

Director of Workforce – Health and Care Jersey

Department: Health & Care Jersey

Section: Chief Officer's Office

Reports to: Chief Officer, Health & Care Jersey
With professional accountability to the Chief People Officer

JE Ref: HCS1304.2

Grade: T2 **JE Date:** 16/01/2025

Job purpose

The post holder will be accountable to the Chief Officer for providing dedicated executive leadership and strategic direction for all HR and People matters within Health and Care Jersey and will work with the Director of Culture, Engagement and Well Being and the wider People Services, People and OD.

The post holder will ensure the delivery of all aspects of People Management across HCJ including improved recruitment processes, improved workforce intelligence and stronger workforce planning.

The post holder will lead, engage, inspire and develop the HR and Medical Staffing teams whilst holding them to account to deliver the objectives of the service.

A key aspect of this role is serving as the executive workforce lead for delivering the workforce components of HCJ's financial controls. The role also involves developing and implementing a strategic, outcome-focussed approach to resourcing within HCJ.

Job specific outcomes

- To work as a member of the Executive team for HCJ with specific responsibility for providing strategic leadership, management, direction setting and support to the People Operations and resourcing teams in HCJ.
- Act as an advisor to both the Health and Care Services Board (which is focused on health and care services operational delivery) and the Health and Care Partnership Board (which is focused on whole health and care system strategy and integrated service delivery)
- To provide advice as the executive People/HR lead to the Chief Officer and the HCJ Advisory Board ("the Board") providing assurance on all workforce matters to the Board in accordance with People Services policies and procedures.
- Lead development of the workforce strategies on behalf of the 'Boards'

- To lead on the workforce element of the departmental risk management process.
- To provide complex Employee Relations advice to the HCJ Executive team and Advisory Board.
- To be responsible for the delivery of the workforce elements of Financial Recovery Plan (FRP) and provide key support to the Project Management Delivery Team and members of the HCJ Executive team in achieving the wide FRP goals.
- To develop the HCJ Workforce resourcing plan for 2025, including embedding robust recruitment processes and improving time to hire and lead on the development of a Strategic Workforce plan within HCJ to reflect the introduction of new roles in Health, Jersey Health and Care Strategy and the development of the New Healthcare Facilities
- Have expertise in strategic workforce planning at a system level, as well as health service HR.
- To ensure compliance with legislation affecting the Workforce and that the Chief Officer, Medical Director and Board are appropriately advised of changes in legislation and local practice.
- To work with the Chief Officer, the wider HCJ Executive Team and Senior Management colleagues to ensure that strategic business decisions and plans are made in accordance with Our Values and Our Behaviours and demonstrate Our Values and Behaviours in their execution.
- Establish and maintain key relationships with the Island's heads of health and care professions (Island Chief Nurse; Island Director Primary Care; Chief Pharmaceutical Advisor) in addition to professional leads with the Department (Medical Director; Director of Nursing etc)
- To contribute to the departments strategic direction and corporate plans, policies and decision making as a member of the Executive Leadership Team.
- To be accountable for the workforce pay and no pay budget and ensuring robust management to deliver cost improvement programmes.
- To work with the Director of Culture, Engagement and Well Being and the wider People Services HR teams to ensure the delivery of all aspects of People Management and Organisational Development across HCJ including improved recruitment processes, improved workforce intelligence, stronger workforce planning.
- Lead and support diversity, equity and inclusion initiatives to foster an inclusive workplace culture, ensuring equitable opportunities for all staff. Promote DEI best practices in recruitment, career development and workforce policies while addressing bias and improving outcomes for the local community.

- Regularly brief, provide advice and reports to the HCJ Senior Leadership Team, Council of Ministers, Chief officers, media and other stakeholders as the senior officer responsible.

Statutory responsibilities

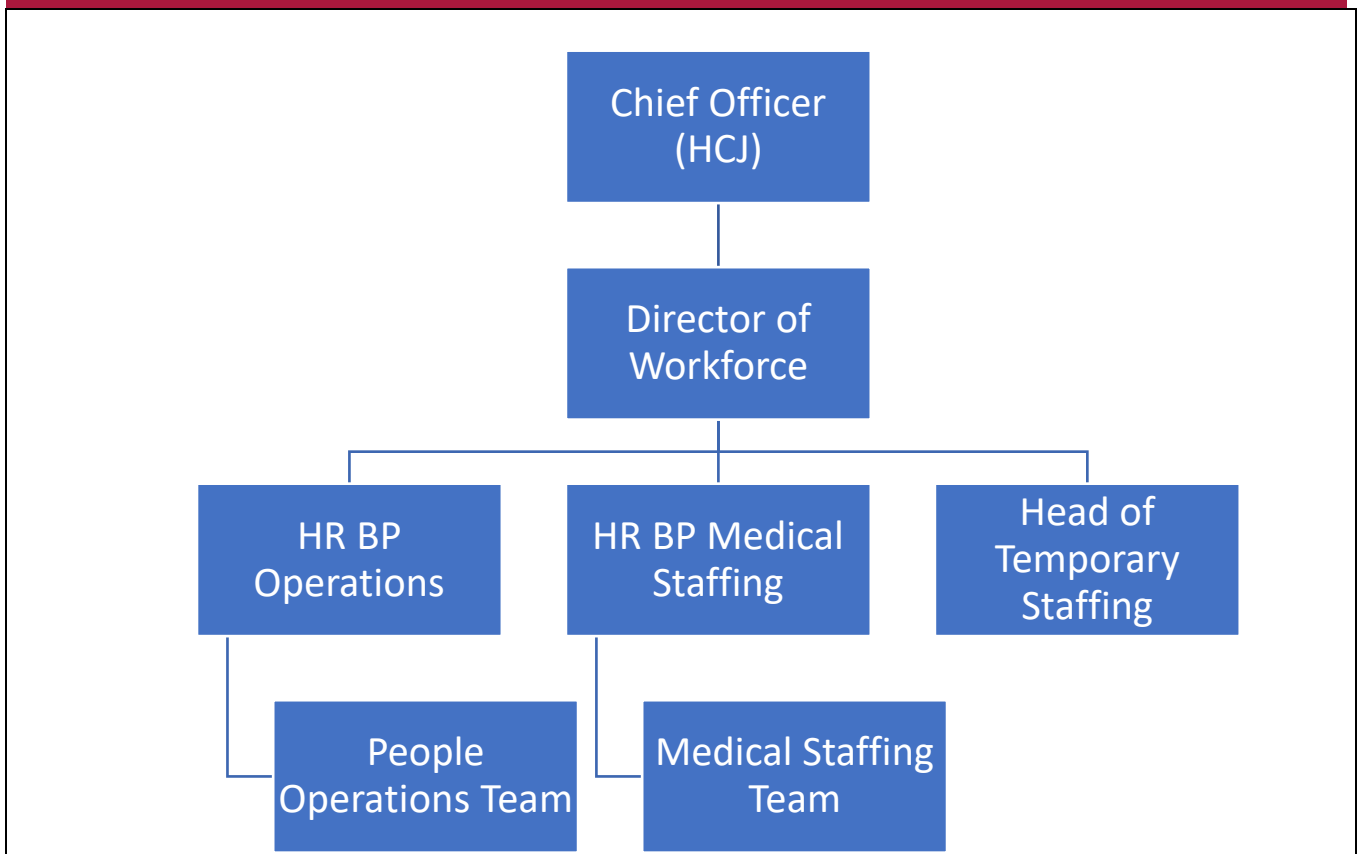
Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

- The role will be responsible for the following services:
- All HCJ specific People Operations activities
- Ensuring productive relationships with the wider People Services, People and OD functions

Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>Post graduate Masters qualification or equivalent evidence of continuous learning/professional development</p> <p>Recent and relevant evidence of leadership development and expertise</p> <p>MCIPD or equivalent</p>	<p>Coaching qualification</p>
<p>Knowledge</p> <p><i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Significant experience in all aspects of healthcare workforce development</p> <p>Experience as senior manager in a large complex organisation</p> <p>Significant experience of leading and managing staff in a healthcare environment</p> <p>Experience developing staff, including coaching and mentoring skills.</p> <p>Led and delivered workforce strategy</p> <p>Budget management experience</p> <p>Preparation and presentation of papers to senior management or board level led,</p> <p>Organised and delivered organisational wide projects to time, cost, quality</p> <p>Experience handling complex, sensitive matters</p> <p>Knowledge of Jersey health & care context</p> <p>Expert level knowledge of governance and risk frameworks required to underpin the delivery of safe patient care within health care setting</p>	

	<p>In depth knowledge of performance management/development of metrics within a health and care setting</p> <p>High level knowledge of risk assessment, mitigation and management.</p> <p>Business continuity in a large organisation</p>	
<p>Technical / Work-based Skills</p> <p><i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>High level communication and interpersonal skills both written and verbally to people of different backgrounds.</p> <p>Able to relate to people at all levels and build beneficial working relationships with internal staff and the employees from partners and key stakeholders.</p> <p>Knowledge of organisational and national Medical Workforce developments and knowledge of wider workforce/HR issues</p> <p>Able to foster highly effective and productive working relationships.</p> <p>Well developed influencing and negotiating skills.</p> <p>Ability able to prioritise, reorder commitments and work flexibly knowledge and understanding of healthcare workforce strategy.</p> <p>Proficient use of Microsoft Office, including Word, Excel, Powerpoint</p>	
<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to operate strategically, leading the development and implementation of HCJ workforce and service strategies and organisational objectives.</p> <p>High level of interpersonal skills including negotiation and influencing skills.</p> <p>Ability to critically analyse information.</p> <p>A strong team player who can lead and motivate a team and role model.</p> <p>A pragmatic approach with the ability to develop innovative approaches to change and service delivery.</p> <p>Problem solver/ confident decision maker with the ability to work autonomously. .</p>	

<p>Experience</p> <p><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Significant experience of leading and managing staff in a healthcare environment</p> <p>Significant experience of providing advice on people matters in a large, complex and multi-professional organisation.</p> <p>Experience of managing significant budgets</p> <p>Experience of managing large multi-disciplinary teams of senior professionals and Heads of Service.</p> <p>Experience of developing business cases/business planning</p> <p>Leading the development and leading of strategy.</p> <p>Project/programme/change management experience.</p> <p>Experience of building and maintaining stakeholder relationships with a focus on delivery.</p> <p>Experience working with politicians and proven political acumen to ensure the progression of service plans, strategies and outcomes.</p>	
<p>Criteria relating to Safeguarding</p> <p><i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>Relevant training undertaken and renewed in relation to adult/child safeguarding. Knowledge of service procedures and protocols.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.