

JOB DESCRIPTION

GENERAL INFORMATION

Title:	Medical Recruitment Advisor (Medical Staffing)
Grade:	Band 6
Job base:	Primarily Royal Brompton Hospital and Harefield Hospital Sites
Responsible to:	Head of Medical HR
DBS checks:	Standard <input checked="" type="checkbox"/>

JOB SUMMARY

You will be a leader in driving excellence in accordance with Trust values and HR Promises and be an ambassador for the following HR principles;

- We value our contribution to patient care
- We develop our skills to improve our service
- We look for opportunities to innovate and improve our service
- We seek feedback from our colleagues on the performance of our services

Manage a world class, high quality Medical Recruitment service on a daily basis and through varying initiatives that will improve both manager and employee experience within the Trust, ensuring that the KPIs are met.

Provide expert advice on doctor's Terms and Conditions of Service. You will work in collaboration with the Medical Education function to ensure doctors in training are onboarded and that rotas are produced and shared within agreed timeframes.

This hands-on role will work closely with the Head of Medical HR within the Medical Staffing team alongside Medical Education team primarily on recruitment campaigns for The Harefield Hospital site but will assist when required with all cross site Medical recruitment.

Working to high level customer service standards and service level agreements you will drive performance, ensure compliance and deliver exceptional customer service.

To ensure all compliance data is processed and recorded on Electronic Staff Record (ESR) and is maintained and updated in a timely and accurate manner, escalating matters to your Line Manager where appropriate.

Objectives of this role include reviewing and providing new solutions and processes to support the provision of our Recruitment service. There will be challenging initiatives including the introduction of TRAC, a recruitment system and identifying opportunities to add controls and standard operating procedures to current Recruitment service practices to ensure we are providing the best world class service to the Trust.

Main tasks and responsibilities

- Putting people at the heart of everything you do. You will advise, coach, up-skill and supervise the recruitment team that results in the delivery of a knowledgeable, competent and motivated team.
- Accountable for the Recruitment Services provision being executed to an exceptional standard always through leading and developing a team recruitment Service Advisors with pace and tenacity, ensuring managers and employees receive a 'best in class' service.
- Apply structured governance processes, standard operating procedures (SOPs), to meet compliance requirements.
- Effective coordination of the end-to-end recruitment process including instigating all pre-employment checks required in compliance with NHS guidelines
- Liaise with HEE and Medical Education on doctor rotations and using Doctors Rota compliance System (eRota) to ensure rotas are provided in line with agreed timeframes and compliant contracts. Attend induction and relevant meetings to provide HR guidance.
- Ensure contracts are issued, with job plans and rotas to rotational doctors. Manage the junior doctor's rota and resolve any gaps in the rota. Advise payroll of any changes to junior doctors' terms and conditions which impacts pay.
- Use reports to review fixed term end dates, Visa expiry and DBS applications, applying for renewals where necessary
- Collaborating with and supporting candidates throughout the commencement of employment including the coordination of hospital Induction
- Develop and empower the Recruitment team to give them autonomy to take ownership embedding a concept of 'one team'.
- Working on various computer system applications, accurately inputting, updating and amending employee information to ensure that enquiries are handled appropriately and resolved fully and escalated where appropriate.
- Performing to agreed performance and accuracy targets and standards complying with all regulatory requirements such as Data Protection.

Communication

- To ensure all recruitment episodes are co-ordinated and delivered in a professional and timely manner.
- Responsible for answering a variety of queries received by Recruitment both internal and external, providing excellent customer service using verbal and written communication skills.

- To communicate effectively and efficiently using appropriate verbal, written and telephone methods when dealing with staff at all levels within the Trust, public and external agencies to communicate accurate and consistent HR advice and guidance as requested.

Patient/customer care (both direct and indirect)

- Deal with customer complaints in a timely and effective manner, discussing solutions for potential issues with the HR Services, Intelligence and Systems Manager and escalating matters as and when appropriate.
- To deliver a credible customer focused service to all service users, based on good quality of advice and knowledge, approachability, flexibility and responsiveness.

Policy & Service development

- Contribute to the improvement of the Recruitment Services and wider HR Team, highlighting areas where service improvements could be made in own/team roles.
- Have a full understanding of the Trust's HR policies and procedures in order to provide consistent and best practice guidance and advice to both managers and employees.
- Follow Trust policies and procedures as guided.

Resource management

- Administer online payments for Certificates of Sponsorship.
- Verify employee photographic ID documents using the Trust ID scanner and store proof of this verification on the employee's personnel file.

Supervisory

- Organise own work on a day-to-day, week-to-week basis, some of which will be ongoing and require the planning of regular and ad hoc events.
- Work as a team player, addressing and resolving technical/procedural queries from less experienced colleagues and share experiences to ensure consistency of service and implement necessary changes.
- Provide advice, guidance and support to junior and or new Team members in respect of training and learning needs.
- Ensure that all mandatory training is up to date.

Information management

- Review and maintain activity reports to provide BI information.
- Contribute to the ongoing improvement of the Recruitment function ensuring that relevant legislation and national guidelines are applied consistently.

- To liaise with employees and managers as appropriate to ensure that compliance checks are conducted in a timely manner and that appropriate support is provided when necessary to assist with any delays. Informing the employee/manager if there are lapses and advising on the appropriate course of action.
- Administer Certificate of Sponsorships as and when required using the Sponsor Management System ensuring that this system is updated when there are contractual changes to an employee's terms and conditions of employment e.g. promotion or termination.
- To act as an administrator for recruitment system with user access, and queries related to the system.
- To ensure employee details are correctly entered onto the HR systems accurately and in a timely manner and that electronic and manual documentation are stored/filed appropriately.
- Administer contracts for substantive / bank / honorary/ secondment or fixed term.
- Maintain up to date manual and electronic filing systems and ensure that the weekly tracker is up to date.
- Process and administer staff personal and contractual changes in a timely manner ensuring that all amendments are compliant with both national and locally agreed Terms and Conditions as outlined under Doctors and Dentists Terms and Conditions 2016 and input to the ESR system.
- Process ad hoc administrative requests, e.g., references outbound, confirmation of employment letters.
- Alert your line manager of any photographic ID documents that do not provide positive verification.

Research and development

- To carry out recruitment audits and surveys as and when required

Further sections

- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

Other duties

- To undertake any other duties commensurate with the grade as requested.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment, and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During the course of your employment, you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Smoking

It is the policy of Royal Brompton & Harefield Hospitals Group that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

Disclosure & Barring Service checks (where relevant)

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about unspent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

Core behaviours for all Trust staff

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.
- Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Confirmed as accurate by post holder:

Date: April 2022

Confirmed as accurate by manager:

Date: April 2022

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	Educated to degree level with a minimum 2.1 Grade or equivalent experience	CIPD qualification or working towards CIPD.
EXPERIENCE & KNOWLEDGE	<p>Experience of working in a complex, multi- disciplinary organisation, with different Terms and conditions of employment</p> <p>Experience of Line Managing</p> <p>Experience of following admin processes and meeting deadlines</p> <p>Experience of working to Key Performance indicators</p> <p>Proficient in the use of MS office and other software packages</p> <p>Ability to apply HR policies and procedures appropriately</p> <p>Experience of working in an office environment</p> <p>Considerable experience of working in a customer orientated environment</p> <p>Willingness to develop own knowledge and skills.</p>	<p>Experience of working as senior recruiter in a complex recruitment environment dealing with complex recruitment episodes.</p> <p>Experience of using an ATS</p> <p>NHS experience of using Electronic Staff Record (ESR)</p> <p>Experience of working within a HR customer focused related role.</p> <p>Awareness of current issues affecting HR in the NHS</p> <p>Awareness of employment law</p>
SKILLS & ABILITIES	<p>Attention to detail and experience of delivering high quality service on a fast-paced environment</p> <p>Driven, with hands-on attitude and flexible approach</p> <p>Strong communication skills, comfortable challenging the status quo and influencing</p> <p>Highly motivated and Able to work under pressure with accuracy and focus</p>	<p>Ability to calculate salaries and annual leave entitlements</p>

	<p>Excellent organisational skills in order to manage changing priorities and demands</p> <p>Ability to deal with sensitive and highly confidential information</p> <p>Deal with queries effectively and professionally</p>	
PERSONAL QUALITIES	<p>Positive, can-do attitude</p> <p>A systematic approach to work</p> <p>Strong team player and willing to help others as required</p> <p>Show initiative where necessary to meet the needs of the service</p> <p>Demonstrate the highest standards of personal conduct, honesty and integrity that inspires trust and confidence</p> <p>To ensure the image of the service is represented in a positive, helpful and professional manner</p> <p>Flexible, diplomatic, co-operative and tactful at all times</p> <p>Analytical mind and ability to make sound judgements</p>	
OTHER REQUIREMENTS	<p>To ensure principles of diversity are adhered to and actively promoted by the recruitment team.</p> <p>Ability to work autonomously and with minimal supervision</p> <p>To undertake any other duties commensurate with the role</p>	

Date: April 2022