

Advisor – Bank and Rostering	
Department	Bank and Rostering Office
Division	Health and Community Services - Workforce
Reports to	Team Leader – Bank and Rostering Office
JE Ref	HCS1155
Grade	CS08
JE Date	13/09/2022
<p>Provide technical support, bank and rostering insight, advice and guidance to all wards/areas within Health and Community Services, to offer excellent customer service and ensure that the Government bank staff, rostering, agency on boarding, and placements are managed effectively in order to meet best practice.</p>	
Job specific outcomes	
<ol style="list-style-type: none"> 1. Be an expert for bank and rostering policies, staffing, zero hour staff recruitment, agency staff on boarding and placements in order to provide high quality bank and rostering advice and build trusted relationships with departmental teams and provide the relevant customer feedback into the Health and Community Services Bank and Rostering Team. 2. Take responsibility for workflow management identifying which work streams should take priority and allocating resources. Plan the work of each section to minimise the impact of peak demand, delivering a value for money Bank and Rostering service that is effective and efficient. 3. Develop, maintain and run system reports and data structures, producing performance reports for Managers clearly indicating if KPIs and SLA performance measures are met. Perform independent analysis and interpretation, meeting departmental teams to discuss and identify requirements to improve the information provided improving team performance. 4. Lead targeted roll out projects, gathering system requirements by meeting with system end-users and other key stakeholders in order to review the effectiveness of the current system. Take responsibility for system performance and security protocols to meet the regulatory and functional needs. 5. Own the administration and management support for the staffing and rostering of system users across Health and Community Services, in compliance with safe staffing, bank and rostering policies. 	

6. Understand, monitor and report on rostering and staffing risks from completing random and monthly quality assurance checks on Manager's roster completion, planning, roster management and staffing levels escalating any concerns or issues in a timely manner whilst seeking to find resolutions through ongoing coaching, training and mentoring.
7. Manage stakeholder relationships with business partnering, HCS Senior Management and central operational teams, establishing the agenda for effective service review meetings with Heads of specific departments to ensure open and continuous dialogue on all staffing and rostering matters and decisions.
8. Investigate complex rostering and staffing queries and complaints. Provide a conclusion in compliance with local and international legislation (where relevant) understanding the implications of other legislation on decisions. Use investigative techniques to solve queries reviewing legislation to meet corporate priorities and enable better decision making.
9. Propose and influence on methods to improve rostering management for all service users across Health and Community Services through advocating and executing best practice roster management processes, and adhering to policies and standards. Act as a coach and channel to develop understanding and champion training for departmental teams to improve rostering and staffing responsibility through new and existing safe staffing and rostering processes, policies and standards, and to ensure that staff are aware of the importance of good roster management and safe staffing.
10. Provide consistent, clear and easy to understand roster reporting to the HCS Senior Management team to feed into daily, weekly, monthly group management meetings and year-end reporting. Provide responses to queries and challenges on all data being reported and to queries from internal and external auditors to ensure HCS receives a relevant, accurate audit report.

Statutory responsibilities

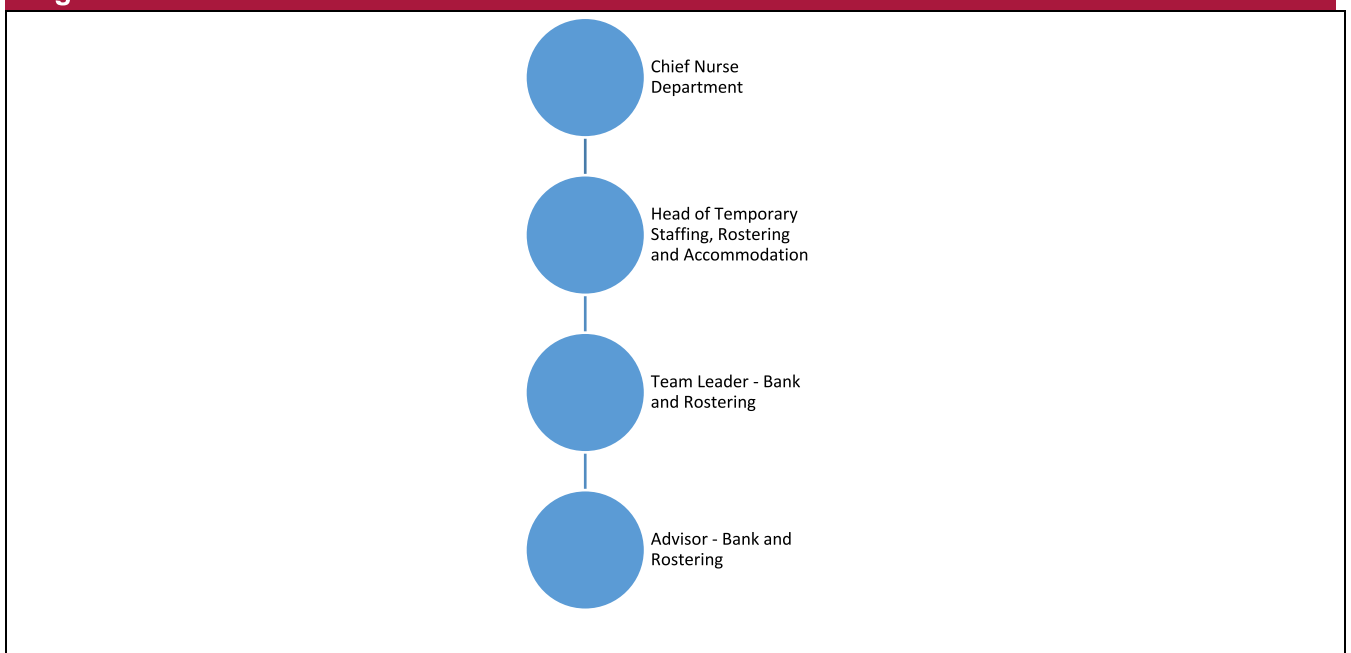
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications</p>	<p>A degree, rostering qualification or equivalent experience</p> <p>Experience of working within a staffing, bank or rostering environment</p>	<p>Allocate Certified Administrator</p> <p>Experience with use of Safe Care</p>
<p>Knowledge</p>	<p>An understanding of Government of Jersey legislation specifically E-Roster Policy, Recruitment, agency on boarding, staffing, zero hour contacts and HCS pay groups and pay awards.</p> <p>Best practice of Bank and Rostering Office functions (safe staffing, efficient rostering, e-roster access levels and system user function monitoring)</p>	<p>In depth knowledge into Government recruitment and on boarding, payroll and HR forms.</p> <p>In depth knowledge of Government contract types and pay groups and pay awards.</p>
<p>Technical / Work-based Skills</p>	<p>Numerical skills and the ability to work accurately with figures whilst under pressure.</p> <p>Strong analytical skills with the ability to investigate complex problems, develop solutions and implement.</p> <p>Ability to proficiently use in- house rostering software packages and manage exports from the system using Microsoft office software, in particular Excel.</p> <p>An ability to problem solve, to process work</p>	

	<p>with accuracy and prioritise tasks.</p> <p>Strong literacy skills with the ability to develop and write procedures.</p>	
General Skills/Attributes	<p>Excellent communication skills with the ability to explain complex processes to non-experts.</p> <p>High level of customer service.</p> <p>Ability to work at pace and retain a resilience in the face of pressurised situations.</p> <p>Adaptable and comfortable working with ambiguity. Willingness to make decisions where no precedent or guidance is available.</p>	
Experience	<p>Experience of working in a staffing and rostering or customer services environment.</p> <p>Experience of prioritising and managing workflows. Checking/approving the work of others.</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 Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.