**Montgomery Medical Practice**

**HR & Services Officer**

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| **Job Title** | HR & Services Officer |
| **Line Manager & Reporting to:** | The Partners |
| **Hours per week** | 37 |

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| **Job Summary** |
| The primary focus of this role is to work closely with the Partners and management team for HR and Service management. The HR & Services Officer will be acting as the primary contact for HR enquiries and will ensure compliance with general policies and procedures (including non-HR related), promote fairness, and contribute to HR strategy implementation. |

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| **Primary Responsibilities** |
| The following are the core responsibilities of the HR & Services Manager. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels.  The HR & Services Manager is responsible for:   1. Work with the partnership to deliver and develop HR Strategies (provide core HR advice) 2. Recruitment and retention of staff. (Assist in managing live vacancies, including posting job adverts, DBS & Right to work checks, monitoring social media, and scheduling interviews/Informal discussions, arrange indemnity and check registrations). 3. Ensure the updating and security of HR documentation including employment records, contracts, and job descriptions. 4. Serve as the primary contact for all HR enquiries, providing advice consistent with practice policies, procedures, and employment law. 5. Support in case management, offering guidance to management and employees during investigations, grievances, and disciplinary processes while maintaining compliance. 6. Maintain and update employee records, files, and trackers, both electronically and in hard copy. 7. Develop and update policies/protocols ensuring their alignment with best practice (HR, non-HR & Staff Handbook). 8. Clinical Placement Lead (Administration, Inductions, Placement rotas, Invoicing) 9. Direct line management of the following staff: Auxillary team 10. Supporting staff development, providing guidance and directions, ensuring staff are up to date with mandatory training. Ensure all staff have the appropriate level of training to enable them to carry out their individual roles and responsibilities effectively. 11. Assist in implementing HR projects, procedures, and guidelines to align the workforce with HR and organisational strategic goals. 12. Leave requests (Monitoring and approving Annual leave, TOIL, and any other leave requests). 13. The management of the premises, including health and safety aspects such as risk assessments, monitoring compliance and mandatory training. Providing leadership and direction for staff, ensuring all staff are aware of their responsibilities. 14. Arrange PAT testing and Testing and Calibration of equipment. 15. The waste management of the premises, monitoring compliance including audits. Providing leadership and direction for staff, ensuring all staff are aware of their responsibilities. 16. Arranging and completing staff inductions, probationary reviews, and appraisals. Actively support and mentor staff. 17. Sickness absence monitoring and return to work interviews. Conduct Absence Management process follow-ups and ensure legal compliance, including Right to Work checks. 18. Support HR engagement ideas and activities, promoting employee voice and participation (including staff surveys). 19. Acts as building fire marshal, ensuring evacuation lists are current and the visitors log is used appropriately. 20. Ensure compliance with HIW regulations and standards. 21. Managing contracts for services i.e. window cleaning, air conditioning etc. 22. Ensuring the practice maintains compliance with its NHS contractual obligations. 23. Attend team, management and external meetings as required. Preparing agendas, minutes and disseminating information as necessary. 24. Change management (engage and consult with staff). 25. Undertake necessary training in line with the post as part of the personal development process. 26. Analyse data for workforce planning 27. Arrange practice insurance renewals. 28. Deal with practice and staff complaints. |
| **Secondary Responsibilities** |
| In addition to the primary responsibilities, the practice HR and Services Manager may be requested to:   1. Support and contribute to the compilation of practice reports and the PDP. 2. Deputise for the practice at internal and external meetings. 3. Understand the payroll system, support payroll processing when required. |

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| **Person Specification – Practice Operations Manager** | | |
| **Qualifications** | **Essential** | **Desirable** |
| CIPD qualified (At least level 3) | ✓ |  |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Experience of working with the public | ✓ |  |
| Experience of working within a HR environment and with HR methods e.g. recruitment | ✓ |  |
| Experience of managing teams |  | ✓ |
| Experience of performance management, including appraisal writing, staff development and disciplinary procedures | ✓ |  |
| Experience of successfully developing and implementing projects | ✓ |  |
| Experience of workforce planning, forecasting and development | ✓ |  |
| Maintenance of filing systems and effective document management | ✓ |  |
| NHS / Primary Care General Practice experience |  | ✓ |
| Relevant health and safety experience |  | ✓ |
| Experience of chairing meetings, producing agendas and minutes | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| Accurate keyboard skills and the ability to create effective documents | ✓ |  |
| Excellent communication skills (written, oral and presenting) | ✓ |  |
| Strong IT skills including Microsoft | ✓ |  |
| Excellent leadership skills | ✓ |  |
| Strategic thinker and negotiator | ✓ |  |
| Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment | ✓ |  |
| EMIS user skills |  | ✓ |
| Effective time management (Planning & Organising) | ✓ |  |
| Ability to network and build relationships | ✓ |  |
| Proven problem solving & analytical skills | ✓ |  |
| Ability to develop, implement and embed policy and procedure | ✓ |  |
| Ability to motivate and train staff | ✓ |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to use initiative and judgement | ✓ |  |
| Forward thinker with a solution focused approach | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Ability to use discretion |  |  |
| Confident, assertive, and resilient | ✓ |  |
| Ability to drive and deliver change effectively | ✓ |  |
| Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Always maintains confidentiality | ✓ |  |
| Full UK driving licence | ✓ |  |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

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| **Generic Responsibilities** |
| All staff at Montgomery Medical Practice have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I create an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake and complete mandatory training as directed, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner. |