

NHS Greater Manchester Integrated Care

Job Description & Person Specification

Job Title:	Assistant People Partner
Function/Locality	People and Culture
Department:	People and Culture
Accountable to:	Chief People Officer
Responsible to:	Strategic People Partner
Pay Band	Band 7 (subject to AfC evaluation)
Work Base :	Hybrid working including home working and from an office base in the Greater Manchester area

NHS Greater Manchester Integrated Care

Integrated Care Systems (ICSs) are partnerships of health and care organisations that come together to plan and deliver joined up services and to improve the health and wellbeing of people who live and work in their area. Their purpose is to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience, and access; enhance productivity and value for money and support broader social and economic development in their area efficiency. This will be delivered in neighbourhood, place, combinations of places and GM system.

Our NHS People Promise

Our NHS People Promise – the promise we must all make to each other, to work together to improve the experience of working in the NHS for everyone. Like many other employers, NHS GM currently has evidence of unwarranted inequalities in the workforce, most notably in relation to minoritised ethnic, female and/or disabled staff and their intersectionality. As a result, we will use positive action measures to bring benefits to our organisation, including a wider pool of talented, skilled and experienced people from which to recruit and a better understanding of the needs of a more diverse range of customers.

We are Compassionate

- We are inclusive, actively promote equality and diversity, and challenge discrimination.
- We are kind and treat people with compassion, courtesy, and respect.

We are Curious

- We aim for the highest standards and seek to continually improve, harnessing our ingenuity.
- We can be trusted to do what we promise.
- We will develop our cultural proficiencies, ensuring we deliver well to all our diverse communities.

We are Collaborative

- We collaborate, forming effective partnerships to achieve our common goals.
- We celebrate success and support our people to be the best they can be

PEOPLE AND CULTURE FUNCTION

The People and Culture Directorate provides both the internal HR & OD function for NHS Greater Manchester and oversees the delivery of Greater Manchester's NHS People Plan and our broader People and Culture Strategy across health and care services within Greater Manchester. Nationally we are facing an unprecedented workforce crisis. More than ever before, addressing workforce challenges is the biggest barrier to improving the way we provide health and care in our communities. It is vital that we get it right for our workforce so we can provide the best possible care for the people of Greater Manchester.

JOB PURPOSE

- Provide high quality advice and guidance on all HR and people issues, working with the relevant Strategic People Partner ensuring leading edge, best in class people management practice, including workforce management and development and employee relations in all designated areas.
- Together with the Strategic People Partner, be a key member of the People Services team, providing high quality advice and challenge to influence improvements to increase the efficiency, effectiveness and competitiveness of NHS GM
- Coach managers to improve their leadership and people management skills.
- To lead on specific delegated HR and OD projects in line with the People Services Delivery Plan.
- To act as a role model within the People Services team and across NHS GM demonstrating the organisation values at all times.
- To develop and maintain effective working relationships at all levels of the organisation including at the senior level.
- To undertake education and development responsibilities including the support of the delivery of line management development courses.
- Working alongside the Strategic People Partner develop and embed new ways of working and continuously seek to improve people practices.
- Implement high quality HR / OD policies, procedures and initiatives which have a positive experience for NHS GM employees at its core and support the development of integrated system working across localities and other key stakeholders.

KEY DUTIES AND RESPONSIBILITIES

- This role is a key member of the People Services team, working alongside senior leaders within the organisation providing high quality guidance and challenge to influence improvements to increase the efficiency, effectiveness and competitiveness of the Organisation.

- Coach and guide managers to improve their leadership and people management skills.
- Lead on specific delegated HR and OD projects in line with the People Services Delivery Plan
- To undertake education and development responsibilities including the support of the delivery of line management development courses.
- Deputise for the Strategic People Partner as required; Attend relevant networks, meetings and events and act as an ambassador conveying a positive impression of NHS GM and People and Culture function.
- Act as an integral, visible and valuable member of the of the Locality / function Leadership Team.

KEY WORKING RELATIONSHIPS

- Functional Leads
- Deputy Place Based Leads
- Assistant Director of People Services
- Strategic People Partner
- Colleagues across People Services team
- People and Culture team members
- Local HR Colleagues
- Staff Side Representatives
- Clinical Leads
- Line Managers
- NHS England
- NHS Provider organisations
- Other ICB's / ICS's
- GM System Partner Organisations

COMMUNICATION AND RELATIONSHIPS

- To support and guide service areas in the implementation of service redesign/restructuring and TUPE.
- To advise the business areas on strategies and interventions to maximise the team's performance.
- To constructively challenge behaviours which do not comply with NHS GM values and behaviours, coaching and encouraging HR best practice and a positive culture.
- To liaise with Trade Union representatives and staff side and proactively engage with them to work to enhance positive employee relations within designated areas.
- To advise and guide 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.
- Support the delivery of presentations at TUPE / reorganisation / consultation meetings
- Work effectively with Union Staff Side colleagues on operational business, providing

sustained support including the handling of conflict

- Support the Strategic People Partner in attending and presenting to Staff Side at the Social Partnership Forum as and when required
- To work collaboratively with colleagues across NHS GM in delegated projects to change and improve services and their efficiency. The Assistant People Partner role in these projects is to provide challenge and advice to facilitate delivery of projects which maximise the efficient working of staff and their engagement. This will include continuous improvement methodologies.
- To advise, coach and facilitate managers to manage change effectively supporting and engaging employees throughout and in line with the NHS GM Organisational Change Policy.
- To work closely with the People & Culture team to design and deliver management development programmes and other OD programmes as needed within specific areas and across NHS GM.
- Facilitate and make recommendations where appropriate to the appropriate Strategic People Partner and Assistant People Partner on the ongoing development of HR Adviser capability.

INFORMATION RESOURCES, ANALYSIS AND DECISION MAKING

- Support the development of and analysis of key workforce metrics regularly to identify hot spots and trends, inform future business plans and decision making and measure the effectiveness of service delivery.
- Drive continuous service improvement through analysis of external market trends, insights and internal best practice.
- Clearly articulate / present reports, information and data and explain complex workforce issues to managers at a system and local level, enabling the development of plans to improve workforce performance, diversity and inclusion and support the development of effective leadership.
- Manage the operation of recruitment, ESR and job evaluation systems, as required;
- Identify opportunities to develop and implement digital people solutions across a range of people practices to deliver benefits, add value and enable continuous improvement.

PLANNING & ORGANISATION

- Play a key role in supporting the designated business area by contributing to business planning and workforce planning processes and delivering against key performance indicators.
- Lead on specific projects (e.g. TUPE, transfers, recruitment drives, workforce planning, change management programmes) researching and making proposals for the implementation of HR best practice, ensuring timely completion and implementation.
- Assist the relevant Strategic People Partner to ensure key workforce issues are fully considered and that effective long term plans are budgeted for and drawn up to develop the workforce to best and most efficiently achieve the organisations vision and objectives.
- Work with organisational leads to formulate strategic plans for the development and delivery of HR / OD related programmes of work adjusting plans in order to meet the changing needs of the organisation, as required.

POLICY & SERVICE DEVELOPMENT

- Support the development, implementation and delivery of national, regional and local HR initiatives and standards, achieving deadlines as necessary often on very complex issues.
- Ensure the principles and objectives inherent in related NHS initiatives are cascaded and championed within business areas including implementation of the People Services delivery plan, Wellbeing and Engagement, Line Manager Development, Workforce Planning etc
- With input from the Strategic People Partner, write and review HR policies as delegated, working with staff side representatives and line managers to ensure they are practical and easily understood and meet employment law and best practice requirements.
- To lead the consultation, ratification and implementation of these policies.

FINANCIAL & PHYSICAL RESOURCES

- Contribute to the development and management of the People Services budget.
- Monitor delegated budgets and ensure that resources are managed in an efficient and cost effective way and provide value for money, as required.
- Analyse and evaluate projects / workstreams within designated portfolio demonstrating delivery against plans, impact and return on investment, as required.

PEOPLE MANAGEMENT

- Advise and support managers on all aspects of organisational change and future service delivery including restructuring, redeployment, retirement and redundancy, and changes to contracts of individual members of staff in line with best practice and employment legislation.
- Continually interpret employment legislation, case law and best practice to advise managers on appropriate action to take on disciplinary, grievance, sickness and performance issues, in accordance with NHS GM policies and procedures.
- Ensure transactional tasks in relation to HR and Payroll Services including recruitment, induction, termination and change of contracts are delivered accurately and timely by liaising with the Employment Services team as appropriate.
- To ensure that posts within designated areas 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.
- To assist the Recruitment team and managers in designated areas, in the provision of an effective recruitment and selection service in accordance with policy and legal requirements and to help develop fair policies, procedures and practices which attract, retain and develop good staff.
- Provide day to day support as and when required to the People Advisor team and ensure they are effectively supported including induction, performance management, appraisal and individual development.
- Work autonomously providing advice on specialist HR issues and interpretation of case law and local policy.
- To undertake education and development responsibilities including the support of the

delivery of line management development courses.

CORPORATE RESPONSIBILITIES

- Promote NHS GMs vision and values and work proactively and in an integrated way to support the day-to-day delivery of services and activities.
- Support a culture that promotes equality and values diversity ensuring that services provided meet the needs of all people and communities avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- Be accountable for the delivery of shared corporate responsibilities including Locality Plans, Operating Models and all Assurance Frameworks.
- Actively manage all risks including undertaking risk assessments, reporting all accident, incidents and hazards, undertaking a statutory duty of care for your own personal safety and that of others. in accordance with the Health and Safety at Work Act 1974 and subsequent legislation. Attend all statutory and mandatory health and safety training, appropriate to the role.
- Participate in appropriate performance and development or appraisal processes in order to understand how own role and objectives are linked to team, directorate and corporate objectives. Review what aspects of your role are being done well and identify any areas for development.
- Adhere to all organisational policies and guidelines, including HR, Information Governance, Risk Management, Health & Safety, Safeguarding and Equality, including any mandatory training.
- Comply with relevant organisational and own professional codes of conduct and accountability, including maintaining professional registration if this is a requirement of the role
- Maintain the security and confidentiality of information you come across in your role in line with organisational policies and protocols.
- Be aware of and undertake your responsibilities to protect and safeguard vulnerable people (children and adults) and who to contact within the organisation for further advice.
- Demonstrate personal commitment to continuous self-development and service improvement.

GENERAL RESPONSIBILITIES

Infection Control

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the GM ICS policies and procedures which reflect the statutory requirements of the Hygiene Code.

Health and Safety at Work

All employees are required to take reasonable care for the health and safety of themselves and other persons who may be affected by their actions or omissions at work and co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

Employees are expected to comply with all confidentiality policies and procedures and to work in accordance with the Data Protection Act 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. induction, organising refresher sessions for staff when necessary.)

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality may result in disciplinary action, which may include dismissal.

Conflict of Interest

Greater Manchester Integrated Care is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

Equality and Diversity

Employees are expected to work within the principles set out in the GM employment equality policy and other relevant policies:

Equality, diversity and human rights are at the heart of Greater Manchester Integrated Care and everything it does.

Disadvantages experienced by people due to their protected characteristics will be removed or minimised to create an environment in which individual differences and the contributions of all staff are recognised and valued.

Steps will be taken to meet the needs of people from protected groups where these are different from the needs of others and reduce underrepresentation of people with particular protected characteristics and increase the diversity of our workforce, both at an organisational level and within different job roles.

A zero-tolerance to intimidation, bullying or harassment, recognising that all staff are entitled to a working environment that promotes dignity and respect for all.

Act as an agent for change within communities by positioning equality, inclusion and human rights at the heart of local delivery plans. (While this will be achieved in part by being championed at a senior level, it can only be fully achieved through all those working within Greater Manchester Integrated Care recognising and adhering to their own personal responsibilities in this regard).

Take steps to ensure that you understand the rights and responsibilities under the Employment Equality Policy

‘At Risk’ Groups

To carry out responsibilities in such a way as to minimise risk of harm to children, young people and adults “at risk” and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000). To demonstrate an understanding of and adhere to NHS Greater Manchester protection policies.

Standards of dress

All staff are expected to abide by the organisations' guidance on standards of dress. Any less favourable treatment in dress code because of a protected characteristic could be direct discrimination, therefore, dress codes must not lead to harassment by colleagues or customers. Dress policies for men and women do not have to be identical, but standards imposed should be equivalent. It is best to avoid gender specific prescriptive requirements. Reasonable adjustments should be considered for disabled staff, and reasonable accommodations on grounds of religious belief which could include not applying or adapting dress code requirements, for example where their impact is more onerous on a disabled employee or interferes with an employee's religious observation. We will be flexible and not set dress codes which prohibit religious symbols that do not interfere with an employee's work. Transgender employees should be allowed to follow the organisation's dress code in a way which they feel matches their gender identity.

This job description summarises the main tasks, responsibilities and requirements of the job role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post.

PERSON SPECIFICATION

People Services Consultant (Band 7)

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	METHOD OF ASSESSMENT
PROFESSIONAL REGISTRATION	Member of Chartered Institute of Personnel and Development		Application Certificates

QUALIFICATIONS	<p>CIPD Level 7 Qualified.</p> <p>Educated to masters level in HRM or Employment Law or able to demonstrate equivalent experience working in similar specialist area</p> <p>Evidence of CPD.</p>	<ul style="list-style-type: none"> • Project Management • Psychometric testing • Management training • NHS Job Evaluation • Competent in Excel and data manipulation 	<p>Application</p> <p>Certificates</p> <p>Interview</p>
EXPERIENCE	<p>Experience of supporting a team of HR Advisors providing employee relations advice to an organisation.</p> <p>Experience of managing own workload and business area without day-to-day supervision.</p> <p>Significant experience of successfully operating in a politically sensitive environment</p> <p>Demonstrated experience co-ordinating projects in complex and challenging environments</p> <p>Experience of drafting briefing papers and correspondence at senior level</p> <p>Significant experience of leading organisational change, service redesigns and Restructures</p>	<p>Experience of monitoring budgets and business planning process</p> <p>Experience of working in partnership across public sector systems and organisations NHS/Public Sector experience</p> <p>Experience of Primary Health Care environments and systems</p> <p>OD Practitioner</p> <p>Workplace mediation</p>	<p>Application</p> <p>Interview</p> <p>References</p>
KNOWLEDGE	<p>Up to date knowledge of employment legislation</p> <p>Sound working knowledge of NHS National Terms and Conditions</p> <p>Knowledge of NHS Job Evaluation Scheme</p> <p>Able to work with Excel and similar programmes to pull</p>	<p>Comprehensive knowledge of Continuous Improvement methodology, project principles, techniques, and tools, such a Prince 2 Foundation and Microsoft Project.</p> <p>Knowledge of Financial Systems e.g., monitoring budget management, processing invoices and procurement</p>	<p>Application</p> <p>Interview</p> <p>References</p>

	data and make evidence based recommendations	Strong and experienced in designing Excel spreadsheets and manipulating data to show patterns and trends	
COMPETENCIES	<p>Excellent verbal and written communication skills</p> <p>Excellent interpersonal skills with the ability to flex personal style to persuade, influence and communicate effectively at all levels within the organisation and externally as required.</p> <p>Ability to prepare and produce concise yet insightful communications for dissemination to a broad range of stakeholders as required</p> <p>Numerate and able to understand complex financial issues combined with deep analytical skills</p> <p>Demonstrated capability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly</p> <p>Ability to make decisions autonomously seeking appropriate support as required</p>		<p>Application Interview</p> <p>References</p> <p>Skills Test (if appropriate)</p>
OTHER	<p>Committed to delivering the vision and role modelling the values of NHS GM</p> <p>Proactive, customer focused to deliver excellence in HR/OD services</p> <p>Visibly and consistently role models values including integrity and professional principles, to build trust.</p> <p>Values equality, diversity</p>		<p>Application Interview Document</p>

	<p>and inclusion.</p> <p>Emotionally intelligent</p> <p>Committed to development of self and others</p> <p>Self-motivated, energetic and enthusiastic.</p> <p>Agile working environment with requirement to provide support and presence across GM geography as required</p>		
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Physical effort	Standard keyboard skills, Office Based, a combination of standing, sitting and walking
Mental effort	Concentration required for complaints, report writing, giving advice. Frequent interruptions for advice and queries Work across NHS GM footprint with different stakeholders to provide coaching and advice
Emotional effort	Frequent exposure to the emotional circumstances dealing with Staff disciplinaries, grievances and organisational change Exposure to varying degrees of pressure and conflicting priorities from internal stakeholders and locality leads

Working conditions	NHS GM has a hybrid working policy. The role will be delivered through a combination of remote and office working as agreed with your line manager. The post holder may be required to attend meetings in person across the Greater Manchester area		
Date Prepared:	02/02/2024	Prepared By:	Kay Wilkes
Agreed by:			
Employee	Name	Date	DD/MM/YYYY
Line Manager	Name	Date	DD/MM/YYYY