

## JOB DESCRIPTION

Job Title:	HR Workforce & Compliance Advisor
Location	Longbow, Shrewsbury, Shropshire
Responsible To	Head of HR, Payroll & Pensions
Responsible for:	No direct reports
Hours of Work:	30 hours per week

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The main purpose of the role will be to provide first line HR Guidance, support and advice to managers and staff at Shropdoc, such as recruitment and selection, performance management and compliance such as IR35, DBS, training and development and general HR advice.

The postholders advice will be consistent with Shropdoc policies and in accordance with best practice and current employment legislation, whilst upholding and promoting our Organisational Values of Quality, Kindness, Integrity, Community and Development.

### 1. JOB SUMMARY

- 1.1 You will effectively manage the development, promotion and maintenance of a healthy OD staff engagement and compliance across the organisation, which upholds our Values - Quality, Kindness, Integrity, Community and Development.
  - 1.2 You will lead on all HR Compliance projects including but not exhausted, with support from the HR Administrator, on DBS, Right to work in the UK, Driving Licenses Renewals, IR35, Professional Registration and Revalidation, Statutory and Mandatory training.
  - 1.3 You will build and maintain collaborative and productive working relationships with Managers, Employees and HR colleagues, offering professional and practical advice and guidance regarding operational HR matters, to establish professional credibility for yourself and the HR Department.
  - 1.5 You will support the Head of HR, Payroll & Pensions and the HR Business Partner in the implementation of a People Strategy, and act as a pivotal HR advisory point of contact for Managers and Employees.
  - 1.6 You will be expected to manage and coordinate elements of service provision, projects and procedures, to support the HR Business Partner.
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## 2. KEY TASKS AND RESPONSIBILITY

### Compliance

- Develop and implement a comprehensive HR compliance program, conducting risk assessments and pro-actively auditing processes, practices and documentation.
- Working closely with the Head of HR, Payroll & Pensions to gain a robust understanding of organisational strategic goals and objectives and other influencing factors, in order to, successfully deliver an agreed HR and OD Strategy.
- Leading on all HR Compliance projects including but not exhausted, with support from the HR Administrator, on DBS, Right to work in the UK, Driving Licenses Renewals, IR35, Professional Registration and Revalidation, Statutory and Mandatory training etc.
- Working with the Head of HR, Payroll & Pensions and the HR Business Partner in updating policies and procedures to ensure that they are fit for purpose against employment law and Shropdoc procedures.
- Ensuring the Staff Handbook is kept up to date and compliant with employment law regulations and Shropdoc practices.
- In liaison with the Head of HR, Payroll & Pensions, working collaboratively and innovatively with the IT and BI teams, to proactively embrace digital transformation of the HR function, to develop and deliver workforce initiatives which offers workable business contributions and solutions to Managers, to the achievement of their business plans and objectives. Supporting the implementation of continuous improvement initiatives, using BI to inform.
- Support the Payroll & Pensions Manager on various tasks relating to payroll compliance and regulations.
- Working collaboratively with the Quality and Compliance team accordingly.

### Systems and Reporting

- Provide support with the identification, implementation and maintenance of HR Management Information System (HRMIS)/RotaMaster System/BI Dashboard/BlueStream.
- Work closely with the Head of HR, Payroll & Pensions, the HR Business Partner, and the wider HR team to identify a robust recruitment onboarding HRMIS system.
- Identify and investigate HRIS concerns, documenting and reporting issues and required actions to the HR Business Partner. Understanding bespoke HR package functionality and implement process maps and assist with trouble shooting queries

- Providing monthly reports to all Heads of Department regarding appraisals, probation reviews, sickness absence, training etc.
- Analysing monthly workforce data to provide commentary and HR recommendations as required to the Head of HR, Payroll & Pensions, the HR team and Managers, where required, ensuring information provided is accurate and provided in a timely manner to meet deadlines.
- Supporting the HR Business Partner with collating the information required to respond to Freedom of Information requests and Data Subject Access Requests.
- Analysing workforce statistics and other metrics to support and inform decision making to ensure action is targeted in the appropriate area. This will involve developing and providing appropriate reports to ensure managers have regular and timely access to workforce information and monitoring trends against agreed targets on areas such as performance management.

### **Recruitment and onboarding**

- Supporting the Head of HR, Payroll & Pensions and the HR Team with the development and implementation of initiatives to support resourcing, candidate attraction and retention.
- Supporting the Head of HR and HR Business Partner with reviewing recruitment procedures, documentation and practice and ensure that it is fit for purpose.
- Being responsible for Shropdoc's recruitment and onboarding of all staff including GP Members with the support of the HR Administrator.
- Managing the annual IR35 compliance for all GP Members in line with internal process.
- Advising managers on recruitment processes, providing advice on the writing of job descriptions and person specifications, to ensure consistency of approach. Assisting managers with selection processes, including values-based interview techniques.
- Supporting the HR team in the collation, analysis and interpretation of performance management data, e.g. vacancies, recruitment turnaround times and staff retention as required. Ensuring this information is shared with Managers and actions are implemented and followed up.

### **Employee Relations and Engagement**

- Supporting the HR Business Partner and HR Advisor with coaching, mentoring and influencing managers to develop their people management/leadership skills, constructively challenging inappropriate behaviours and dealing with difficult and contentious issues within the organisation, to deliver effective outcomes which achieve or exceed business needs; building management capability through coaching and challenging the status quo on people management and decisions to demonstrate how HR can help achieve the culture shift and transformation required to improve communication, knowledge sharing and added value to the organisation.

- Working alongside the HR Business Partner to design and lead the development of innovative welfare and engagement initiatives that enhance employee wellbeing and improve performance and retention.
- Managing the exit interview process with all leavers. Holding face-to-face conversation where requested and identify any actions or improvements required. Escalating any concerns identified to the HR Business Partner.
- Supporting the HR Business Partner with employee relations matters and working closely with the HR Advisor on HR matters relating to the workforce, such as recruitment, staff engagement, providing advice, support and guidance to partnership the HR team and Managers.
- Managing all Bank Worker Engagement, reviewing members quarterly and ensuring compliance.

### **Training and Development**

- Oversee the management of training records (Bluestream and other training record systems), to ensure that employees are set up on the systems correctly (such as new starters) and that training is completed to the required standard and within specified deadlines to meet statutory compliance regulations.
- To ensure that the organisation has the correct number of licenses to meet the requirements of the business.
- Providing advice, support and guidance to partnership the HR Team and Managers on training programmes, to identify and assess training and development needs.
- Responding to training queries in a prompt, efficient and professional manner and working through the complexities of training requirements for different groups of staff.
- Supporting the HR Business Partner with the development of training for Line Managers on our employment policies and our key people management processes.
- Providing advice, support and guidance to partnership the HR Team and Managers on all OD programmes, to identify and assess training and development needs as well as designing and delivering appropriate solutions to meet them, working flexibly to accommodate current and foreseen departmental issues to create and implement sustainable action plans that will achieve future service requirements.
- Managing the Corporate Induction for all new starters, as well as ensuring all internal inductions are completed and recorded. Reviewing feedback and data from each session to drive improvements.

### **General Responsibilities**

- Participating in HR and other departmental meetings and training sessions as appropriate, adapting the presentation of OD and compliance information to suit the relevant audience of stakeholders.

- Working collaboratively with the HR team, on various projects.
  - Demonstrating an ongoing commitment to your personal CPD, through keeping up to date with developments in employment legislation and HR best practice, maintaining and updating your personal HR knowledge and skills through practical application within your role.
  - Undertaking any other duties as directed which are consistent with the role being undertaken. Please note that these duties are not exhaustive and are subject to on-going review in conjunction with the post holder and the changing needs of the organisation.
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### **3. PROBATIONARY PERIOD**

- This post is subject to the requirements of six-month probationary period with a progress review at three months for new staff only.

### **4. STANDARDS OF BUSINESS CONDUCT**

- The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.
- All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

### **4. CONFIDENTIALITY AND INFORMATION GOVERNANCE**

- All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.
- All staff must act within legislation, policies and procedures relating to information governance.

### **7. DATA PROTECTION AND THE DATA PROTECTION ACT 1998**

- If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data

only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

## 11. SAFEGUARDING

- Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

## 17. REVIEW OF THIS JOB DESCRIPTION

- The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

## 18. JOB DESCRIPTION AGREEMENT

Post Holder's Name: .....

Post Holder's Signature: ..... Date: .....

Line Manager's Name: .....

Line Manager's Signature: ..... Date: .....

## PERSON SPECIFICATION

### HR Workforce & Compliance Advisor

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

Requirement	Essential	Desirable	Evidence d by
<b>Education and qualifications</b>	<ul style="list-style-type: none"> <li>CIPD Level 5 or equivalent experience (or working towards)</li> </ul>	<ul style="list-style-type: none"> <li>Further or higher education or equivalent</li> </ul>	CV / Interview
<b>Knowledge / Experience</b>	<ul style="list-style-type: none"> <li>Experience of working collaboratively with managers to manage robust recruitment and selection work practices in accordance with organisational policy.</li> <li>Experience of working in a high-quality busy HR function, with the ability to prioritise workflow demands, whilst maintaining a consistent professional HR approach.</li> <li>Experience of auditing recruitment and selection provisions, making recommendations for improvements and developments, to ensure processes adhere to policy and deliver business requirements and added value.</li> <li>Experience of managing onboarding and offboarding, to ensure best customer experience.</li> <li>Experience of working cross-functionally to obtain relevant data and achieve results.</li> <li>Working knowledge of balancing HR best practices principles with commercial acumen.</li> <li>Experience of producing and presenting clear, concise reports.</li> <li>Experience of managing a range of HR-related projects through to successful conclusion.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of supporting, advising, coaching and influencing managers, staff and other stakeholders, at all levels of the organisation, in the interpretation of HR Policies, HR Procedures and terms and conditions of employment would be an advantage.</li> <li>Working Knowledge of UK employment law, including disciplinary / grievance, sickness absence, maternity / paternity provisions, terms, and conditions of service etc</li> </ul>	CV / Interview

<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Working knowledge of recruitment, to ensure that processes are adhered to and the right candidate is selected for the role.</li> <li>• Communicate succinctly, clearly, and accurately, both verbally and in writing, to a range of audiences and adopt style as required.</li> <li>• Plan and organise activities and projects, undertaking appropriate analysis, interpreting results to produce action plans and / or reports.</li> <li>• Analysis and interpret workforce reports and other HR related data, to support managers and / or produce action plans and reports.</li> <li>• Apply business acumen to identify and assess emerging workforce related issues and advise on appropriate responses and interventions.</li> <li>• Be an effective team member who can relate to colleagues at all levels across the organisation with tact and diplomacy.</li> <li>• Interpret policies, terms and conditions and guidance documents to ensure the support and guidance you provide are in line with our working practices.</li> <li>• Strong attention to detail.</li> <li>• Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures.</li> <li>• Use initiative to look out for issues at work, acting promptly and effectively to find and / or recommend solutions.</li> <li>• Strong understanding of using and auditing HR information Systems.</li> <li>• Working knowledge of Word, Access, Excel, Power Point and other office applications.</li> </ul>		CV / Interview
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	<ul style="list-style-type: none"> <li>• Passionate about HR and our Values, and driven to improving the organisation for individuals, teams and as a whole.</li> <li>• Recognise your own job role boundaries / limits of practice and know when to ask for guidance.</li> </ul>		
<b>Other Attributes</b>	<ul style="list-style-type: none"> <li>• Methodical, excellent attention to detail.</li> <li>• Enthusiastic, self-motivated, and able to motivate others and ensure that actions / solutions are appropriate and minimise business risks.</li> <li>• Creative approach to problem solving.</li> <li>• Tenacious approach to achieving objectives and projects to successful completion Strong 'can do' attitude with a passion for better.</li> <li>• Approachable demeanor with the ability to understand and show empathy for others.</li> <li>• Great team player.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to deal with difficult and confrontational situations using resilience, influencing and negotiation skills</li> </ul>	CV / Interview