionnaires etc. are developed, maintained and updated so that all appropriate Employee Relations activity and information is captured in an accurate, timely, and efficient manner in accordance with data protection, employment legislation and Trust policies.
14. To carry out delegated work to improve and develop ESR and other HR systems so that relevant and up-to-date information is stored efficiently, accurately and confidentially in line with the General Data Protection Regulations.
15. Responsibility for ensuring that HR Information systems, i.e. case work, CAJE are kept up to date with sufficient and appropriate information. Suggest new and practical ways of working in order to improve productivity and customer experience.

### **Organisational Development, Service Improvement and Change**

16. To work with the HR Business Partner and managers in designated areas and across the trust to improve the organisational development, efficiency and performance of the Trust, enabling on-going improvements to be delivered in the quality, service and cost effectiveness of trust services.
17. To link into the LEAD team to develop specific OD interventions as required.
18. To work collaboratively with HR Business Partner and corporate and clinical colleagues across the Trust to improve services and increase efficiency. The HR role in these projects is to identify the people impacts of any changes and to support the Line manager in their delivery. This will involve a range of specialist skills including re-engineering methodologies such as "Lean Thinking".
19. To advise, coach and facilitate managers to manage change effectively and in line with the Trust Change Management Policy.
20. To ensure that posts within designated areas and the Trust are fairly evaluated and remunerated in line with the national NHS Agenda for Change (AfC) job evaluation scheme. To advise managers on remuneration issues and to act as a trained matcher / analyst / evaluator on AfC panels.
21. To ensure the organisation's compliance with equal opportunity, diversity and inclusion legislation and that this is in line with the Trust's values.

### **Workforce Planning**

22. Working with the line manager, to assist the HR Business Partner and Workforce Information Team to ensure key workforce issues are fully considered and that effective long term plans are drawn up locally to develop the workforce to achieve the Trust's objectives.
23. To assist the HR Business Partner in ensuring that workforce plans are developed which properly reflect the agreed and budgeted changes to services and that necessary actions are implemented to ensure the on-going supply of staff with the skills to carry out the work required.
24. To assist the HR Business Partner to implement, monitor and revise workforce plans as required.

## **Recruitment and Selection**

- 25.** To assist the HR Service Support team and managers in designated areas, in the provision of an effective recruitment and selection service for all staff in accordance with Trust policy and legal requirements and to help develop policies, procedures and practices which attract, retain and develop good staff.
- 26.** To work with the HR business partner and the line manager to create and deliver appropriate recruitment and retention campaigns

## **Management Development**

- 27.** To support delivery and promotion of management development programmes within specific areas and across the whole Trust.

## **HR Policies**

- 28.** With input from the HR Business Partner, to write and review HR policies as delegated, working with staff side representatives and managers to ensure they are practical and easily understood and meet employment law and best practice requirements, leading on the consultation, ratification and implementation process as necessary.

## **Supervision**

- 29.** Daily supervision of the HR Advisor, including work allocation, checking and supporting development.



## Trust Values



### Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



### Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



### Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

## Trust Behaviour Framework

All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

## Research & Development

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

## Safeguarding Clause

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal records check via the Disclosure and Barring Service (DBS).



### **Infection Control**

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

### **Health and Safety**

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

### **General**

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to undertake any other duties as may be required for the effective performance of the post.

## Person Specification

**Essential** defines the minimum criteria needed to carry out the job and the job cannot be done without these.

**Desirable** refers to criteria which are not essential and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken in to consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / Document Check)
Qualifications	<ul style="list-style-type: none"> <li>• CIPD Qualified</li> <li>• Post-graduate qualification in relevant field or equivalent demonstrable experience</li> </ul>		Application form
Knowledge & Experience	<ul style="list-style-type: none"> <li>• TUPE procedures experience</li> <li>• Relevant HR experience - employee relations / change management / workforce development</li> <li>• Experience of writing and implementing HR policies</li> <li>• Highly developed and up to date knowledge of employment legislation and its practical application</li> <li>• Up to date knowledge of HR best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing a HR service with in the NHS</li> <li>• Ability to use spreadsheets and database packages</li> <li>• Use of computerised personnel / payroll systems</li> <li>• Working in partnership with trade unions</li> <li>• Project management</li> </ul>	Application form / interview
Skills / Ability	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills - including highly developed influencing, negotiating, presentation skills</li> <li>• Excellent communication skills - able to communicate sensitive &amp; complex issues to managers &amp; staff</li> <li>• Demonstrate ability to express information in a clear, concise and understandable way, both verbally and in writing and to listen carefully in order to understand the needs of others</li> <li>• Credibility - demonstrate ability to quickly gain and maintain credibility and establish rapport across the Trust</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to manipulate and analyse data from computerised HR information systems.</li> <li>• Understanding of change management in a multi-unionised and split site environment</li> <li>• Experience of effectively operating disciplinary/ grievance procedures including litigation</li> </ul>	Application form / interview

	<ul style="list-style-type: none"> <li>• Team working - demonstrable ability to work effectively as a team member assisting colleagues</li> <li>• Able to cope effectively under pressure whilst continuing to work to tight deadlines within a devolved management structure</li> <li>• Demonstrates openness and inclusivity in dealings with others</li> <li>• Demonstrable ability to deliver to a high standard of customer service and quality</li> <li>• Effective IT skills - Microsoft office package skills</li> <li>• Appropriately assertive and professional confident</li> </ul>		
Physical Skills and Effort	<p><b>Physical Skills</b></p> <ul style="list-style-type: none"> <li>• Keyboard Skills</li> <li>• Ability to travel to organisation sites across Norfolk</li> </ul> <p><b>Emotional Effort</b></p> <ul style="list-style-type: none"> <li>• High emotional effort to manage and resolve conflict with staff at all levels with tact and empathy</li> <li>• Dealing with difficult situations at all levels, which includes dealing with anxious, upset and angry individuals.</li> <li>• High emotional effort to influence and advice staff at all levels.</li> <li>• High emotional effort with regards to supporting those managers who have difficulty with dealing with the emotional pressure of their job roles.</li> </ul>		Interview

## Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

### FREEDOM TO ACT

YES NO

1.	Does the post holder generally work without close supervision?	X	
2.	Does the post holder work without direct access to a manager?	X	
3.	Does the post holder work without access to a manager by telephone?		X
4.	Is the post holder the lead specialist in their field?	X	

**Each YES response requires completion in the 'Further Information' Section**

**How often on average does the post holder give guidance and advice to others?**

Daily:

X

Weekly:

Other frequency (please comment)

**How often is the post holder's work checked / monitored / assessed?**

Daily:

Weekly:

Other frequency (please comment)

Monthly at supervision

## PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		X	9. Standing / sitting with limited scope for movement		X
2. Working in physically cramped conditions		X	10. Kneeling, crouching, twisting, bending, stretching		X
3. Making repetitive movements		X	11. Walking for long periods		X
4. Lifting weights / equipment without mechanical aid		X	12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing / pulling trolleys or similar equipment		X
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint i.e. in post requiring training/certification		X
8. Running		X	16. Moving patients		X

## MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments		X	8. Prepare detailed reports	X	
2. Carry out clinical / social care interventions		X	9. Check documents	X	
3. Analyse statistics	X		10. Drive a vehicle	X	
4. Operate equipment / machinery		X	11. Perform calculations	X	
5. Give evidence in court / tribunal / formal hearings	X		12. Make clinical diagnoses		X
6. Attending meetings (if yes, describe role in 'Further Info')	X		13. Carry out non-clinical fault finding		X
7. Carry out screening tests / microscope work		X			

**Each YES response requires completion in the 'Further Information' Section**

## EMOTIONAL EFFORT

YES NO

1. Processing (e.g. typing / transmitting) news of highly distressing events
2. Giving unwelcome news to patients / clients / carers / staff
3. Caring for the terminally ill
4. Dealing with difficult situations / circumstances
5. Designated to provide emotional support to front line staff
6. Communicating life-changing events
7. Dealing with people with challenging behaviour
8. Attending scenes of accidents

X	
X	
	X
X	
	X
	X
X	
	X

## WORKING CONDITIONS

YES NO

1. Inclement Weather
2. Extreme Temperatures
3. Unpleasant Smells
4. Noxious Fumes
5. Excessive noise / vibration
6. Continuous use of VDU equipment
7. Unpleasant Substances
8. Infectious Material
9. Body fluids, Faeces / Vomit
10. Dust / Dirt

	X
	X
	X
	X
	X
X	
	X
	X
	X
	X

11. Humidity
12. Contaminated equipment / work area
13. Driving / Being Driven (normal conditions)
14. Driving / Being Driven (emergency conditions)
15. Fleas / Lice / Infestation
16. Dangerous Chemicals - Substances in Containers
17. Dangerous Chemicals - Substances (uncontained)
18. Exposure to verbal aggression (little/no support)
19. Exposure to physical aggression (little/no support)

YES NO

	X
	X
X	
	X
	X
	X
	X
X	
	X

**Each YES answer requires completion in the 'Further Information' Section**

## FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of intensity	Frequency
Freedom to Act	1, 2, 4	Postholder is required to work independently, seeking advice from the HR Business Partner. Will be expected to be the lead specialist in this field.	Daily
Physical Effort		Light physical duties consummate to an office role	Daily
Mental Effort	3, 5, 6, 8, 9, 10, 11	Postholder will be required to analyse HR metrics for discussion in performance meetings; attend at formal meetings and hearings, preparing detailed reports for employee relations hearings, checking documents to ensure compliance with legislation and Trust policies and processes and be able to travel to other sites.	Weekly
		Concentration required for preparation and undertaken of employee relations hearings, report/letter writing and giving advice.	Weekly
		Frequent interruptions via both the telephone and visitors for individuals seeking advice and answering queries.	Daily
Emotional Effort	1, 2, 4, 7	Postholder will be required to participate in giving unwelcome news including dismissal and redundancy. As a result of these interactions, the postholder may encounter challenging behaviour at times of distress.	Weekly
Working Conditions	13, 18	Ability to travel across the Trust and will spend majority of day accessing a VDU.	Daily



**Manager responsible for completion of this document**

Name:	
Member of Staff to whom this document relates:	
Date Completed:	
Review Date:	

Post Holder's Signature .....

Manager's Signature .....

Date Job Description Agreed .....

**DISTRIBUTION:** One copy to member of staff, one copy to personal file.

**Please ensure Job Description is agreed and signed by both manager and employee**