Living Well Partnership

Recruitment Pack

HR Manager

30 – 37.5 hours per week

Permanent

Hours: 30 - 37.5 hours
Salary: £32,500 - £35,000 per annum
Benefits: 6 weeks holiday, Employee Assistance Programme, Bereavement Leave, 14.24% employer NHS pension contributions.

The HR function at Living Well Partnership has made huge progress in the past 3 years in implementing quality employee support and wellbeing initiatives, developing and implementing key ER activities and improving our onboarding and induction processes. We're now looking for a HR Manager to continue this progress and keep up the momentum of key objectives.

Our function has become an integral part of the Partnership for our employees, especially for our line managers and senior team. You'll be keen to coach line managers, collaborate with the senior management team, and work alongside the HR Administrator to really progress our new focus on Employee Value Proposition and the Employee Experience. You'll be passionate about achieving the best experience for our employees and keen to find innovative new ways to engage our teams.

You should have at least 3 years' experience in an HR role with some experience of having directly line managed people yourself. You'll be confident in progressing all employee relations cases and able to make pragmatic decisions to achieve the best outcomes for all stakeholders. You'll be qualified to CIPD Level 5 minimum and have previous experience of working with HR systems, reporting on key people metrics, and regularly supporting managers and employees.

This is a hands-on role – you should be comfortable spending one on one time with managers, advising on best practice and keeping the Partnership's expectations in balance with the employees' reality of working in frontline healthcare. You'll always have continuous improvement and excellence of service in mind and be ready to hit the ground running.

If you're keen to take the next step in your career from being an HR Officer, Coordinator or Senior Administrator, we're a nurturing employer who loves to support and develop our employees. Don't be afraid to take the leap and apply, even if you haven't held the title of 'HR Manager' before; experience of working in healthcare isn't necessary.

We are happy to explore hybrid working after the successful individuals' first 3 months in post. The role will be based at Weston Lane Surgery; however, travel to other sites is an expectation of the role.

To apply, please email your CV with a covering letter detailing how you meet the requirements of the role to hiowicb-hsi.livingwell-recruitment@nhs.net

Living Well
Partnership

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. Now we're made up of eight surgeries with ten partners, who were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes, and as of March 2023 we are so excited to be implementing our Continuity Project.

Our reach

We care for 45,000 adults and children across the eastern Southampton region. Our eight different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

We have developed a continuity model which sees 12 separate GP teams taking on their own patient list of around 3,500 patients. Each team is supported by a dedicated Care Coordinator, a Care Coordinator Assistant, and the multi-disciplined shared clinical resources of our Partnership, including: 21 Non-Principal GPs including 5 retainers, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves on being able to address medical, physical, psychological and social aspects of care. By allowing our GP teams to manage their own patients, they can spot the patterns that allow us to provide much more efficient clinical services.

Next generation

As a practice that strives for continuing clinical excellence, we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for a motivated and passionate HR Manager who wants to support all of our employees to embrace the changes we're making to general practice. We want to help you develop and become a great leader, as part of our senior management team.

Come and talk to us, come and see what we are doing, come and join us.

Living Well Partnership

Job description & person specification

Job Title:	**HR Manager**
Status:	Permanent
Salary:	£32,000 - £35,000 pro rata FTE
FTE:	30 – 37.5 hours per week
Location:	Practices of Living Well PCN Southampton
Accountable to:	Non-clinical Managing Partner
Team / Function	Central Services

Overall Aim

The HR Manager is responsible for the efficient and effective management of the Partnership's employees' life cycle, from recruitment to offboarding. To ensure the provision and development of a high-quality service, within a safe, efficient and effective working environment whilst complying with all statutory and legal regulations.

Key Responsibilities

1. HR Strategy

- Advise and support the Partner and Senior Management team to achieve and maintain compliance with legal and regulatory obligations, with the support of external employment law advisor.
- Maintain Partnership policies and procedures, including Employee Handbook, and identify necessary amendments or omissions, to be promptly communicated to external employment law advisor for action.
- Ownership of the management of employee relations and consultation processes; supporting and coaching line managers, reducing ambiguity in implementation and process, and seeking advice from external employment law advisor when necessary.
- Manage pay and benefits
- Manage and maximise the use of our HR system, Cezanne, and any other systems utilised by the function
- Help to build a culture of continuous improvement aligned to our vision, aspirations, and values of the Partnership
    - Identify cost-saving activities and improvements, and ways to better utilise time, systems, and function dynamic
    - Revision of ineffective processes, initiating collaboration with line managers
    - Provide challenge and support to organisation design and change implementation
- Support the definition, planning and implementation of strategic change projects e.g., reorganisation, providing leadership on agreed projects

2. HR Operational

- To provide an end-to-end administration service for all employment matters
- Ensure effective management of an end-to-end recruitment process
- Ownership of onboarding process; including management of induction activities, pre-employment documentation and administration and new starter support and feedback surveying.
- Provide an HR service of advice and training to managers and employees.
- Ensure job descriptions for all positions within the Partnership are relevant to the needs of the Partnership.
- Ensure all GPs receive a contract of employment according to their individual terms e.g. annualised, term-time, retainer etc.
- Support Partners with the administration of GP contractual arrangements e.g. applications for Retainer GPs, IGPR candidates, and term-time only GPs.
- Ensure up-to-date HR files for all staff including temporary staff.
- Provide a monitoring and reporting process for key employment issues.
- Ensure compliance with the GDPR / Data Protection Act in relation to employee records.
- Administer employee data for the purpose of national, local, and industry statistical reporting and analysis e.g. NWRS reporting, ONS reporting etc.
- Support managers in the review of competency frameworks and associated pay scales.
- Continually update knowledge of industry standards and compliance i.e. NHS, BMA, and CQC.
- Represent the HR department in delivering the highest standards in regulatory inspections.
- Monitor completion of mandatory training and support with the arrangement of ad hoc training provisions to support employee development and upskilling.
- Maintenance of HR template library, including letters, forms, and packs.
- Carry out necessary risk assessments when needed, with support of Facilities Coordinator.

3. Employee relations and engagement

- Support managers in the facilitation of up-skilling, cross-training, dual-role management, and identification of employee training and function improvement strategy.
- Coordinate the annual appraisal process and provide support to line managers and staff.
- Manage the HR team in delivering an effective HR induction programme to all new starters, embedding culture of support and engagement.
- Advise and support managers with employee relations issues including induction, probation, performance management, appraisals, disciplinary, grievance, occupational health and redundancy.
- Collate staff insight through employee surveys, focus group discussions and meetings. Plan and implement suggested improvements where possible.
- Maintain the progress of the Partnership's employee wellbeing focus, through initiatives.
- Promote the maximum take up of exit interviews for all leavers, reporting findings and making recommendations.
- Ensure a robust performance management approach with direct reports.

Key Results

1. Timely and qualified advice and guidance to managers
2. Management of all related HR documentation in a timely and accurate manner

3. Accuracy of Payroll
4. On time achievement of induction, probation, performance reviews and mandatory training requirements
5. Evidence of delivering a culture of support, collaboration, and engagement

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Role Experience, Knowledge, and Skills Profile

HR Manager

Experience & qualifications	• Educated to degree level or equivalent • HR Management CIPD Level 5 or 7 • 3 years' experience in HR role • Previous experience of direct line management, HR or otherwise • Demonstration of ongoing professional development
Knowledge	• Sound knowledge of employment law and practical application • Knowledge of quality systems and key performance indicators • HR processes, systems, and regulations
Skills	• Ability to plan strategically while coping with the day to day • Excellent interpersonal skills • Excellent organisational skills • Good verbal and written communication skills • Computer literate • Ability to work on own initiative • Excellent negotiation skills • Ability to identify areas for improvement and implement effective change, while considering all stakeholders
Personal style and behaviour	• Personal commitment to the values, vision and objectives of the Partnership • Ability to work under pressure • Highly motivated and able to empower others • High expectation of self and others • Able to work for the benefit of the team
Other requirements	• Evidenced commitment to equality and diversity • Willingness to work across sites and own transport essential

Salary & remuneration

Position	HR Manager
Normal Work location	Weston Lane Surgery
Remuneration	£32,00 – 35,000 FTE per annum
Hours of work	30 – 37.5 hours per week
Annual Leave	6 weeks + all bank holidays
Pension	NHS Pension with 14.24% employer contribution

If you have any queries please contact the recruitment team on hiowicb-hsi.livingwell-recruitment@nhs.net