JOB DESCRIPTION

AFC No.:

JOB TITLE:	**Head of People Analytics and Optimisation**
BAND:	**AfC Band 8B (subject to full banding)**
DEPARTMENT:	**People and OD**
GROUP:	**Corporate**
RESPONSIBLE TO:	**Associate Director of People Transformation and Optimisation**
ACCOUNTABLE TO:	**Director of People and OD**

JOB SUMMARY

The post holder is responsible for leading and delivering the Trust's People Intelligence function, including system integration and strategic development aligned to national and regional initiatives. The post holder will build relationships with stakeholders to deliver value-added People Intelligence that informs organisational decision making.

The post holder will utilise, oversee and/or manage a range of systems including Electronic Staff Record (ESR), Access databases, Allocate Roster Software, TRAC Recruitment System and other intelligence systems, to support workforce modernisation and deliver the core reporting and ad hoc requirements of the role.

The post holder will have strong leadership and management skills, ensure the service is utilising the best available technology and attracting and developing the best available talent. They will be responsible for ensuring that the organisation has robust data and effective reporting to allow it to function as an intelligence-driven hospital.

MAIN RESPONSIBILITIES:

1. Maintain business continuity and creation of long-term resilience and team development where applicable; aligned to Trust and HR strategies.
2. Lead the People Intelligence Team ensuring the operational needs of the Trust are supported with high quality and timely information that informs workforce, quality, and financial decisions.

3. Lead on methodologies to support data modelling and scenario testing for service change within the Trust, ensuring data is used appropriately.
4. Co-ordinate the development and delivery of regular reports and ad hoc information as required by stakeholders including but not limited to People and OD, Groups, Executive Committees, Trust Board, external partners, and Freedom of Information requests.
5. Support the strategic direction of the People Intelligence Team in line with the Trust's Digital Strategy.
6. Lead Systems Implementation projects to completion and transfer to BAU, identifying the core components and resourcing needs for continuation of service following full and completed implementation.
7. Be the Trust lead for people/resourcing intelligence, through benchmarking and trend data identify areas of concern, quantifying the impact and facilitating data related interventions that support with understanding the issue(s) and monitoring improvements.
8. Manage the people intelligence function to ensure clear understanding of responsibilities, co-ordination and planning of operational and strategic work streams, line management of Systems Analysts and responsibility for the delivery of quality people management processes across all areas of an integrated People Intelligence Team.
9. Develop key stakeholder relationships and create awareness of the workforce intelligence agenda, using highly developed communication skills and technical knowledge to build rapport, gain credibility and influence.
10. Lead the continuous review and improvement of people intelligence delivered to the organisation, informed by regular receipt of stakeholder feedback and being at the cutting edge of innovations that positively evolve trust practice e.g. identification of workforce modelling methodology.
11. Contribute to the development and implementation of the People and OD Strategy.
12. Support the annual business and Workforce Planning cycle, co-ordinating the timely provision of people intelligence to inform the strategic planning process, triangulating strategic plans with returns including NHSi operating plan, NHS England submissions and regional demand forecasting.
13. Provide education and training for senior staff and service managers within the organisation to ensure their understanding of the key components of HR data and how they personally impact on the success or failure of the People service and strategy.
14. Develop and ensure that appropriate policies and procedures are in place to support effective service delivery and that these policies are reviewed on a regular basis.
15. Respond to ad-hoc information requests, both internally and externally and assist those requesting the information with interpretation and understanding.

Such information may be complex in nature and barriers to understanding may be encountered in such cases.

16. Lead on the production of reports and dashboards from multiple data sources including ESR, MS Access databases, TRAC Resourcing system and Health Roster by extracting, manipulating, and summarising highly complex data as required.
17. Ensure all information provided is accurate, clear, and delivered to deadlines. This will require adaptability as report requests frequently change requiring formulation adjustments and deadlines often re prioritised.
18. Interpret, format, and communicate information (written and statistical) in a manner appropriate to the audience. This will involve communicating highly complex, and sometimes highly sensitive, statistical data to non-statistical professionals to ensure they understand the information provided appropriately.
19. Reconcile complex data paying particular attention to detail and potential errors, over prolonged periods of time.
20. Lead the provision of high-quality accurate people intelligence, adopting a critical eye when investigating complex data issues and implementing a resolution.
21. Regularly run reports\queries to audit data quality of data and feedback any errors to appropriate departments for correcting\improving data quality.
22. Keep up to date with all systems developments, enhancements and known errors, communicating this often highly complex information to other users where relevant.
23. Remaining up to date with Trust, Network, Regional and National change relevant to the service provision and software.
24. Be responsible for the submission of the Trust's annual workforce plan.
25. Building the capability to provide a comprehensive forward-looking view of the business by incorporating workforce data, often highly complex from different source applications.
26. Providing insight into the key drivers, demographic shifts and policy developments that may affect the availability and cost of talent.
27. Developing program and project plans, resource requirements and strategic analysis and research for business growth.
28. Budget manager for assigned projects.
29. Designing the strategic and workforce planning for the organisation.
30. Co-ordinating the full end-to-end workforce planning engagement including the facilitation of stakeholder meetings, data analysis, and the creation of compelling presentation to communicate key findings.
31. Designing and conducting complex quantitative & qualitative analyses to identify trends in workforce behaviours.
32. Developing reporting, managing timelines, and coordinating input from across the organisation and key business partners.

33. Developing a strategic approach to workforce management that combines insights from workforce analytics, HR best practices and business strategy.
34. Working closely with colleagues in Finance and Performance & Insight to develop supporting tools & resources to promote transformation and optimisation (e.g., Rostering, Bank & Agency, Job Planning etc).
35. Conducting often highly complex workforce planning analysis to determine what gaps exist between the current and projected workforce needs in the short-term and long-term.
36. Enable robust conversations on the real future skills and capabilities required to execute on the future business strategy & vision.
37. Developing accurate longer term (3 year +) predictions that can feed into the budgeting process, providing a more precise view of costs/savings.
38. Enhanced planning for downstream cross-functional activities to meet the changing needs of the workforce.

CONFIDENTIALITY:

- The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY:

- Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

- If you are a manager, you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

RISK MANAGEMENT:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

- The Trust has a clear commitment to its equal opportunities policy, and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

- The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

- To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS:

- Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

INFECTION CONTROL:

- The Trust is committed to reducing the risk of health care acquired infection. Accordingly, it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

SMOKING:

- This Trust acknowledges it responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

I agree that this Job Description is an accurate reflection of my current role and responsibilities.

Name: ………………………………….

Signature: ………………………………….

Date: ………………………………….