

| Team Leader – Bank and Rostering | |
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| Department | Health and Community Services |
| Section | Bank and Rostering Office |
| Reports to | Head of Temporary Staffing and E-Rostering |
| JE Ref | HCS1157 |
| Grade | CS10 |
| JE Date: | 13/09/2022 |
| Job purpose | |
| <p>Responsible for leading a team within the Bank and Rostering Office, 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> <p>Post holders will rotate between posts to ensure that they gain a broader understanding of responsibilities across the Bank and Rostering Department and to aid succession planning.</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. Deliver coaching, training and mentoring to mitigate staffing and rostering risks identified through completing quality checks on Advisor processing, offering feedback and escalating any concerns or issues in a timely manner whilst seeking to find resolution. 3. Take ownership for team performance ensuring SLAs are consistently met and when necessary, take remedial action to maintain the quality of the services delivered. 4. Perform independent analysis and interpretation of performance reports indicating if KPIs are met, meeting departmental teams to discuss opportunities to improve accuracy, efficiency and effectiveness of shared services processes. 5. Lead the team customer service standards, applying the service excellence framework in all interactions to create positive experiences for our customers externally, and internally with each other. Complete regular training, interviewing and systems coaching to identify development needs and improve service delivery. 6. Propose and influence methods for continuous improvement, acting as a change lead and subject matter expert on projects and delivering requirements to the systems team for project initiation. | |

7. Work within a framework of safe staffing, and Health and Safety controls and procedures and take responsibility for the implementation and application of these controls and procedures to minimise the likely incidence of unsafe staffing and system error.
8. Provide responses to queries from internal and external auditors to ensure the Government receives an accurate, relevant, transparent and fair audit report
9. 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 service that is effective and efficient.
10. Investigate complex rostering and staffing queries and complaints and 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.

Statutory responsibilities

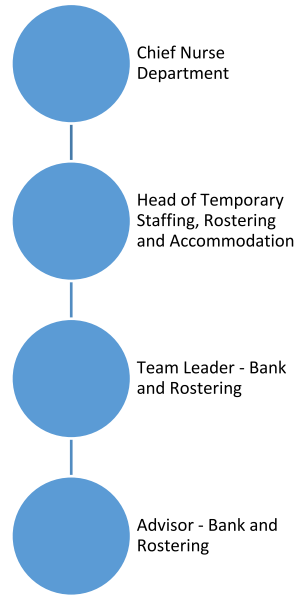
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role.

Organisational structure

One Government Departments



Organisation chart



Person Specification

Specific to the role

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 |
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| <p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p> | <p>Allocate Certified Administrator or equivalent experience</p> <p>Experience with use of Safe Care</p> <p>Degree level standard or equivalent experience</p> | <p>CIPD Management qualification</p> <p>Experience with recruitment and rostering management</p> <p>World Class Manager course (Government of Jersey) or equivalent manager qualification</p> |
| <p>Knowledge <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>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>Managerial rostering experience (FTE, day to day rostering, redeployments, safe staffing)</p> <p>In depth knowledge of Government contract types and pay groups and pay awards.</p> |
| <p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></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</p> | |

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| | <p>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 with accuracy and prioritise tasks.</p> <p>Strong literacy skills with the ability to develop and write procedures.</p> | |
| <p>General Skills/Attributes <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>Excellent oral and written communication skills with the ability to adapt the approach dependent on circumstances.</p> <p>High level of customer service including the ability to carry out customer negotiations and demonstrate a level of assertiveness when circumstances dictate to achieve a positive outcome.</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> | |

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| | The ability to prioritise and manage their workload. | |
| <p>Experience <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>Experience leading, inspiring and developing teams.</p> <p>Experience of working in a rostering and staffing or customer services environment.</p> <p>Experience of prioritising and managing workflows. Checking/approving the work of others.</p> | <p>Experience applying technical knowledge and providing advice on Bank and Rostering</p> <p>Experience applying and testing system upgrades, departmental policies and rostering and safe staffing procedures</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.