

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title:	Sustainability Engagement Officer
Grade:	4
Department:	Strategic Estate Development and Sustainable Health, North Bristol NHS Trust
Directorate:	Finance
Location/Base:	Main base at Southmead. Visits to other sites required

Job Summary

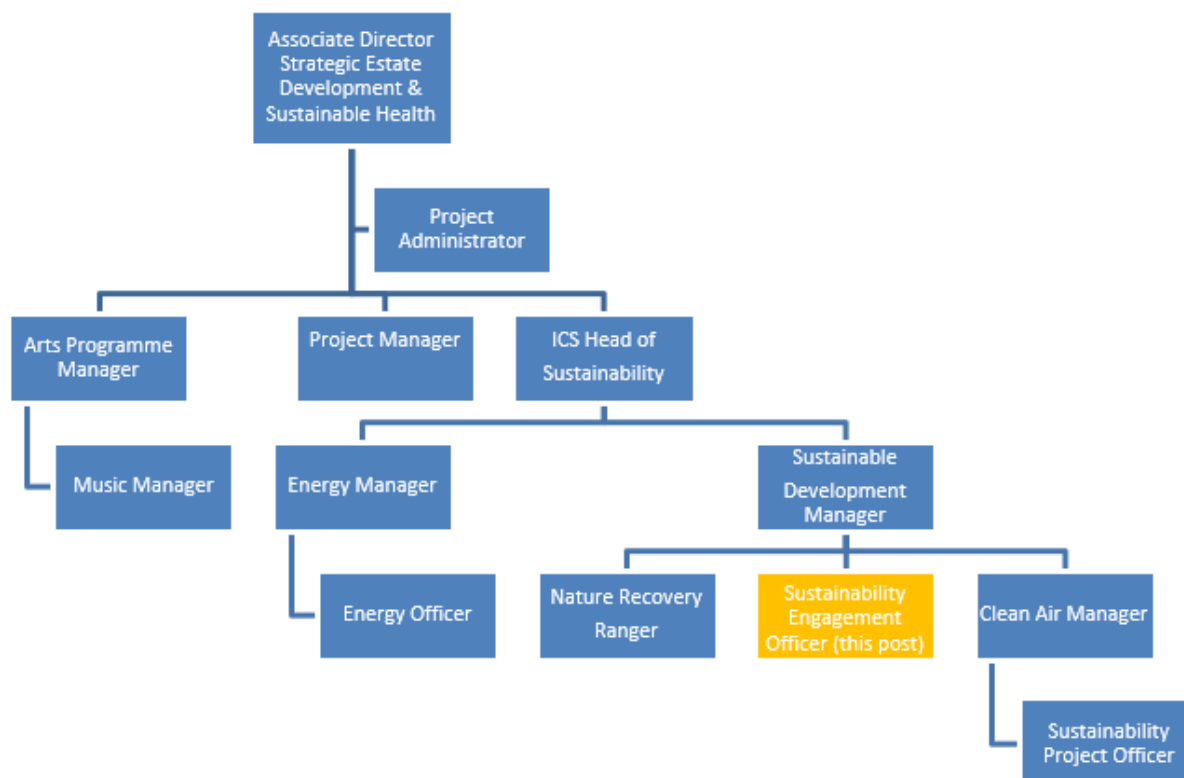
This post is for a passionate and enthusiastic individual to take on a coordinating and supportive role to maximise awareness of the Trust's and Integrated Care System's (ICS) Green Plan and our journey to net zero carbon by 2030.

The role's focus will be increasing sustainable and pro-environmental behaviour amongst Trust staff through: engaging with staff, promoting sustainability initiatives and encouraging and facilitating the adoption of sustainable business practices.

This post will involve a coordinating and supportive role to ensure the effective implementation and impact of the Greener Together staff engagement scheme and other engagement activities. The aim of the schemes is to achieve an increase in the pro-environmental behaviours of staff within our hospitals and as part of the daily commute.

This is a full-time post that will deliver the NBT and ICS Green Plan and Greener Together objectives but also enhance the capacity of the Sustainable Development Unit and impact of the Sustainable Healthcare Campaign across the Trust, with our partner University Hospitals Bristol and Weston (UHBW) and within the local community through wider engagement with staff and the public on sustainability and health and wellbeing

Organisation Chart/Accountability



Knowledge, Training, Experience and Skills Required

Education, Training and Qualifications

- Educated to degree standard in relevant field or must be able to demonstrate the equivalent level of knowledge gained through experience (typically 5 years).
- Demonstrable commitment to continuing personal and professional development.
- Sound understanding of best practice across all areas of sustainability
- Previous NHS experience or similar large organisation
- Experience of a fast paced environment
- Experience and passion for creating a positive customer experience and experience of working in a customer-focused environment
- Experience of dealing with and coordinating multiple stakeholders
- Experience of analysing and interpreting data
- Experience of delivering behaviour change projects
- Experience of a wide range of engagement and communication methods including report-writing, digital communication and face-to-face to a wide range of audiences
- Experience of communicating within and outwith the organisation.

Knowledge, Skills and Abilities

- A passion for sustainability
- Excellent and well-developed communication, negotiation, motivation persuasion skills and the ability to work proactively and cooperatively with people at all levels and across organisations.
- Excellent interpersonal skills.
- Able to build effective working relationships within teams and across organisations.
- Presentation skills across a range of different media and approaches (e.g. written, verbal, displays, digitally)
- Competent in the use of IT packages (Word, Excel, PowerPoint and MS Teams). Familiarity with online tools for design, organisation and networking.
- Excellent organisational skills and an ability to prioritise an unpredictable workload with frequent disruption.
- Able to work without supervision.
- Able to analyse complex information making appropriate recommendations.
- Flexible, adaptable and personable.
- Resilience in the face of adversity
- Be able to work autonomously
- Creative and innovative thinker and problem-solver that can formulate ideas and appropriately execute them
- Ability to educate and train others on key principles of sustainability
- Demonstrable organisational skills including prioritisation and time management.
- Initiative and drive to achieve results.
- Able to manage own workload, prioritise effectively and consistently achieve deadlines / targets.

Main Duties & Responsibilities of The Post

Responsible for the ongoing development and delivery of sustainable healthcare engagement campaigns for NBT, partner organisations and the ICS through the following key areas:

General Communication & Engagement

- Increase numbers of staff with pro-environmental & health and wellbeing knowledge and awareness.
- Develop engagement campaigns to promote sustainability and the Trust and ICS Green Plan
- Provide quantitative and qualitative data for the sustainable healthcare campaign.
- Develop and deliver wider environmental and health and wellbeing projects across the Trust.
- Assist with other sustainability projects being conducted by the SDU, in partner organisations and the ICS
- Investigate external funding sources for further projects that would complement the team's work and Greener Together staff engagement objectives.

- Support the SDU in maintaining and developing the Trust's internal and external sustainability webpages and similar awareness-raising materials.
- Co-ordinate the production of the monthly SDUpdate newsletter
- Develop content for social media posts
- Organise and deliver regular awareness-raising events.
- Responsible for the recruitment, retention, training and engagement of a network of Environmental Awareness Reps Trust-wide and support recruitment of Sustainability Advocates.
- Research effective communication campaigns used elsewhere and adapt to produce materials for awareness-raising at NBT, partner organisations and the ICS.
- Maintain a calendar of annual sustainability events and to develop a communication and engagement plan to promote each.
- Assist with the preparation of and submissions for awards and grants.
- Assist with the evaluation of patient experience impacts of sustainability projects.
- Ensure sustainability information is disseminated clearly and efficiently throughout the Trust.
- General support for the team and duties commensurate with the post.

Greener Together Staff Engagement Scheme

- Coordinate and support the Greener Together staff engagement scheme to encourage pro-environmental & health & wellbeing behaviour change across the institution and wider community.
- Successfully deliver the Trust's Greener Together scheme by the specified completion dates.
- Meet with stakeholders around the Trust to encourage participation.
- Recruit, coordinate and motivate teams of volunteers to drive forward the Trust's Greener Together project through their involvement as departmental teams and as auditors.
- Plan, deliver and evaluate the Greener Together scheme.
- Organise and facilitate awards ceremonies for the participating departments with the aim of celebrating the successes and impacts of the teams
- Ensure that all records and information are collated and disseminated effectively, in line with the requirements of the project, and facilitate discussion and drive forward agendas with key contacts and participants.
- Actively network with other individuals co-ordinating Greener Together in other healthcare settings to ensure sharing of best practice across the sector.

Other Duties

- To ensure high standards of presentation in all documents written and prepared for distribution within the organisation and externally.
- To assist with new developments and initiatives as and when required.

- To attend regular team meetings and work collaboratively with other team members on projects, activities and events as and when required.
- To ensure compliance with confidentiality and data protection.
- To perform such other duties which are consistent with the list of responsibilities above and/or reasonably requested by the Associate Director or other members of the team.

Policy Development and Innovation

- Identify areas where changes in policy or approach are required as a result of team activities and make suggestions on improvements to processes and policies.

Working Relations

Both formal and informal communications (written, telephone, email and face to face with:

Outside the Trust	Other NHS Trusts ; BNSSG ICS partners; national sustainability leads; local authorities; CCGs; universities
Within the Trust:	Estate, Facilities and Capital Planning Directorate; Finance Directorate; Business Planning team; clinical divisions (at divisional operations director/clinical director/head of nursing level and below); Trust-wide sustainability advocates and supporters; staff side representatives

Working Conditions / Effort

Physical

- The post is office-based but you will be required to travel between sites and to other premises to assist with project and team activities, carrying your own required IT hardware on occasions i.e. laptop, projector etc.
- As a DSE user, the postholder will use computer equipment for lengthy periods of time each working day.
- You will be required to engage with members of the Trust and may be required to issue and receive bike loans, take and bank deposits.

Mental Effort

- You will be required to deal with a varying level of mental challenges in this role, including instilling change in an individual, change management, conflict resolution etc.
- This is a busy and at times, fast paced role. You will be expected to be able to multi-task as you will be dealing with multiple work streams on a daily basis, with at times high levels of interruptions and queries directed your way.
- You will be working to tight deadlines and adapting to changing priorities.
- At times, this role can be emotionally challenging as when implementing change in an organisation you can experience varying levels of 'challenge' from operational staff and teams. This in turn will challenge your mental and emotional professionalism.
- The workload will be complex and varied.
- The role includes securing effective involvement and engagement with a wide range of stakeholders.
- You will often be working independently and on own initiative.

Emotional Effort

- Overcoming cultural/organisational/personal barriers to change.
- You will need to manage the expectations of others.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made