

## Head of Temporary Staffing and E- rostering

**Department:** Health and Community Services

**Section:** Chief Nurse Department

**Reports to:** Chief Nurse

**JE Ref:** HCS1146

**Grade:** CS13

**JE Date:** 23/08/2022

### Job purpose

The Head of Temporary Staffing, Rostering and Accommodation is responsible for the strategic planning, operational delivery and performance of the temporary workforce (excluding doctors) across HCS, full implementation and management of HCS e-rostering systems; and the operational management of the HCS staff living accommodation portfolio.

Responsible for co-ordinating and implementing business initiatives and projects, ranging from strategic direction to operational application within the Chief Nurse Division.

Effective management of budget and resourcing requirements ensuring effective delivery of the temporary staffing workforce to support clinical services.

Holds the authority to drive and support transformational change required for the Temporary Staffing, Rostering and Accommodation departments to deliver high quality services ensuring positive outcomes are delivered to time, cost and quality.

Lead and oversee the development and implementation of programmes across internal and external services, and systems, to ensure the transformed services meet the needs of HCS and deliver positive outcomes.

### Job specific outcomes

1. Lead the Implementation and development objectives, strategies and work programmes to ensure alignment with Health and Community Services objectives and good practice in health care and support the department's strategy and are safe, sustainable, affordable and effective.
2. Accountable to provide specialist advice on matters of temporary staffing, rostering and accommodation portfolio to effectively represent the department at key leadership forums in Jersey and elsewhere including NHS Trusts and provider organisations in the UK.
3. Specialist technical adviser on staffing, rostering and placements and relevant legislation, regulation, policies and protocols that will underpin the temporary staffing services to ensure they are compliant with the set frameworks. Ensure effective co-ordination of improvement

projects to maximise quality and efficiency, collaborating with key specialists from across the department to ensure delivery of required outcomes.

4. Analyse opportunities for HCS to develop a co-ordinated approach to services for HCS to ensure the performance standards are in line with agreed objectives, challenging where performance needs improving as necessary, initiating steps to address issues and improve performance in line with HCS standards to ensure a high performing culture. Monitor all work streams to ensure that the vision and direction of the service is facilitated to further the work of the department.
5. Regularly brief senior management, through regular formal reporting providing the data and analysis required to enable informed priority, policy and resource allocation decisions, to manage performance against the Health and Community Services plans to hold internal and external providers to account.
6. Respond in a timely manner to Ministers questions, and provide information as an when required to the Communication Team.
7. Provide expert and specialist advice on matters relating to temporary staffing, staff accommodation, multi-agency links, rostering and placements to ensure joint working and processes are in place which enable the department to meet its statutory and common law duties of care towards patients/clients and staff. Carry out regular audits and benchmarking exercises to ensure the service is up to date and compliant with policies and procedures relating to care delivery.
8. Lead and implement risk and governance strategies, ensuring that risk registers are up to date, mitigation actions are monitored for completion, and that business continuity plans are actively managed, and appropriately tested so that HCS exposure to risk and unanticipated incidents is managed as effectively as possible.
9. Lead contract discussions with a number of senior managers, to ensure that services can be procured and delivered to agreed time and cost, to ensure that service improvement is an integral element of services.
10. Accountable for the monitoring and review of performance standards against agreed objectives for contracts to ensure commissioned services deliver departmental and government-wide objectives.
11. Accountable for the significant research into new technologies or new ways of delivering existing services in order to support the best outcome for patients and the temporary staffing department. Review a range of activity and demand data which facilitates the development and improvement of temporary staffing resources.
12. Coaches external stakeholders as well as “Heads of” care groups to develop their own capabilities in contract management and temporary staffing processes to ensure effective procurement and management of external providers.

13. Lead on shaping the strategic management of temporary staffing for the Health and Community Services, providing performance management to members of the group providing intervention where appropriate to develop colleagues' capabilities in service delivery and ensure a high standard, consistent effective delivery.

### Statutory responsibilities

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

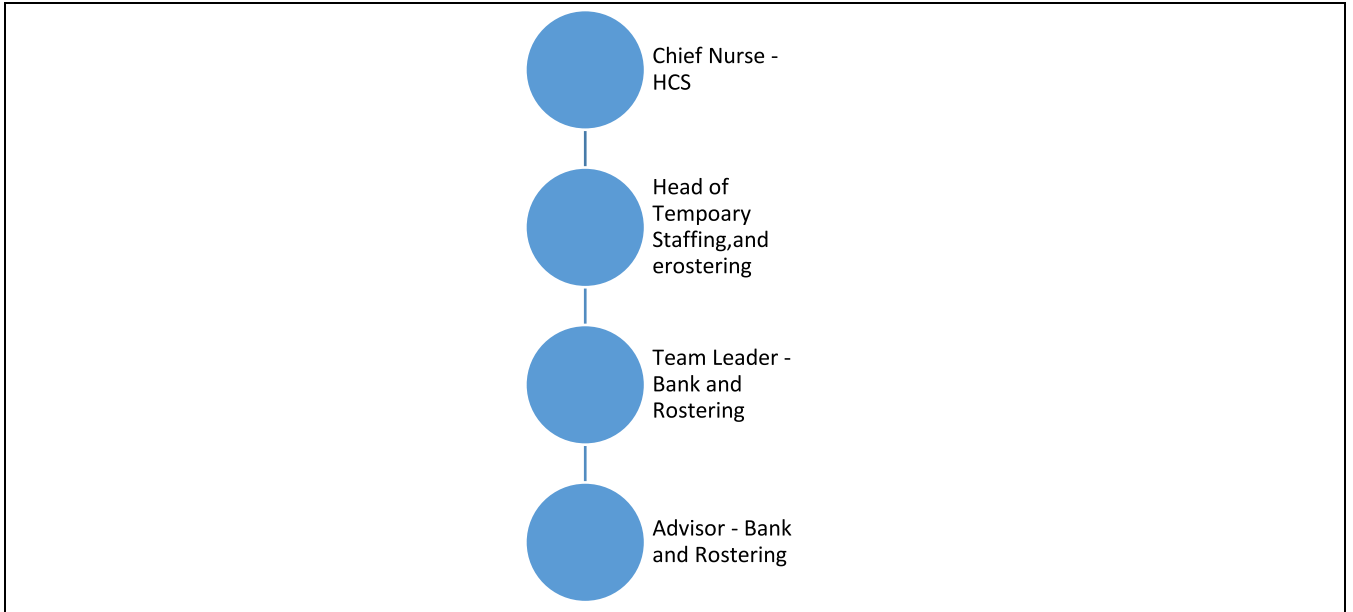
### Organisational structure

## One Government Departments



### 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><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> <li>• Post graduate qualification in public sector / social policy or equivalent level of experience of working at a senior level in specialist role</li> <li>• Relevant Project qualification, such as PRINCE 2 or equivalent rostering management qualification</li> <li>• Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy</li> <li>• Adept at queries, report writing and presenting findings</li> </ul>	<p>Masters' qualification</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Advanced knowledge of:</p> <ul style="list-style-type: none"> <li>• Risk management and assessment of cause, impact and mitigation.</li> <li>• A full understanding of safe staffing and quality assurance process across Government Departments.</li> <li>• Expert grasp of project management methodologies, governance, stakeholder</li> </ul>	<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• The activity and processes of HCS and Government including temporary staffing, agency staff and the rostering systems used within the government</li> <li>• Optima, Actrav, and other linked rostering systems</li> </ul>

	<p>management and data analysis.</p> <ul style="list-style-type: none"> <li>• Expert knowledge in Health or Social Care. Knowledge of performance management / development of metrics.</li> <li>• A strong understanding of corporate governance frameworks.</li> <li>• Strong evidence of direct experience of health and care staffing management and the operational mechanisms that underpin them.</li> <li>• Understanding the needs and challenges of working with a wide range of multi-disciplinary departments and both internal and external stakeholders.</li> <li>• Understanding of the strategic, legislative and political frameworks of the Government of Jersey and ability to operate at the highest level within them.</li> <li>• Knowledge of Government of Jersey financial processes and experience of managing budgets.</li> <li>• Understanding of departmental and organisational strategic objectives in a public sector environment.</li> <li>• Reporting packages (Business Objects etc), databases (SQL etc), programming (e.g. XML, JavaScript, or ETL frameworks) or other equivalent in house system.</li> <li>• Knowledge of statistics and experience using statistical packages for analysing</li> </ul>	<ul style="list-style-type: none"> <li>• Temporary staffing processes as they relate to the role</li> <li>• Understanding the rules in relation to work and housing in Jersey</li> </ul>
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	datasets (e.g. Excel, SPSS, SAS etc)	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>Numerical skills and the ability to produce accurate management information</li> <li>Analytical skills to understand highly complex problems or situations, select the appropriate approach to resolve the problem</li> <li>Excellent project management and planning skills.</li> <li>Contract and financial management, planning and reporting skills.</li> <li>Ability to manage performance and adequately assess and manage risk.</li> <li>Ability to break down potential solutions into manageable elements and plan these in a logical and sequential manner, considering interdependencies, resource and cost implications.</li> <li>Demonstrable skills using such as Microsoft Word, Excel, PowerPoint and Project</li> </ul>	Ability to interpret local and national policy and guidelines
<p><b>General Skills/Attributes</b> <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>	<ul style="list-style-type: none"> <li>Excellent oral communication to negotiate, liaise with, persuade and influence senior stakeholders and those at all levels</li> <li>Diplomatic and ability to handle and control difficult situations.</li> <li>Experienced in customer care</li> <li>Must have an eye for detail, the ability to problem solve, to</li> </ul>	

	<p>process work with accuracy and prioritise tasks</p> <ul style="list-style-type: none"> <li>• Ability to produce high quality, easy-to-understand written reports and presentations, which may include succinct summaries of highly complex situations.</li> </ul>	
<p><b>Experience</b> <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>	<ul style="list-style-type: none"> <li>• 5+ years' experience working in a project management, or staffing management role.</li> <li>• Recent experience in project management, temporary staffing management, service redesign, transformation or contracts management for health care services.</li> <li>• Ideally with a background in clinical or care commissioning.</li> <li>• Significant operational experience running a large number of complex service delivery projects.</li> <li>• Experience of developing and managing budgets Core Accountabilities, Attributes and Behaviour Indicators</li> <li>• 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 4 core accountabilities attributes and behaviour indicators.</li> <li>• Significant demonstrable experience of negotiation and influencing skills Leading the development and delivery of strategy</li> <li>• Project/programme/change management experience, experience of building and maintaining stakeholder /</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the process of preparing statutory reports.</li> <li>• Experience in managing a customer-focused, efficient temporary services centre.</li> </ul>



	<p>partnership relationships with a focus on delivery</p> <ul style="list-style-type: none"><li>• Experience managing, inspiring and developing teams.</li><li>• Experience setting departmental / finance strategy</li></ul>	
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### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities attributes and behaviour indicators.