

JOB DESCRIPTION

<u>JOB TITLE:</u>	Medical Recruitment Officer
<u>GRADE:</u>	Band 3
<u>DEPARTMENT</u>	Medical Staffing
<u>LOCATION:</u>	St Nicholas Hospital
<u>RESPONSIBLE TO:</u>	Medical Recruitment Lead
<u>ACCOUNTABLE TO</u>	Medical Staffing Manager

MAIN PURPOSE OF THE JOB

The postholder will be based within the Medical Staffing department, working closely with a variety of stakeholders across the organisation to ensure the provision of a professional, high quality, customer focused medical recruitment service.

Key stakeholders include; Medical Recruitment Lead, Medical Staffing Manager, Head of Workforce Planning and Medical Education, Medical Staffing Manager, Group Medical Directors, Associate Medical Directors, Group Heads of Workforce and OD, Transactional Team (Recruitment), International Recruitment Resettlement Officer, and potential and successful medical staffing applicants.

Prioritise Medical Recruitment work, including international recruitment.

To support the activities of all of the Trust's Medical recruitment in line with NHS Employment Standards, ensuring Trust policies and procedures and employment legislation are adhered to. Ensure all administrative processes are carried out in a timely manner and recruiting managers and panels are supported to carry out high quality recruitment.

Ensure technology is utilised to its fullest throughout the recruitment process, guaranteeing an efficient and effective recruitment experience is provided to applicants and stakeholders.

Ensure medical recruitment timelines are adhered to and complied with and medical recruitment performance data is monitored and reported, undertaking improvements and adjustments as required.

Ensure recruitment documentation and systems are up to date and accurate, and recruitment information can be shared quickly and efficiently.

To work closely with Trust colleagues and customers ensuring good working relationships are developed and maintained and excellent customer service is provided at all times, at all steps of the recruitment process..

DIMENSIONS

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

VISION AND VALUES

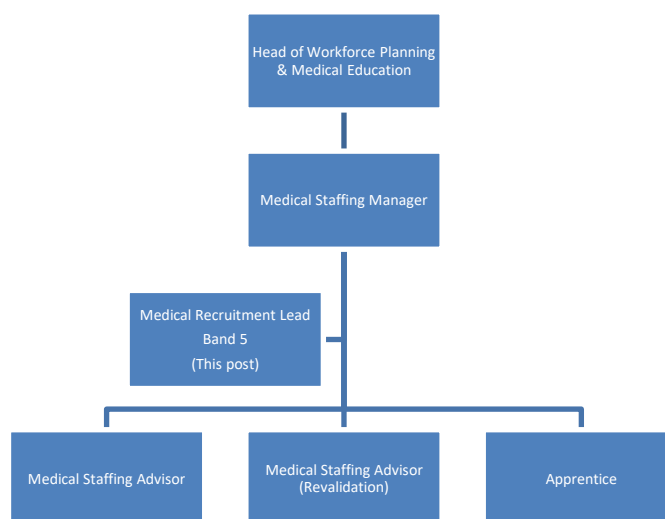
Our Vision is: “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

Advise and instruct recruiting managers, applicants and external bodies on the medical recruitment processes to ensure recruitment is carried out in a timely and successful manner.

Respond to any enquiries either face to face, by email/letter or on the telephone in a knowledgeable, timely and highly customer-focussed manner.

Manage the administration for the recruitment mailbox.

Receive sensitive information in relation to candidate's personal circumstances; tact required when dealing with these queries relating to pay related issues, continuous service dates, Disclosure and Barring Service checks, professional registration, work permits etc.

To support the provision of guidance to individuals on the recruitment process.

Ensure that confidentiality is maintained at all times.

Internal

Head of Workforce Planning and Medical Education, Medical Staffing Manager, Group Medical Directors, Associate Medical Directors, Group Heads of Workforce and OD, Transactional Team (Recruitment), International Recruitment Resettlement Officer, Medical Workforce, Executive Team, Trade Union Representatives, and potential and successful candidates

External

Trade unions and staff side organisations, legal representatives, Occupational Health, payroll, HR advisory Services, NHS Employers, DBS, UK Border Agency, Job Centre Plus, Colleagues in other NHS Organisations, Third party suppliers and other key partners as appropriate.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Knowledge of recruitment processes, terms and conditions and HR systems acquired through training and experience to NVQ3 or CPP equivalent level; or equivalent experience.

Experience of working in an HR department including experience of providing day to day advice and guidance on people management issues.

Experience of working in a medical staffing department and dealing with medical recruitment.

Excellent customer service experience including handling queries, complaints and sensitive information.

ANALYTICAL AND JUDGEMENTAL SKILLS

Requirement to assess facts or situations or resolve queries, e.g. answer queries from managers in relation to posts or recruitment related issues and make judgements of actions to move forward actions or errors.

PLANNING AND ORGANISATIONAL SKILLS

Co-ordinate own workload in such a way that deadlines are met and an efficient service is delivered , utilising work trackers, in line with team KPI's.

Administer the medical recruitment process from vacancies being advertised through to final offer and contracts, including induction and relevant new starter paperwork, to ensure timely payment.

To undertake all administrative tasks in relation to NHS jobs, ESR and departmental logs and to ensure that each applicant's file is produced in a timely and accurate manner to meet internal audit standards.

Ensure interview panels are thoroughly supported during interviews and that all preparation is carried out well in advance.

Contributes to the overall team's workload, by liaising with wider team to ensure priorities and conflicting demands are met.

To work as part of the Medical staffing team, provide cover for colleagues where necessary and work flexibly as a team member to ensure smooth and efficient flow of work through the service.

PHYSICAL SKILLS

Advanced keyboard skills.

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Informal links with service users and carers through internal meetings/workshops.

POLICY AND SERVICE DEVELOPMENT

Maintain a working knowledge of current Trust policies and procedures and employment legislation, to be able to advise managers, applicants and external bodies as necessary. Adapt working practices as appropriate.

Follow policies and procedures in own area and provide input to the development of team procedures and PGNs.

FINANCIAL AND PHYSICAL RESOURCES

Responsible for accurate recording of information into which results in pay and financial information being correct.

Maintain the security of logins for all relevant data systems and websites.

Responsible for the safe keeping of office equipment and resources.

HUMAN RESOURCES

Administrative responsibilities for the tasks in the medical recruitment process.

To ensure that all recruitment administration is carried out efficiently and accurately and that employees' and staff experience of the service is positive.

To ensure accurate and timely data entry on the relevant database e.g. ESR, NHS Jobs.

Responsible for advising on routine queries in relation to staff as a first point of contact.

To keep up to date and provide advice and guidance to managers and the team on terms and conditions queries.

INFORMATION RESOURCES

Maintain NHS Jobs, TRAC system, recruitment databases and spreadsheets in an accurate and timely manner, in line with Trust policies and procedures.

To assist to manage all filing systems and ensure filing is completed in a timely and accurate manner.

RESEARCH AND DEVELOPMENT

Undertakes audits and surveys as necessary in own work area.

FREEDOM TO ACT

To work under the guidance of procedures with a line manager available for reference.

PHYSICAL EFFORT

Office based.

MENTAL EFFORT

Frequent requirement for concentration where the work is unpredictable e.g. entering data on the system with frequent interruptions for queries

EMOTIONAL EFFORT

Rare exposure to distressing or emotional circumstances

WORKING CONDITIONS

Office conditions. Exposure to unpleasant working conditions is rare. VDU user.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	<p>Knowledge of staff records, terms and conditions and HR systems acquired through training and experience to NVQ3 or CPP equivalent level; or equivalent experience.</p> <p>Experience of working in an HR department including experience of providing day to day advice and guidance on people management issues.</p>	
<u>Knowledge and Experience</u>	<p>Excellent customer service experience including handling queries, complaints and sensitive information.</p> <p>Experience of team working and being able to work flexibly to achieve deadlines and objectives.</p> <p>Experience of taking responsibility for managing workload and meeting deadlines.</p> <p>Experience of using Microsoft Office.</p>	<p>NHS experience.</p> <p>Experience of working in a medical staffing team</p> <p>Experience of dealing with medical recruitment</p> <p>Experience of the disclosure and barring service.</p>
<u>Skills and Competencies</u>	<p>Self-motivator with high standards.</p> <p>Capable of working with confidential and sensitive information.</p> <p>Outstanding customer service skills</p>	
<u>Role/Team specific requirements</u>	<p>Flexible approach to work and attention to detail.</p>	
<u>Additional Requirements</u>	<p>Able to meet the mobility requirements of the post</p>	