

PERSON SPECIFICATION

Job Title:	Head of People Analytics and Optimisation	AFC No.:
Band:	AfC Band 8b (subject to full banding)	
Department:	ESR	
Group:	Corporate	

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<ul style="list-style-type: none"> • Experience managing people systems: Employee Records and electronic roster suites. • Recent experience of undertaking workforce planning preferably in an NHS organisation • Career based use or exposure to local Databases (e.g. Microsoft Access) • Evidenced implementation of new processes, systems, or functionality across an organisation. • Record of service delivery and innovation in a complex, customer centred and/or system/information environment. • Experience at management level, taking responsibility for meeting a wide range of service and business performance targets. • Experience of setting and delivering of KPIs and SLAs to meet organisational need. • Proven experience delivering and implementing system change raising performance. • Experience of implementing improvement, monitoring change, and assisting staff in changing their working practice 	AF / I	<ul style="list-style-type: none"> • Experience managing functionality in ESR and/or Health Roster. • Implementation of new systems in a Healthcare Setting • Experience of delivering HR system services in a large organisation • Change/Process Management experience within a Systems setting 	AF / I
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to master's degree or equivalent knowledge and experience. 	AF / I		

	<ul style="list-style-type: none"> Formal training in Workforce Planning or equivalent career experience. Formal qualification or relevant experience in data manipulation or analysis tools (e.g. Excel, BI) 			
KNOWLEDGE	<ul style="list-style-type: none"> Ability to develop effective working relationships with stakeholders at all levels. Excellent communication skills, both written and verbal and ability to understand complex issues. Excellent organisational skills and the ability to prioritise and work using own initiative. Attention to detail and accuracy. Ability to use own initiative and judgement in dealing with complex problems and providing effective solutions. Ability to work to deadlines and respond to changing and competing service priorities, managing time effectively. Excellent IT skills, including Microsoft (Excel, Access, and Word) and ability to use other systems, as required. 	AF / I		
PERSONAL QUALITIES	<ul style="list-style-type: none"> Ability to work effectively within a team environment. Strong leadership skills Able to use initiative and think creatively Able to problem solve Able to show empathy Strong persuasive/influencing skills Able to use research skills Able to exercise project management skills Able to work autonomously as a subject matter expert Ability to build and maintain strong working relationships and work collaboratively with a range of internal and external stakeholders High level of tact and diplomacy skills 	AF / I		

MANAGEMENT / SUPERVISION / COORDINATION SKILLS	<ul style="list-style-type: none"> • Able to take responsibility for full range of management activities, e.g. recruitment, staff development and training, appraisal, performance management, discipline. • Able to develop business plans for area of responsibility. • Able to manage a budget within strict financial controls. • Able to manage multiple projects simultaneously, prioritising appropriately. • Able to develop long term strategic workforce plans to support organisational objectives and savings targets. • Able to effectively monitor, evaluate and report on delivery of workforce plans/projects. 	AF / I		
WRITTEN SKILLS	<ul style="list-style-type: none"> • Able to prepare and analyse highly complex reports for a range of purposes, e.g. business cases, proposals, committee reports etc. • Able to research and write complex documents/briefings, considering best practice, organisational culture and national guidance. • Able to develop Audits and reports on outcomes. • Able to design and deliver training programmes. • Able to analyse and present highly complex information and data 	AF / I		
COMMUNICATION / VERBAL SKILLS	<ul style="list-style-type: none"> • Able to communicate highly complex sensitive or contentious information at all levels throughout the organisation with the ability to persuade, negotiate, motivate or reassure as necessary, where opinion may be hostile, antagonistic and/or emotive. • Able to confidently articulate complex arguments to achieve agreement or cooperation for a course of action. • Demonstrate a high level of communication skills in the following areas: <ul style="list-style-type: none"> ○ Coaching skills ○ Mediation skills 	AF / I		

	<ul style="list-style-type: none"> ○ Negotiation/consultation skills ○ Presentation skills to large audiences. ○ Training skills. • Able to demonstrate well developed interpersonal skills. • Ability to use tact and diplomacy in promoting ideas and changes including, where necessary, difficult to explain, multi-stranded technical issues. 			
RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES	<ul style="list-style-type: none"> • Able to effectively manage budget for area of responsibility (pay and non-pay) within Trust guidelines. • Able to ensure efficient use of resources within area of responsibility through Lean working 	AF / I		
PHYSICAL SKILLS	<ul style="list-style-type: none"> • Some travel between sites may be required. • Standard keyboard skills 	AF / I		
MENTAL EFFORT	<ul style="list-style-type: none"> • Able to concentrate for long periods where the work pattern is unpredictable • Able to work within an environment with frequent interruptions. • Able to work within stressful, unpredictable situations. • Ability to analyse and interrogate highly complex information, form judgements, weigh risks and provide advice accordingly, often within tight timescales. • Ability to research highly complex information • Occasional requirement for intense concentration which requires in-depth mental attention and proactive engagement e.g. complex reports or technical solutions required 	AF / I		
WORKING CONDITIONS	<ul style="list-style-type: none"> • Ability to work within an environment that involves occasional exposure to unpleasant working conditions e.g. of verbal aggression. • Able to work effectively within a shared office environment. • Continuous VDU use 	AF / I		

	<ul style="list-style-type: none"> • Able to work in a pressurised environment with conflicting priorities and tight deadlines. 			
EMOTIONAL EFFORT	<ul style="list-style-type: none"> • Ability to work effectively when dealing with staffing issues that require diplomacy and sensitivity on a frequent basis. • Ability to impart difficult, distressing news to staff, for example, (suspension decisions, disciplinary warnings/dismissals on a frequent basis) • Able to deal effectively with conflict to achieve a positive resolution wherever possible. 	AF / I		
Other		AF / I		

Key: AF - Application Form / I - Interview / P - Presentation / T - Test