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**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| Job Details  **Job Title:** People Consultant  **Banding:** Band 7  **Specialty/Department:** People Solutions  **Reports to:** Senior People Consultant |

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| **Service Description:**  People Solutions service is a portfolio of complex work aimed at shaping and strengthening a values led culture of engagement, wellbeing, effectiveness and inclusion to drive sustainable organisational performance. Establishing working practices which deliver high performing teams and strengthens trust in relationships at all levels in LCH. Enabling client interaction through the phases of OD; contracting, data collection, data analysis, feedback, action planning, design intervention, evaluation and exiting. The service works in collaboration with the Senior People Partner, People Partners and People Services Manager on joint project work and People Directorate priorities.​  People Solutions deploys specialist expertise and evidence to:  • Influence decisions and priorities related to organisational culture and people practices at LCH.  • Diagnose and design interventions that respond to organisational needs and priorities  • Deliver specialist services and action plans from the People Solutions Portfolio which incorporates Inclusion, Leadership, Health & Wellbeing, Employee Engagement, Resourcing, Reward, Retention, Psychological Support, Coaching & Mentoring.  • Deliver specialist and one-off projects: collaborating with People Operations colleagues in time-limited project teams  • Provide consultancy and specialist advice: within and outside the People Directorate  • Improve the capability of LCH people to deliver on the People agenda and organisational strategy  • Assess and share the impact of interventions, including through analysis, formal reporting and returns |

**Job Purpose**

The post holder will support four key areas of focus. Firstly, it involves delivering interventions related to key workforce strategy pillars such as Wellbeing, Leadership, Resourcing, Inclusion, and Organisational Design, adapting to evolving business needs. Secondly, the role entails supporting the design and implementation of tailored solutions, working in multidisciplinary project teams, and ensuring a smooth transition of successful interventions into operational teams. Thirdly, it involves the delivery of specialised services like CRISSP and Coaching/Mentoring, ensuring their operational effectiveness. Lastly, the role provides consultancy and expert advice to the organisation, while also upskilling and empowering managers to handle people-related issues independently.

The post holder will also work closely with the other People Consultant/s and stakeholders in developing solutions that support strategic cultural changes and projects that underpin the delivery of LCH strategy.

**Key Responsibilities**

* Act as a change partner, consultant to support the behavioural aspects of sustainable change, through the OD consultancy cycle with services and teams.
* Work with People Business Partners to leverage people data for improvement planning for defined business/service areas
* Provide team development support including diagnostics, design, facilitation, coaching and evaluation
* Design and delivery of a range of People Solutions initiatives across the range of pillars (Leadership, Health and Wellbeing, Inclusion, resourcing etc)
* Promotion and development of an integrated learning and wellbeing culture, working collaboratively with other teams to achieve this
* Support and collaborate with managers and leaders to leverage employee feedback shape improvements. Enabling managers to feedback, facilitate and engage teams in collaborative action planning
* Support the delivery of key Workforce Strategy Pillars including Wellbeing, Leadership, Resourcing, Inclusion and Organisational Design.
* Enable to transition of successful interventions into either People Operations or a Specialist People Solutions Service, as appropriate.
* Deliver specialised services, ensuring that they are fully operational and delivering value as intended.
* Provide consultancy and expert advice to the organisation whilst also progressing work to upskill and empower managers to handle people-related issues independently.

1. **Main duties**
2. Initiate, design, develop and contribute to new and current organisational development interventions.
3. Participate in the design and delivery of specific programmes of work and projects, engaging with key stakeholders.
4. Proactively support coaching activity and the development of coaching skills for managers and leaders within the Trust
5. Work with our Project Manager, People Partners, Service Analysts and other People Operations colleagues on the analysis and distribution of cultural surveys.
6. Develop OD interventions in response to the diagnosis of data and a key part of the OD cycle.
7. Consult, advice and codesign with key stakeholders to identify OD interventions that will support service transformation.
8. Work with colleagues across the Trust on wider strategic change projects of which organisational development design is a constituent part.
9. Deliver effective and efficient specialist services ensuring that performance and effectiveness is measured and monitored.
10. Diagnose, design, action plan and evaluate the impact of interventions.
11. Support and coach teams to identify, quantify and evaluate the benefits derived from the implementation of organisational development interventions.
12. Maintain up to date knowledge and information on current thinking, best practice consultancy services, organisational development and system interventions.
13. Build networks regionally and nationally to inform best practice on organisational development.
14. Develop good relationships and partnering arrangements with colleagues in delivering solutions that meet organisational needs and align with organisational strategy.
15. Use evidence-based methodologies to support decision making and assist others to do so.
16. **Consulting**
17. Provide expert consultancy services to managers and leaders across the trust regarding the implementation of new organisational development and system projects.
18. Maintain contact with external regional and national bodies, internal and external to the NHS regarding developments, OD practice, sharing knowledge within the Trust and specifically with People Solutions and People Operations colleagues
19. Build relationships within and outside the NHS to share best practise and learn from others experience.
20. Provide consultancy services that allow for the creation of successful and proactive teams to be able to support the Trusts business plans and strategy
21. Undertake People Solutions project work in line with Trust and system-wide priorities
22. Promote and further develop strategic alliances with external organisations in Health and Social Care, establishing and strengthening links for the benefit of successful partnership working.
23. Include and engage with staff side colleagues where appropriate on policy and project work that impact on our people.

### Managing self and others

1. Demonstrate commitment to and practice of the Trust’s values & behaviours
2. Participate in regular supervision.
3. Attend all statutory and mandatory training relevant for the role.
4. Line management of work placements, project support when necessary.
5. Participate in the Trusts appraisal process attending 1-1’s, mid-year review and annual appraisal, agreeing personal development needs.
6. Comply with all Trust policies, procedures and protocols.
7. Demonstrate active engagement with and commitment to the organisation’s approach to Inclusion, Equality & Diversity.

**4. Leadership**

1. Ensure that a professional service and image is maintained at all time, thereby acting as a role model to all staff.
2. Provide a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation.
3. Role model compassion and inclusion through all aspects of their behaviour.
4. Demonstrate leadership in everyday practice through identifying creative and innovative solutions, engaging in leadership development appropriate to level and encouraging development as part of the team.
5. In the absence of senior managers, the postholder will be able to delegate, organise and prioritise to ensure safe delivery of the service.
6. Inspire others to be positive in their support of continuous improvement.
7. Ensure that individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
8. Take responsibility for their own and others’ health and safety in the working environment.

**5. Learning and Development**

1. Undertake any training required to develop or maintain proficiency within the field of OD consultancy.
2. Evaluate own consultancy practice and identify areas of development by creating learning objectives to meet any skills gaps.
3. Commit to delivering and sharing learning opportunities with team members and other agencies to develop self and others.
4. Attend regular supervision sessions to reflect and debrief.

**6. Partnership and Team Working**

# Actively work towards developing and maintaining effective working relationships both within and outside the Trust including other agencies.

1. Responsibility for communicating present and future changes within the team and/or new tools or national plans. This can be challenging and complex in its content i.e. implementing national, organisational and/or services changes
2. Explore the potential for collaborative working and take opportunities to initiate and sustain such relationships.
3. Actively contribute to the multi-disciplinary team, supporting customers including communication with external providers and other agencies; acting as a credible source of information for other agencies/professionals involved as required.

**7. Innovation and Quality**

1. Work with managers and colleagues to continually improve the quality of service delivery within the overall organisational governance frameworks and corporate objectives.
2. Acts as an advocate for customers recognising the boundaries of their knowledge; liaising and signposting on to other services/agencies as required.
3. Ensures that service user experience is core to all service development gaining support from the appropriate teams as required.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** | |
| **PHYSICAL EFFORT**  What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.  Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | * Daily use of keyboard skills for reporting writing, development of presentations, policy writing, emails * Occasional requirement to lift and move boxes/files/equipment * Occasional requirement to carry equipment (laptop, projector, presentation materials) for training delivery |
| **MENTAL EFFORT**  Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.  Is the post holder required to drive a vehicle? If so please specify duration and frequency. | * Frequent requirement for prolonged concentration when advising , guiding and interpreting specialist and sometimes highly complex issues including policies, procedures and issues * Frequent interruptions which could include supporting managers or responding to staff issues * Frequent interruptions for advice and queries by staff and members of the wider team * Needs to be organised to ensure deadlines are met and reports are produced within policy timescales.   The nature of the work is unpredictable and plans regularly need to be reviewed, often on a daily basis as a result of urgent enquiries. |
| **EMOTIONAL EFFORT**  Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?  How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Regularly dealing with large groups (50 +) of staff eg engagement events and frequent dealing with smaller groups (10-20) when delivering training  Occasional dealing with staff who have barriers to learning and may be hostile and emotive. |
| **WORKING CONDITIONS**  Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | * Some situations with staff can be confrontational and the staff can become aggressive and upset. * Use of VDU for long periods on a daily basis |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 7 |
| **Hours:** | 37.5 |
| **Contract:** | Fixed-Term |
| **Salary:** | £46,148 to £52,809 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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PERSON SPECIFICATION – People Consultant

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| **Attributes** | **Essential** | **Desirable** | **How identified?** |
| **QUALIFICATIONS**  **& TRAINING** | Level 7 CIPD membership or masters level qualification in relevant field or equivalent experience  Highly specialist knowledge of one or more HR topics (OD, L&D, HR, Psychology) to masters level equivalent | ILM level 5 (or equivalent) in Coaching | Application Form  Interview |
| **EXPERIENCE** | Experience in a HR / development/ facilitative role.  Experience of assisting teams through a time of change  Experience of producing and delivering programmes and/or development to groups of staff.  Proven track record of facilitation with teams  Worked autonomously, providing highly specialist advice and consultancy services across a range of People areas  Experience of delivering projects and specialist interventions in a People function  Experience of working with and influencing managers and leaders at all levels of the organisation.  Experience of service delivery and service performance monitoring | Experience in consulting practice  Experience of delivering management development programmes  Experience of coaching individuals and groups  Experience of managing a budget | Application Form  Interview |
| **KNOWLEDGE & UNDERSTANDING** | Knowledge of current organisational development practice, tools and interventions in the NHS and how this relates to effective performance.  Thorough understanding of organisational culture principles, values, and dynamics, with the ability to assess cultural strengths and areas for improvement.  Good awareness of diversity and inclusion principles, with the ability to navigate cultural differences sensitively and promote inclusive practices.  Knowledge and prior use of the OD Consulting Cycle. | Awareness of health and wellbeing agenda | Application Form  Interview |
| **PRACTICAL & INTELLECTUAL SKILLS** | Able to gather research data, present in a meaningful format to enable others to make decisions  Ability to understand performance issues, Trust key performance indicators and how this relates to the People Solutions agenda  Ability to identify challenges or barriers to cultural change within the organisation and develop practical solutions or strategies to address them effectively.  Communication skills, verbal and written, ability to communicate sensitive information to large groups  Planning, organising and negotiation skills particularly when persuading managers and teams through programmes of work in specialist field  Creative and innovative skills to propose policy service changes beyond own area  Leadership skills, particularly with regard to developing a vision of what could be achieved    Evaluation skills and techniques to assist teams evaluate the success of their programmes  Ability to look to the bigger picture, awareness of national trends and initiatives  Work on own initiative and prioritise work  Excellent presentation and report writing skills, able to adopt different styles for different audiences  Proficient in the use of Microsoft office |  | Application Form  Interview  Test |
| **ATTITUDE & BEHAVIOUR** | Demonstrates values consistent with those of the Trust  Sensitive to the needs of others and has an awareness and responsiveness to other people’s feelings and needs  Values differences; regards people as individuals and appreciates the value of diversity in the workplace  Able to work under pressure, dealing with peaks and troughs in workload.  Positive attitude to dealing with change; flexible and adaptable, willing to change and accept change and to explore new ways of doing things and approaches  Able to adopt a creative and innovative approach to problems  Able to maintain a view of the wider picture whilst attending to the detail |  | Application Form  Interview  References |