

Job description

Service Area: Workforce Optimisation

Job Title: Optimisation Team Leader

Band: Band 5

Location: Newcastle upon Tyne / Fleetwood / Wakefield

Job purpose

To provide leadership for the section, while inspiring excellent performance from the team members. Responsible for workload monitoring, performance management, efficiency improvements and customer service levels.

Ensures a continuous improvement culture exists within the team and as a result establishes new working practices leading to either performance improvements, enhanced customer service or reduced costs.

The post holder must be flexible, be committed to continuous improvement, adaptable and prepared to move quickly between all tasks or duties, as we operate services from 8.00am to 5.30pm Monday to Friday and shifts may vary according to business needs.

In this role, you are accountable for

1. Supporting and reporting to the Optimisation Implementation Lead.
2. Build excellent working relationships internally and externally, with colleagues, customers and system users.
3. Ensure engagement from Implementation Team Members during the implementation of change, providing clear direction, updates and identification of risks and actions to enable a positive change experience.
4. Encourage an atmosphere of trust and openness based on working together and shared objectives. Support the implementation of business change, highlighting risks, issues and actions in line with required standards across a number of concurrent projects and diverse stakeholder groups.
5. Full line management for direct reports and responsibility for the effective implementation of policies relating to appraisal, absence management, disciplinary and grievance processes, performance monitoring and management and personal development plans.
6. Manage the performance of staff members and provide regular constructive feedback about performance and behaviour. Agree realistic targets, monitor and evaluate achievement of same, providing staff with timely constructive feedback.
7. Monitor and manage workflow of the team proactively and in conjunction with the Optimisation Leads in order to ensure that adequate resource is available.
8. Make flexible use of resources to meet completion and performance targets. Assess performance data, interrogate and analyse available systems to make informed decisions about workload planning, trend analysis and workflow issues. Delegate tasks as needed.
9. With the guidance of Optimisation Leads, develop and improve office procedures, implement any process improvement initiatives, aligning activity to business plan and performance standards.
10. Communicate effectively with NHSBSA, and customers, answering and resolving escalated queries to provide excellent customer service. Where necessary, conduct research/obtain information to resolve queries.
11. Set work and quality standards in conjunction with the Optimisation Leads, setting targets and improvement thresholds with individuals as appropriate.
12. Deal with problem solving and identifying system improvement needs and process changes/improvements, keeping relevant processes up to date and ensuring staff and customers use them.

13. Ensure communication and staff briefings are timely and effective to inform staff of technical changes to procedures and systems and monitor the implementation of them.
14. Make effective and timely use of all relevant HR policies to support performance management and implement policies in accordance with the values and behaviours promoted by the organisation.
15. Ensure communication and staff briefings are timely and effective to inform staff of technical changes to procedures and systems and monitor the implementation of them.
16. Define, check and quality assure processes to ensure effective monitoring and delivery of service and implement identified improvements.
17. Ensures a continuous improvement culture exists for self and within the team and as a result establishes new working practices leading to performance improvements, enhanced customer service or reduced cost by identifying and facilitating improvements to service delivery.
18. To participate in wider organisational activities where own recognised strengths may be utilised (e.g. project management skills).
19. Be accountable for your own personal development needs in order to be fully equipped to meet current and future management and organisational needs.
20. Undertake such other duties as may be required commensurate with pay band and experience.

In addition to the above accountabilities, as post holder you are expected to

1. Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.
3. Encourage an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Follow NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

Responsible to: Optimisation Implementation Lead

Responsible for: Optimisation Implementation Support

Key relationships and connections: Internal/External customers. All parts of the NHSBSA Workforce Optimisation Team.

Person specification

Service area: Workforce Optimisation

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Personal Qualities, Knowledge and Skills

Essential criteria

1. IT skills for full use of management information.
2. Able to work on own initiative, taking decisions and actions in line with the aims of the organisation.
3. Proven leadership and motivation skills, encourages ownership and effective working relationships.
4. Identify and influence different approaches to working practices.
5. Drive and manage significant change to agreed quality standards.
6. Encourage innovation in others.
7. Excellent organisational, inter-personal and communication skills.
8. Proven time and self-management skills.
9. Innovative and forward thinking.
10. Discrete and sympathetic with a calm and confident manner.
11. Committed to continuous improvement, working in partnership with colleagues, able to develop their ideas.
12. Committed to contributing effectively to team working.

Desirable criteria

1. Understanding of the DPA, FOI & GDPR.
2. NHS Recruitment/HR Knowledge.
3. Ability to work effectively across locations.

4. Comfortable working away from home on occasion with nationwide travelling.

Demonstrated by

1. Application Form, Interview and Scenario based testing.

Experience

Essential criteria

1. Significant relevant Management/ Supervisory experience.
2. Experience of providing excellent customer service.
3. Experience of managing performance, taking corrective/ preventative action and proven delivery of performance improvements.
4. Experience of consulting with colleagues, conducting briefings and performance reviews.
5. Experience of resource management, managing workflow and multiple tasks.

Desirable criteria

1. Liaison with external organisations.
2. Knowledge of Authority HR policies.
3. Working in a customer service focussed environment.
4. Experience of training delivery.
5. Project Work.

Demonstrated by

1. Application Form, Interview.

Qualifications

Essential criteria

1. Supervisory or Management qualification NVQ level 4 or above or equivalent qualification.
- OR**
2. Demonstrable work-based experience.

Desirable criteria

1. Further Education Qualification.

Demonstrated by

1. Application Form/Certificates/Interview.

Core capability (minimum level)

1. Communicating with Impact and Influence – Level 3
Confidently engages with stakeholders to advocate and generate commitment to goals.
Communicates using appropriate style, method and timing with colleagues across all levels and functions.
Persuades others, using evidence-based knowledge, modifying approach to deliver messages effectively.
Negotiates well, responding to other people's expectations and concerns.
2. Innovating and Improving – Level 3
Uses creative methods to involve and generate new thinking from others.
Keeps others informed through a variety of methods in order to inform and gain commitment to changes.
Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area.
Challenges others to identify opportunities for cost saving and service improvements.

3. Working Together – Level 3

Creates, maintains and promotes a strong network of connections with colleagues across the organisation.

Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same.

Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common Understanding.

4. Enabling Performance and Potential – Level 2

Gets the best out of people by giving clear messages about priorities and expectations helping people to see what it means for them.

Provides regular and honest feedback to get the best out of people and to help them develop.