

## Job description

**Service Area:** Colleague Experience and Social Impact Team, People and Corporate Services

**Job title:** Colleague Experience Advisor

**Band:** Band 6

**Location:** Flexible with some regular travel

## Job purpose

The post holder will support the development and implementation of our programmes of work, advising on all matters relating to Wellbeing and Safeguarding across the organisation.

The role will be based in the Colleague Experience and Social Impact Team, in the People and Corporate Services directorate and will work with colleagues in the wider People Team to develop a culture where wellbeing and inclusion are embedded in the organisation. The post holder will support the NHSBSA's approach to wellbeing and safeguarding, which will include working collaboratively with managers and colleagues on relevant policies, systems, processes, and programme of work to enable the delivery of our aims and objectives. You will work on ensuring compliance with legislative and mandatory requirements and will also support a proactive culture which champions wellbeing, safeguarding, diversity and inclusion and ensures the NHSBSA has a positive impact for all, in line with the wider business strategy.

### In this role, you are accountable for

1. Supporting the Wellbeing, Safeguarding and Social Impact Lead in the delivery of relevant strategies and interventions, across all aspects of wellbeing and safeguarding.
2. Monitoring and evaluating wellbeing and safeguarding programmes in support of the wider business strategy and corporate objectives.
3. Ensuring compliance with all statutory and mandatory requirements for wellbeing and safeguarding generally.

4. Supporting the NHSBSA's participation in and submissions for a range of annual performance benchmarking standards including the Better Health at Work Awards, Menopause Friendly Workplace Accreditation and the White Ribbon Accreditation scheme amongst others and supporting the delivery of relevant action plans to maintain and improve upon the outcomes.
5. Providing specialist advice and guidance to managers and colleagues across the organisation on aspects of wellbeing and safeguarding, and signposting and escalating urgent/complex wellbeing, safeguarding, domestic abuse and mental health queries requiring specialist advice where required.
6. Supporting the creation and roll out of wellbeing and safeguarding delivery plans; analysis of workforce data and use of external benchmarking to inform our work.
7. Supporting the Colleague Networks including jointly chairing some of the networks and working closely with the various Network Co-Chairs to co-ordinate activity across the networks and overseeing their annual programmes of work, ensuring that this supports delivery of the wellbeing and inclusion strategies, and wider business strategy.
8. Advising on the various network's annual programmes of campaigns and events, working closely with the Communications and Marketing team to develop a wide range of internal and external communications and engagement pieces which increase colleague awareness and understanding, and raise the profile of the NHSBSA through external promotion with a wide range of stakeholders.
9. Working collaboratively with People Team colleagues, including co-creation and providing specialist advice on a range of People Team projects that support the NHSBSA's approaches to attraction, development and retention.
10. Working with the Talent Acquisition Team and Learning and Organisation Development Team to ensure that wellbeing is embedded into the approach to attract and retain talent in a hybrid world.
11. Supporting the Wellbeing and Inclusion Analysis process across the organisation, ensuring that changes planned to services and policies are compliant with social value, equality legislation and accessibility requirements, and advising project, policy or service leads on mitigating actions to remove or reduce risk.
12. Sourcing specialist support, training and providing wellbeing and safeguarding updates and information to colleagues.
13. Working with the Colleague Experience and Social Impact Team to design and deliver specialist training and awareness programmes for colleagues across the NHSBSA.
14. Horizon scanning, analysing and interpreting data and information, producing written reports and making recommendations for action, as well as contributing to annual reports and reports for the Wellbeing and Inclusion Committee.
15. Representing the NHSBSA in national and regional wellbeing and inclusion groups and forums, developing and maintaining excellent working relationships with internal and external stakeholders.
16. Deputising for the Wellbeing, Safeguarding and Social Impact Lead where necessary.

**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:** Wellbeing, Safeguarding and Social Impact Lead

**Responsible for:** Not applicable

### **Key relationships and connections**

1. Colleague Experience and Social Impact Team
2. Inclusion, Accessibility and Social Impact Lead
3. Colleague Network Co-Chairs and members
4. People Team
5. Communications and Marketing Team
6. Heads of Services
7. Other colleagues within NHSBSA
8. Members of the public and outside agencies
9. Internal and External Customers & Stakeholders

# Person specification

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**Job title:** Colleague Experience Advisor

## Personal Qualities, Knowledge and Skills

### *Essential criteria*

1. Working knowledge of Wellbeing and safeguarding, diversity and inclusion, law, policies and standards.
2. Working knowledge and understanding of best practice relating to wellbeing and safeguarding
3. Engaging presenting and facilitation skills
4. Ability to maintain confidentiality and deal with sensitive situations in an empathetic, non-judgmental, compassionate manner.
5. Excellent communication skills: ability to establish good working relationships with colleagues, managers and external organisations.
6. Good report writing and presentation skills.
7. Strong analytical and problem-solving skills.
8. Commitment to on-going professional development.
9. Prioritisation skills with ability to manage multiple projects and programmes of work.
10. Collaborative team worker.
11. Proactive, confident, enthusiastic, and ability to use initiative.

### *Desirable criteria*

1. Understanding of NHS and government strategy and policy agendas
2. Working knowledge of health inequalities

### *Demonstrated by*

1. Application form
2. Interview

## **Experience**

### *Essential criteria*

1. Experience in a Wellbeing and Safeguarding focussed role or people focused/HR role.
2. Experience of working in a customer focused environment interpreting relevant diversity and inclusion policy, standards and best practice.
3. Experience of advising, influencing and working with colleagues and managers (e.g., wellbeing, safeguarding, mental health and domestic abuse)
4. Experience of developing and implementing programmes of work and initiatives
5. Experience of chairing meetings, large forums and networks.
6. Project management experience such as delivering objectives and aims set out in delivery/action plans.
7. Data analysis: using an evidence-based approach to underpin decision making, to make improvements and recommendations.
8. Experience of responding to complex complaints and queries and using relevant best practice and legislation to support the recommendation or response.
9. Experience of supporting/co-chairing or working with colleague or staff networks.

### *Desirable criteria*

1. Experience of developing and delivering training.
2. Experience of advising on wellbeing and inclusion analysis / equality impact assessment
3. Experience of managing relationships with external organisations, stakeholders and charities.
4. Experience of managing change

### *Demonstrated by*

1. Application form/references
2. Assessment

### **Qualifications**

#### *Essential criteria*

1. Relevant degree or equivalent qualification or significant equivalent experience
2. Specialist qualifications/training in Wellbeing or equivalent experience.

#### *Desirable criteria*

1. MHFA Instructor Training
2. Safeguarding Qualification
3. Project Management qualification
4. Associate CIPD/People Management qualification

### *Demonstrated by*

1. Application form
2. Certificates

### **Core capability (minimum level)**

1. Communicating with Impact and Influence (level 2)
  - Regularly undertakes activities to engage all colleagues.
  - Confidently and clearly presents messages in all communications.
  - Puts forward own views in a clear and constructive manner and encourages others to do the same.

## 2. Improving and Innovating (level 2)

- Spots warning signs of things going wrong and escalates when required.
- Regularly reviews what and who is required to make a project/activity successful and makes on-going improvements.
- Creates regular opportunities for people to help improve service quality and responds to others' ideas.
- Recognises the emotional aspects of change and supports others to cope positively ensuring their well-being.

## 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.
- Advocates collective decisions, even if their own view differs.
- 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.
- Trusts and delegates appropriately, sharing accountability.

## 5. Making and Owning Decisions (level 2)

- Stands by and promotes own and team's actions/decisions where needed.
- Encourages others to take ownership and understand the consequences of their actions.
- Creates opportunities for others to suggest solutions and ideas to get involved in decision making.
- Gathers and uses evidence to assess the benefits and risks of a wide range of options when making decisions.

6. Understanding the Bigger Picture (level 3)

- Engages colleagues in developing their understanding of the business strategy and the part they play in its delivery.
- Supports others to understand and recognise the purpose of their business area, so that they are engaged and motivated by it Identifies people/teams across the business that face similar challenges and opportunities in order to work with them to produce the best outcome for the NHSBSA.
- Helps others understand the complex external environment in which the NHSBSA operates.
- Proactively scans the external environment, being alert to emerging issues and trends which might impact or benefit their own and their team's work and takes appropriate action.

**Relevant professional framework**

1. Not applicable