

# SHAPE YOUR STORY

## Recruitment Information Pack



## Head of Employee Wellbeing Service





**Our Vision** To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

## WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> WELCOMING	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> </ul> <ul style="list-style-type: none"> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> ENGAGING	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> </ul> <ul style="list-style-type: none"> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> COLLABORATIVE	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> </ul> <ul style="list-style-type: none"> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> ACCOUNTABLE	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> </ul> <ul style="list-style-type: none"> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> RESPECTFUL	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> </ul> <ul style="list-style-type: none"> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> EQUITABLE	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> </ul> <ul style="list-style-type: none"> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## Job Particulars

<b>Job Title</b>	Head of Employee Wellbeing Service
<b>Pay Band</b>	Band 8c
<b>Location</b>	The Royal London Hospital
<b>Reports to</b>	Director of People Services
<b>Responsible to</b>	Director of People Services

### 1. Job Purpose

The role provides senior leadership across the Employee Wellbeing Service, acting as the senior lead ensuring the smooth running of all employee wellbeing/occupational health services, both those provided to the Trust and also to external private clients. The post holder will be part of the People Services Senior Management team, reporting directly to the Director of People Services, and will support Trust-wide activity both in relation to employee wellbeing but also in support of the wider responsibilities and objectives of the People Services Directorate.

Working with senior clinical and managerial stakeholders, the role will lead on the development and delivery of a comprehensive strategy to provide a forward thinking and high quality advisory service that delivers both proactive and reactive support to staff and external clients, improving the health and wellbeing of both. The services will address the agendas of the People Strategy and the Health and Wellbeing programme and the role will be responsible for ensuring services continuously develop to reflect changes in both. In relation to the latter, the post holder will work in partnership with the Public Health team, taking full responsibility for the delivery of services in line with nationally and locally agreed health and wellbeing targets.

The role is responsible for ensuring compliance with responsibilities imposed by health and safety legislation as well as championing best practice in occupational health provision for both Trust and private client organisations. The responsibilities will encompass leading on the delivery of externally benchmarked targets, such as CQUIN, and will also act as the Trust's lead for the annual flu immunisation programme.

As an income generating service the role will be responsible for the professional client relationship management, ensuring that all aspects of contracts are delivered, maximising the income possibilities from all activity. The post is also responsible for growing the value of contract income with a long term goal of creating a self-funded service for the Trust.

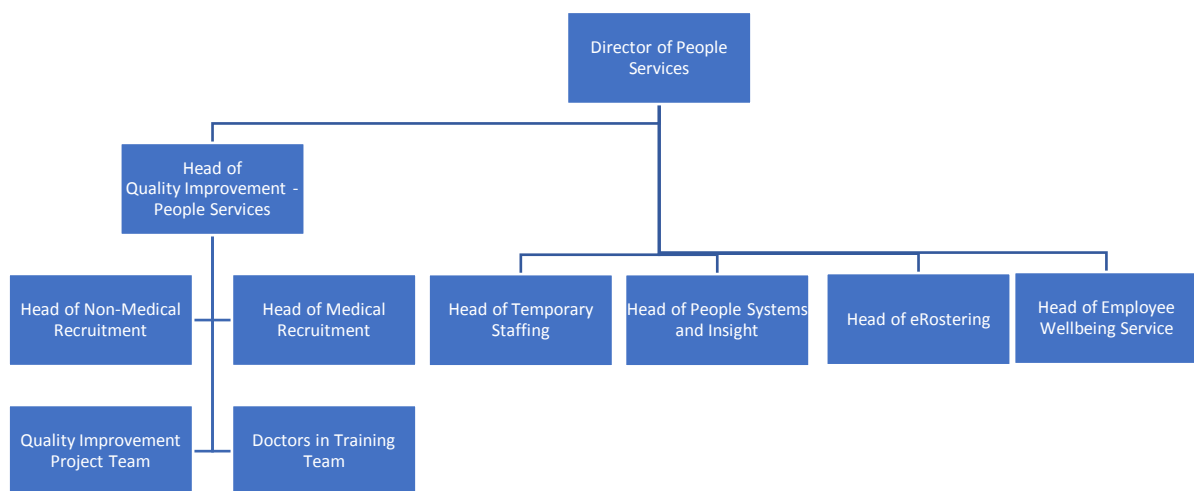
The role is also responsible for the management of a range of staff benefit schemes (e.g. Employee Assistance Programme and Salary Sacrifice schemes) and will be required to ensure that these services are managed and administered in line with legislation and best practice. The role will take the lead in ensuring that staff awareness of the services are maintained and that both the Trust and Staff are able to maximise the benefit they offer.

### 2. Key Working Relationships



Internal	External
All departments	Local and National NHS bodies and partners
Medial, Nursing, AHP, and Admin & Clerial staff	Relevant networks
Senior management and leadership teams	Commercial businesses and private clients
Finance	Local and National government bodies
Payroll	Health & Safety Executive
Public Health team	SEQOHS

### 3. Structure Chart



### 4. Main duties, responsibilities and results areas

#### Strategic Management

- Set the strategic direction of the Employee Wellbeing Service the Trust.
- Set the strategic direction for the department in regard to the health and wellbeing agenda, contributing significantly to the promotion of a healthy workforce.
- Develop the Trusts employee wellbeing services, with a focus on developing a positive wellbeing climate, delivering consistent support and advice across all professions in the Trust and to the employees of contracted clients
- Responsible for providing expert employee wellbeing and occupational health advice to senior managers, executives and board members in support of confidential and complex incident management



- Provide expertise advice and support to the Director of People Services on employee wellbeing and occupational health to support the Directorate's response to the strategic development of the Trust
- Support the implementation of national strategies in relation to the health and wellbeing of staff, adapting national policy changes to respond to local staffing issues
- Building strong relationships with senior leaders in the Trust and local health economy in order to foster better working relations and influence improvements in response to staff wellbeing issues faced by the Trust
- Lead on the development and review of challenges facing the Trust from a staff wellbeing perspective, advising the Trust Group Executive on appropriate action and associated risk
- Deploy horizon scanning of the wellbeing and occupational health environment to set the agenda for addressing the future needs of the Trust in alignment with the People Strategy and Trust goals and values
- Lead and champion key programmes which enable Barts Health to be a world class organisation and employer of choice

### **Leadership and Management**

- Line manage, coach and develop senior staff and any other directly accountable staff, conducting their annual performance appraisal and KSF development and review
- Establish, develop and sustain a credible, innovative and successful Employee Wellbeing Team, demonstrating consistently high standards of performance in meeting financial and quality targets
- Set the objectives and the performance management framework for the teams and, through regular monitoring, ensure objectives continue to deliver in line with the strategy of the Trust
- Establish credibility at senior levels across the Trust in order to support development and deployment of people policy and influence service development so employee health and wellbeing is considered a priority by all leaders in the Trust
- Deputise for the Director of People Services representing People Service in both an internal and external setting when called upon to do so

### **Service Delivery**

- Plan, develop, coordinate, monitor, and audit the delivery of OH services provided to the Trust, and other contracted organisations, to ensure a high quality value for money service, customer satisfaction, and to improve and promote best practice in OH, as well as exploiting potential for income generation and commercialisation
- Work closely with all other areas of the People Directorate to design and deliver strategies, policies, and practices that are aligned with the Trusts purpose, objectives, and values.
- Ensure effective management of services provided under Service Level Agreements for external NHS and private clients, as well as the Trust's own Service Level Agreement



- Contribute to the achievement of the Trust's objectives, including financial targets, by developing and sustaining a dynamic, flexible and high quality service that meets priority objectives of the Trust.
- Manage the delivery of all agreed outputs for the Department, as set out in the business plan by:
  - Delivering agreed performance indicators in relation to clinical outcomes, clinical efficiency and service line reporting
  - Exercising delegated authority on behalf of the Director to resolve day-to-day management issues within the Department
  - Holding senior clinical staff to account for delivery of their objectives through regular performance review meetings;
  - Ensuring national targets are met, and that the Trust operates in the upper quartile for benchmarked areas that the post holder has responsibility for
  - Achieving, maintaining and managing SEQOHS accreditation
- Ensure Employee Wellbeing services are delivered in line with commissioned activity and planned income, maintaining control of expenditure, improving value for money and ensuring continued service development
- Ensure effective management and delivery of the salary sacrifice schemes for the Trust ensuring compliance with HMRC ruling

#### **Clinical Service, Policies and Systems Management**

- Provide specialist knowledge and advice on professional occupational health matters to the Trust Executive and external contracts
- Ensure accurate data is maintained and reports provided regularly
- Act as the custodian of all staff/client records ensure their storage and access is managed with legislative boundaries
- Manage the implementation of systems, control processes, and risk management arrangements to support monitoring of compliance with clinical governance standards, other Trust-wide policies and processes and best practice requirements.
- Ensure data protection of clients and patient data, implementing safe processes for transfer and management
- Implement best practice within the Department with Trust-wide staff management policies and procedures and take remedial action where shortfalls occur
- Develop a systematic approach to Clinical Risk Management and Clinical Governance in service so that sound effective and efficient arrangements for clinical management systems are in place
- Work with the Clinical lead Nurse to ensure an accurate register on exposure prone procedure staff is maintained and risks to the Trust are kept to a minimum
- Maintain, implement and develop the use of the OH management system COHORT maximising its use ensuring the collection and analysis of data for continuous measurement of services provided to clients and the accurate, timely and relevant service provision of information of the Trust.

#### **Service Improvement**



- Contribute to the reduction of the Trust’s sickness absence levels by ensuring appropriate and effective occupational health advice, interventions. and improved staff wellbeing
- Respond to all complaints in a timely and appropriate manner in line with Trust policy, procedures and service delivery values and priorities
- Ensure that the service continuously develops to reflect local and national strategies focused on improving organisation and individual health and wellbeing
- Participate in appropriate national audits and ensure that learning is taken and embedded in the service for the benefit of the Trust and external clients
- Provide reports as and when required on progress, usage, and trends as and when required for internal and external customers
- Identify, implement, and manage service improvements within the department ensuring their contribution to Directorate and Trust-wide objectives within agreed timeframes and financial targets
- Agree annual Key Performance Indicators for the service
- Develop annual plans and objectives
- Responsible for implementation and maintenance of staff benefits
- Management of Employee Assistance programme

**Commercial Service Management and Development**

- Ensure Business probity with all external clients and enable relevant tendering processes
- Agree income targets and business opportunities in annual business plan
- Ensure all contracts and activity is managed efficiently with all income recovered appropriately

**Budget and Financial Management**

- Effectively manage staff and budgets for the departments under their control ensuring delivery within agreed levels
- Overall responsibility for the financial performance of the Employee Wellbeing service managing and delegating authority to appropriate senior staff as necessary
- Manage the budgets (pay and non pay) within the Trust’s Standing Orders and Standing Financial instructions, and in line with the annual financial plan, taking any remedial action which may be necessary to ensure delivery of financial targets
- Ensure accurate and timely invoicing and financial management to external clients
- Manage salary sacrifice budgets
- Manage CQUIN targets for Service and ensure financial awards are maximised
- Manage QCUIP programme for the service

**5. Working conditions**

Criteria	Description
Physical	Moderate physical effort is required. Travelling between hospital sites or to other locations may be required only for meetings or training.



<b>Emotional</b>	Resilience to difficult challenging situations Some of the work will require tact and diplomacy. Emotional maturity is essential to deal with ad hoc situations that may frequency arise and which may go on for some while, and be emotionally demanding.
<b>Working Conditions</b>	This post will not normally work in adverse environmental conditions (such as extreme hot/ cold, smells, noise and fumes). This post will involve day-to-day contact with Trust staff and carers and it is possible that the post holder will be required to deal with emotional and distressed individuals; however the post holder will not be expected to routinely deal with aggressive behaviour of colleagues, clients or others.
<b>Mental</b>	Good level of keyboard and software skills, and use of standard office equipment. High standard of written work and accuracy is important, but there is no specific requirement for speed of typing. A good standard of hand, eye and sensory co-ordination are essential.  A high degree of concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines is essential.

### **NHS Manager's Code of Conduct**

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/)

### **Safeguarding adults and children**

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)





## Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level, equivalent professional qualification or suitable experience</li> <li>• Evidence of continued professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Masters level qualification or equivalent experience</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrable success in delivering change and performance, by engaging teams in the strategic direction and delivery plans, establishing clear work priorities with them, delegating effectively, ensuring a capability to deliver, monitoring performance and giving feedback</li> <li>• Minimum of 3 years experience and demonstrable capability and capacity of working as a senior manager in a large, complex work environment, including;               <ul style="list-style-type: none"> <li>○ track record of staff management</li> <li>○ financial management</li> <li>○ performance management</li> <li>○ change management</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Experience of leading Employee Wellbeing Services in a large and complex organisation</li> <li>• Experience of leading bids for private contracts, and managing the delivery of services to such</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Local and National Wellbeing Agenda</li> <li>• SEQOHS Accreditation Process</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to analyse complex problems and to develop practical and workable solutions to address them</li> <li>• Ability to think and plan strategically, tactically and creatively, and to prioritise work programs in the face of competing demands</li> <li>• Ability to manage and deliver to</li> </ul>	



	<p>deadlines and within resources</p> <ul style="list-style-type: none"> <li>• Ability to manage budgets</li> <li>• Experience of networking across different disciplines</li> <li>• Highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust's and their own performance expectations</li> <li>• Ability to be intellectually flexible and to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships</li> <li>• Sound political judgement and astuteness in understanding and working with complex policy, and diverse interest groups, and common sense in knowing when to brief "up the line"</li> <li>• Ability to work to tight deadlines and meet service demand.</li> </ul>	
<p><b>Other</b></p>	<ol style="list-style-type: none"> <li>6. A commitment to improving services through an ability to sustain a clear performance focus on achieving demanding goals</li> <li>7. Solution focused</li> <li>8. Ability to use own initiative</li> <li>9. Demonstrates Trust Values and Behaviours</li> <li>10. Able to perform effectively and remain focused under pressure</li> </ol>	



## About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

