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| **Job Description** | |
| **Post title** | Workforce Planning and Resourcing Advisor |
| **JE Reference No** | N11291 |
| **Grade** | Grade 9 |
| **Service** | Resources |
| **Service Area** | HR and Employee Services |
| **Reporting to** | HR Business Lead – OD/WFD |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post is not subject to a DBS |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State |

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| **Description of role** |

The role will support Adult Social Care with workforce planning, recruitment and resourcing and workforce stabilisation, ensuring recruitment and resourcing activity is effective in securing and maintaining a stable workforce.

The postholder will work alongside service managers and HR and Employee Services colleagues to understand trends in workforce data and to monitor workforce stability, identifying any risks and developing workforce planning solutions to mitigate those risks.

This will include targeted marketing and advertising campaigns, reviewing adverts, job descriptions and person specifications and ensuring any recruitment displays the council and services as an employer of choice and attractive to potential candidates. The post will ensure standard and bespoke advertising via multiple mediums, in addition to ensuring the recruitment and selection processes are fast and effective.

The post holder will work with HR and Employee Services colleagues in terms of exploring workforce planning initiatives as alternatives to recruitment where required and will work with the Service Workforce Development Teams to improve onboarding, induction and development opportunities.

The successful applicant will keep abreast of developments in the wider care market, understand trends and ensure these are considered in any plans.

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| **Duties and responsibilities** |

**Workforce Planning**

* Receive regular workforce data on behalf of the services, analyse, identify and track risks in workforce stability and develop plans with HR and OD/WFD Teams to increase stabilisation.
* Track the success of initiatives, explore wider learning, trends in the Care Market and identify future solutions.
* Undertake horizon scanning and benchmarking with others for sector led best practice.
* Seek opportunities or maximise available external funding to support recruitment and retention initiatives.
* Work in partnership on a national and regional basis with other bodies such as Skills for Care, NESWA and Social Work England to support recruitment developments.
* Analyse leavers, exit interviews, and age profile, engaging with the service to propose future plans.
* Consider employee engagement feedback strategies and initiatives, support managers with regular ‘temperature checks’ of the workforce.
* Have a close working relationship with (AHS Development and Learning team) or (WFD teams and the service) to understand the workforce development offer/career pathways for prospective candidates.

**Recruitment**

* Review the employment offer/ employee experience for candidates considering a career in adult social care/ care and make suggestions for improvements.
* Be able to promote benefits and welfare programmes to perspective candidates to encourage engagement at the point of recruitment.
* Commence recruitment episodes with managers ensuring the relevant approvals are sought via a self-service HR system (MyWorkforce).
* Review and update job adverts ensuring the advert reflects the role, this will include comparison of similar roles on the open market to ascertain effectiveness of advert.
* Consider routes for recruitment and liaise with colleagues to ensure timely upload of adverts to media.
* Source, initiate and manage additional promotion of vacancies to ensure the widest reach; this could include paid advertising through Facebook and LinkedIn and bespoke advertising through specialist journals or professional supplements.
* Liaison with recruiting managers to agree additional advertising including content of advert and any associated costs.
* Work with recruiting managers to ensure the effective co-ordination of shortlisting and interview activity.
* Actively source and manage the recruitment of suitable candidates for short-term contracts in accordance with the council’s neutral vendor in relation to agency workers.
* Maintain an up-to-date knowledge and understanding of the council’s recruitment and selection policy and procedures. Consider any improvements to the process relevant to the service area.
* Ensure pre-employment checks are robust and expedited
* Actively seek out local recruitment events to ensure Adults Services are represented, this could include the sourcing and production of promotional materials
* Ensure that confidentiality and data protection requirements are maintained and adhered to
* Maintain an up-to-date knowledge and understanding of the council’s recruitment and selection policy and procedures
* Support Managers in alternative ways to recruit, including use of competency-based questions, and other methods.

**On-boarding and Induction**

* Proactively link with the applicants and Payroll and Employees Service colleagues to ensure timely initiation and progression of pre-employment checks
* Agree and coordinate start dates for new employees, and ensure induction is fit for purpose and robust.
* Plan and support the induction of new staff liaising with (AHS Development and Learning team) or (WFD teams and the service) on issues linked to training and required programmes of learning

**Monitoring and reporting**

* Proactively review historical recruitment activity and successes and consider alternative approaches where evidence highlights market challenges or persistent failed recruitment episodes.
* Monitor, review and report on recruitment activity and vacancy data ensuring managers are updated and informed.
* Through data analysis, identity any delays in the recruitment process and proactively seek solutions.
* Monitor and manage start dates for new employees co-ordinating on-boarding requirements in managers diaries.
* Work in conjunction with (AHS Development and Learning team) or (WFD teams and the service) to support managers in terms of succession planning and workforce planning.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety Policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information during the course of their work and follow the council’s policies and procedures in relation to data protection and security of information.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality-of-service provision and support decision making processes.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Level 3 qualification in Business Administration, Human Resources (HR), Human Resource Management (HRM) or an equivalent relevant qualification | * GCSE grades 9-4/A\*-C in Maths and English or a qualification that is equivalent or higher |
| Experience | * Experience of providing effective HR/workforce development or recruitment support * Competent in the effective use of ICT systems including Word, Excel and PowerPoint | * Understanding of and ability to use computerised HR systems * Recruitment experience including the design of job adverts * Experience of managing social media advertising to maximise reach in the open market * Marketing |
| Skills & Knowledge | * Verbal and written communication skills * Well-developed people skills with the confidence to work with people at all levels of the organisation * Excellent organisational skills, ability to prioritise and meet deadlines and multi-task in a fast-paced environment * Ability to present information in both written and numeric format * Ability to work independently with minimum supervision * Confidence to use own initiative and make effective decisions * Ability to maintain confidentiality and comply with data protection requirements | * Familiar with the checks associated with pre-employment including DBS and Right to Work |
| Personal Qualities | * Highly self-motivated * Professional * Exceptional organisational skills * Effective decision maker * Flexible in approach to work * Ability to build rapport and positive working relationships | * Confidence to challenge |