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Revision:	1
Approved by:	HR

Job Description

Title:	HR and Recruitment Advisor (Clinical Lead)
Responsible to:	CEO
Hours	Part time; 30 hours per week
Proposed Salary:	£28,332 to £29,473 per annum (pro rata)

1. Job Role/Purpose:

- Be the lead contact for managers and employees in the Clinical departments of the organisation, including GP's, Practice Nurses and other clinical teams (circa 70 employees) for all HR and recruitment matters.
- Provide high quality advice and guidance to line managers, ensuring high levels of accuracy and confidentiality at all times.
- Provide HR support with employee relations, e.g. in disciplinary meetings, grievances, absence review meetings, etc.
- Coach and develop of line managers, empowering them to tackle conduct and performance issues in their teams to get the best outcomes.
- Develop and maintain accurate statistical management information.
- Ensure the HR department provides an excellent service to the business.

2. Main Duties and Responsibilities

- Work closely with the HR and Recruitment Advisor (Non-clinical lead). Working on joint projects to implement positive change for the whole organisation.
- Coach and develop managers empowering them to manage any issues in their teams.
- Recruitment and on-boarding of new employees including being on the interview panel and conducting employee inductions.
- Advise and support managers on a wide range of employee relations matters including changes to contract, flexible working meetings, disciplinary and grievance.
- Ensure all ER cases are dealt with in a timely manner, advising managers on process and taking notes. Produce quality letters detailing outcomes.
- Review and update HR policies and procedures.
- Prepare and hand over information regarding new starters, leavers, contractual changes and long term sickness to the Finance department for payroll purposes.
- Conduct exit interviews and acting on findings to ensure any improvements are implemented.
- Resolve employee queries in a timely and efficient manner.
- Provide accurate management information as requested - developing and maintaining various trackers and analysing results / providing report as requested.
- Manage HR files in line with CQC and GDPR/legislative standards, updating compliance information, starters, leavers etc.
- Maintain all absence and sickness records, escalating individual cases to the line manager and supporting with the next steps when trigger points are hit.
- Supporting with and conducting welfare meetings and keeping accurate records of discussions.
- Support and lead on a variety of projects including, change management, manager toolkits,



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employee engagement & wellbeing activities.

- Undertake any other duties as requested commensurate with the role.
- Build relationships across the organisation with all level of staff.

Qualifications and experience:

- CIPD qualified.
- Degree qualified or a HR equivalent level.
- Have an up to date and working knowledge of HR best practice and a thorough understanding of practical employment law.
- A minimum of 3 years HR experience.
- A positive, friendly, flexible, and capable manner, able to build relationships quickly.
- Strong interpersonal, verbal and written communication skills.
- Excellent time management, organisational and computer skills including Word, Excel and PowerPoint.
- Prior experience in healthcare and knowledge of CQC requirements would be a distinct advantage.

Other Responsibilities

Health and Safety

- Comply with the Health and Safety at Work etc. Act 1974.
- Take responsibility for own health and safety and that of other persons who may be affected by their own acts or omissions.

Equality and Diversity

- To carry out responsibilities in line with Equal Opportunities Policy and Procedure.

Risk Management and Clinical Governance

- To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.

Confidentiality

- Maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Data Protection Act 1998 and GDPR, including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/ or prosecution.

Safeguarding

- Whilst in post, Staff are expected to acquire and update their knowledge on safeguarding as per the Intercollegiate document requirements and SHP policies.

General

- To undertake any other duties commensurate with the role, within the bounds of his/her own competence as defined in the attached Person Specification.
- The role is office based at Haslucks Green Surgery; however, flexibility is required as the post holder may be required to work at various SHP sites on occasion.
- Considering national policy and due to the operational needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

Vision Statement: To be the most respected Primary Care provider in the Birmingham and Solihull Region.



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Mission Statement:

Sustainable Primary Care services that meet the needs of our patients and commissioners.

Have a united, strong and financially viable organisation.

Practice of choice for our patients and the employer of choice for our people.

Person Specification	Desirable	Essential	How Assessed
Qualifications			
Effective numeracy and literacy (GCSE Maths and English)		*	Application
CIPD level 5		*	Application
Knowledge			
Proficient in key Microsoft applications – Word, Excel and PowerPoint		*	Application
Knowledge of computerised records systems		*	Application
Current knowledge of HR best practice and employment law		*	Application & Interview
Skills			
Demonstrates effective communication both written and verbal		*	Application & Interview
Able to handle sensitive and emotional issues including conflict effectively		*	Application & Interview
Able to prioritise workload effectively and to work well in a busy, fast paced environment		*	Application & Interview
Ability to show initiative and to be proactive and responsive to changing business needs		*	Application & Interview
Ability to work effectively as part of a team		*	Application & Interview
The ability to be self-motivated with a can-do attitude		*	Application & Interview
Excellent attention to detail		*	Application & Interview
Experience			
Understanding Local Practice and the key challenges	*		Application & Interview
Generalist HR and recruitment experience		*	Application & Interview



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Able to maintain a high level of confidentiality		*	Application & Interview
Personal Qualities			
Evidence of team working		*	Interview
Evidence of working on own initiative		*	Interview
Flexible approach to workload		*	Interview
Other			
Car owner/driver		*	Interview