

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details**  **Post title: Safety Advisor (Audit and Training)**  **Band: 6**  **Profession: Administration Services**  **Professional Group: Business Administration** |
| **Service Description:**  The Facilities and Safety Department comprises of two distinct but complementary areas of work:  **The Facilities Team** ensures that the Trust occupies and delivers services from buildings that are clean, safe, secure and comfortable. The Facilities Team works very closely with the Estates Team to ensure that all the buildings are maintained appropriately, and contractors are fulfilling their specification.  **The Safety Team** is a multidisciplinary team of subject matter experts who perform a wide range of duties designed to protect the health, safety and welfare of all LCH employees, agency workers, patients and visitors to our healthcare centres. This function includes health and safety, fire safety and security management. The team works with services across the Trust to ensure that it is legally compliant with all relevant health and safety, security and fire safety legislation and in doing so provides assurance to the Trust Board.  This role is within the Safety Team and reports to the Health and Safety Manager. |

**Job purpose**

Working with the subject specialists within the department, the Safety Advisor will have responsibility for training managers and staff across an extensive range of subjects related to the Facilities and Safety portfolio and including health and safety, waste, fire, security, cleaning standards, food safety, etc. The Safety Advisor will have a key role in an extensive audit programme and in producing safety communications. The role will support the development of Safety Champions and DSE Champions across the Trust, to help embed a trust-wide strong health and safety culture.

**Specific duties include:**

* Develops and provides training and supporting materials in fire safety, health and safety, waste, security, food safety, cleaning standards, other facilities related training as required, utilising risk and incident information and ensuring training meets with legislative and regulatory requirements.
* Provides training and supportive materials for managers and staff in conducting DSE self-assessments, creating and developing DSE champion roles within each service
* Organises and facilitates internal and externally resourced training sessions
* Liaises with external training providers eg conflict resolution, IOSH etc.
* Liaises with Organisational Development Department regarding training needs
* Liaises with subject specialists and produces the annual audit programme and schedule, including timescales per audit, identifies key roles for audit interviews, collates audit questions in a management system format (plan, do, act, check) utilising Assure software, conducts the audit questioning, writes the draft audit report and action plan; identifying non-conformances, linking them to legislation/ policy/ procedures, and identifying best practice.
* Supports the Health and Safety Manager to develop and sustain safety champion roles
* Collaborates with subject specialists and develops, prepares and circulates a range of safety communications
* Assists in incident investigations
* Supports the production of papers for governance meetings when required

The role is required to have a health and safety qualification and to have/undertake the following:

\*Required to hold/undertake trainer qualification

\*Required to have/ obtain a recognised qualification in audit

\*Required to hold/undertake DSE assessor training

**Key result areas**

1. **Responsibility for communication and relationships**

* Identify key internal and external contacts at a range of levels, to understand their needs and manage their expectations, building a network of key stakeholders to share information and achieve results
* Develop, influence and maintain effective and credible relationships with colleagues and internal senior management to enable the effective management of key aspects relevant to the assignment
* Participate in discussions with stakeholders on a regular basis to review processes and requirements within role and wider business area to identify and implement changes which improve efficiency.
* Negotiate with key stakeholders to agree the scope of audits and capture the outcome in regards to the audit programme, using persuasive skills to ensure the service/services achieve the best outcome for their service users.
* Manage the requirements of different stakeholders through the development, communication and execution of health and safety training programmes.
* Provide effective consultancy, direction and advice to stakeholders and colleagues, delivering timely and accurate information and giving clear explanations where the nature of the information is potentially complex
* Deliver bad news to internal and external stakeholders when necessary (e.g. when audit outcomes provide limited assurance)
* Resolve complex and or sensitive enquiries from staff and external stakeholders promptly and providing a timely response to emails and external enquiries.
* Present complex and technical information clearly and concisely, adapting communication style to meet the needs of a variety of audiences
* Provide presentations and training to senior forums as determined by assignment, engaging in discussion, negotiation and exerting influence when required
* Understand the impact and the rationale of relevant changes in regulatory requirements that effect the whole organisation, persuading, motivating and influencing others to resolve the issues that may create substantial barriers to their acceptance
* Negotiate adjustments in timelines and/or scope of work, when appropriate, with colleagues, to achieve a win-win outcome.
* Exercise a high degree of confidentiality as required by the role, maintaining the integrity of investigations and reporting
* Encourage collaborative team working within own team and across the directorate. Engendering a relationship of trust by providing and maintaining communication channels which can operate effectively across a diversely located team where necessary. Ensure feedback on issues is constructive and supports ongoing development
* Positively represent the directorate and ensure a cohesive cross organisation process through working collaboratively with key stakeholders.

The post holder will engage with a range of stakeholders both internal and external which may vary dependent on role.

1. **Responsibility for analysis and judgement**

* Examine complex information and obtain further information to make accurate assessments using analytical skills to diagnose problems or understand complex situations. Make informed decisions based on this analysis using own judgement.
* Collate, analyse and manipulate complex data in order to compile high quality reports for senior managers, often at short notice; this includes the extraction of information from a variety of data sources, collation and analysis of this information to identify risks, issues and how to resolve them.
* Proactively identify gaps, discrepancies and inconsistencies in complex information and select the most appropriate option to resolve these.
* Provide advice and feedback to support others to improve the Trust’s health and safety culture.
* Investigate and resolve complex budget differences.
* Investigate health and safety incidents and produce and monitor action plans .
* Ensure health and safety audit support to a range of stakeholders with different needs and timescales; there will be a frequent requirement to use own judgement to assess priorities and guide the team accordingly.
* Undertake evaluation of plans, risks and issues to assess compliance with legislative requirements and present findings

1. **Responsibility for planning and organisation**

* Responsible for planning and organising a broad range of complex and challenging training and audit activities, ensuring work is appropriately prioritised and completed within scope and to agreed deadlines, or negotiating adjustments to timelines/deadlines and/or scope of work, where appropriate.
* Responsible for prioritising and organising a large and busy workload and for planning activities for self and others, both internally and externally to the team, coordinating others where applicable.
* Responsible for managing multiple tasks and projects simultaneously in an efficient, effective and timely manner.
* Be alert to emerging issues and trends which might impact training requirements
* Develop an understanding of the health and safety strategy and how this contributes to LCH’s priorities.
* Implement appropriate service and process management controls.
* Responsible for leading on the planning and administering of training events, workshops and external meetings.
* Negotiate audit programme scope and timescales with services
* Implement health and safety management controls.
* Plan and implement improvement projects as required.
* Work with audit contributors to ensure correct sequence of events to facilitate robust information
* Schedule sufficient cover and manage training schedule to meet the demands of the business and deliver effective training with the ability to forward plan for staffing, covering the statutory and mandatory training programme within the business area.
* Schedule the creation and delivery of standard reports to various stakeholders routinely during the month.
* Where appropriate, delegate work effectively and ensure that it is completed as necessary within the agreed timescales.
* Ensure the provision of high level health and safety support to contribute to the efficient operation of the service/services

1. **Responsibility for policy and service improvement and development**

* Regularly review health and safety procedures and safe systems with teams to identify improvements.
* Suggest ideas for safety improvements that may impact on other services as well as own area; developing these in consultation with stakeholders; working with line and to implement these where appropriate e.g. changes to and redesign local policies and procedures in order to maximise efficiency of the business and operational delivery area
* Work with wider team to ensure consistency of output and achievement of shared goals.
* Ensure that policies relevant to the post are reviewed and maintained in relation to organisational or statutory change with a view to improve and enhance efficiency.
* Ensure services provided are delivered to meet priorities and key performance targets and fully participate in the constructive solution to any issues identified.
* Maintain an up-to-date awareness of health and safety legislation and propose subsequent required amendments to health and safety training and audit programmes.
* Actively encourage ideas from a wide range of sources and stakeholders and use these to inform training programme.
* Be willing to meet the challenges of difficult or complex changes, encouraging and supporting.
* Support the implementation of appropriate health and safety management processes.
* Understand the strategic direction of the team and beyond own work activity
* Develop deliverables to agreed quality standards

1. **Responsibility for financial and other physical resources**

* Manage the training budget in line with the responsibility allocated to this post holder.
* Produce finance reports, estimates and costings combining information from a variety of sources, including LCH budget, order management, time recording systems and costing models.
* Work confidently with performance management and financial data to prepare forecasts and manage and monitor delegated training budget against agreed plans.
* Contribute to the preparation of the annual budgets, coordinating input from directorate budget managers.
* Work with colleagues to identify cost savings, ensure accurate costing and accounting.
* Maintain a log of in year pressures and opportunities for capital and revenue spend, reporting this.
* Act as authorised signatory for training expenses within an agreed level.
* Responsible for the accurate and up-to-date recording of budget spend. Manage the payment terms of external suppliers; ensuring receipting is actioned to enable payment in line with the terms and conditions of the relevant framework and supplier.
* Provide of a range of services to strict cost controls from procurement to authorisation of invoices. Ensure that Procurement complies with all related and linked policy requirements.
* Actively contribute to business case development for the continuation and/or extension of business and operational delivery of service/services.
* Recommend actions to achieve value for money and efficiency.
* Cultivate and encourage an awareness of cost, using clear simple examples of benefits and how to measure outcomes.

1. **Responsibility for human resources**

* Line management of staff to include appraisal, performance management and feedback, identifying and addressing performance issues in line with organisational policy.
* Support the recruitment and induction process for new starters to the team, including the arrangement and delivery of training to new members of the team on the processes and systems used.
* Prioritise and organise a substantial and fast moving workload, ensuring the monitoring of team workloads to ensure targets are achieved, negotiating changes to where appropriate to flex service to meet the peaks of a complex programme environment.
* Provide support to staff in other areas as required including mentoring and coaching.
* Continually seek and act on feedback to evaluate and improve own and team’s performance.
* Check own and team performance against outcomes, make improvement suggestions and take corrective action when problems are identified
* Set and achieve challenging goals and monitor quality of deliverables.
* Responsible for the support of the strategic and business development of the team, together with the provision of operational and administrative support, in order to maintain the efficient and effective day to day running of the team/teams and the work the team/teams undertake.
* Provide appropriate training to team members on local information systems, identifying training needs (and facilitating the delivery of core specialist training as determined by assignment).
* Train staff in processes and use of bespoke systems
* Strong and effective leadership of teams according to LCH’s behaviours, as determined by role.
* Strong and effective staff management according to LCH’s behaviours, as determined by role
* Deputise for the Health and Safety Manager as needed

**7. Responsibility for information resources**

* Responsible for the development of effective processes to create and update information which includes error proofing and checking mechanisms.
* Maintain configuration management standards in line with quality and configuration management plans.
* Design and format spreadsheets and local databases.
* Prepare monthly reports in a format and style as required.
* Ensure all relevant documentation is up to date and supports LCH policy
* Create, implement and maintain standard operating procedures.
* Manage day to day operation of team systems and processes.
* Lead on the provision of all requested audit data and other reports. This activity may include the identification and appropriate transfer of requested data, or the analysis and supporting report of project data, outputs and activity in response to a specific, more complex audit request.
* Review reports that are produced by the team to identify areas for improvement in respect of content and format.

**8. Responsibility for audit, research and development**

* Undertake surveys and complex audits within a defined area of responsibility.
* Undertake research and development and other management interventions as required.
* Provide peer-to-peer audit service to enhance compliance to policy and service improvements.
* Carry out desk-based research, using the web and other sources to support the work of the wider team.

**9. Freedom to Act**

* Work independently or as part of a team, using personal autonomy to make decisions, escalating only as necessary. This may include managing ad-hoc work packages as required.
* Work within clearly defined policies and procedures to meet agreed objectives and fulfil own responsibilities
* The post holder will have latitude to decide how best to deploy their time to achieve the needs of the business.
* Manage own workload and make decisions in the absence of all required information, working to tight, challenging and often changing timescales.
* Take the lead in identifying and establishing training programmes across a variety of health and saferty subjects
* Establish the most effective methodology to support business and operational delivery of objectives.
* Work flexibly to ensure that service levels are met.
* Ensure own and others’ compliance with the organisation’s operational, governance and quality and safety standards and best practice guidelines at all times, providing advice, guidance and support to other staff.

**10. Responsibility for health, safety and security**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**11. Responsibility for equality, diversity and rights**

* LCH has a vision to provide the best possible care to every community that we serve.  To help use realise the vision each of us must be open and honest and do what we say we will, treat everyone as an individual and we continuously listen, learn and improve

**12. Responsibility for quality**

* Supports the quality assurance demands of the business area, both internally and externally.
* Quality assures service provision whenever appropriate

**Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and,

if necessary, further job matching or evaluation.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 6 |
| **Hours:** | 37.5 |
| **Contract:** | Permanent |
| **Salary:** | £37,338 - £44,962 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 8  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 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.  **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.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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| **Additional information: Effort and Working Conditions** | | | | |
|  | **Emotional effort** | **Yes** | **No** | **Examples** |
| Giving unwelcome news to customers or staff | ✓ |  | Delivers audit results to staff and managers |
| Dealing with difficult situations | ✓ |  | Negotiating solutions with staff and stakeholders in complex and challenging circumstances |
| Providing counselling or coaching to staff | ✓ |  | Working with services to achieve safety compliance in situations where staff are feeling demotivated. |
| Communicating life changing events |  | ✓ |  |
| Dealing with people with challenging behaviour | ✓ |  | Within the parameters of delivering training to multiple teams |
| Other |  | ✓ |  |
|  | **Physical effort** | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | ✓ |  |
| Lifting weights or equipment with or without mechanical  aids | ✓ |  | Occasionally required to move tables and chairs and carry any training aids and resources |
| Making repetitive movements | ✓ |  | Frequent and prolonged keyboard usage. |
| Fine manipulation of objects |  | ✓ |  |
| Standing/sitting with limited scope for movement for long periods |  | ✓ |  |
| Other |  | ✓ |  |
| **Mental effort** | **Yes** | **No** | **Examples** |
| Carry out training or assessments | ✓ |  | Staff development for the Trust |
|  | Analyse statistics | ✓ |  | Understand and interpret complex reports containing information from multiple sources and convey content to staff  stakeholders in an accessible way |
|  | Operate equipment |  | ✓ |  |
|  | Give evidence in a formal hearing or tribunal | ✓ |  | Rare |
|  | Attend meetings | ✓ |  | External stakeholder meetings, team meetings, corporate meetings as required |
|  | Prepare detailed reports | ✓ |  | Author complex reports containing information from multiple sources |
|  | Check documents | ✓ |  | Carry out review of complex audit information and reports; maintain quality  standards of own and team’s outputs |
|  | Carry out calculations | ✓ |  | Provide accurate calculation and analysis of non-compliance issues |
|  | Carry out fault finding | ✓ |  | Analyse report outputs and conduct fault-finding checks |
|  | Other |  | ✓ |  |
|  | **Working conditions** | **Yes** | **No** | **Examples** |
|  | Excessive temperatures or noise |  | ✓ |  |
|  | Use of VDU more or less continuously | ✓ |  | Use of a computer is a consistent requirement of this post. |
|  | Driving/being driven in normal situations | ✓ |  | Travelling across the city to different sites. |
|  | Exposure to aggressive verbal behaviour where  there is little/no support |  | ✓ |  |
|  | Other |  | ✓ |  |

**Person Specification: Administration Services Support Manager**

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| **At recruitment** | **Essential**  Those needed by the post holder to meet the requirements of the  job description to a satisfactory level | **Desirable**  Extra factors that can  be used to choose between candidates who meet the essential criteria |
| **Qualifications** | • Educated to postgraduate diploma level, or equivalent experience  • Advanced level user of Microsoft Office products (Excel, Word, PowerPoint, Access, SharePoint, MS Teams and Outlook) e.g. European Computer Driving Licence or equivalent experience   * National Examination Board in Occupational Safety and Health (NEBOSH) General Certificate | * Level 3 Award in Education and Training * ISO 9001 Lead Auditor training course |
| **Knowledge** | * Knowledge of health and safety management systems * Knowledge of the importance of risk assessments * Understanding of Health and Safety at Work Act 1974 * Awareness of terminology and principles associated with large scale safety management systems | • Familiarity with the concept of audit and compliance  • Practical knowledge of developing training programme  • Familiarity with metrics/key performance indicators   * Knowledge of complex information systems (risk management, health and safety)   • Knowledge of health and social care and the NHS   * Familiarity with NHS data sets   • Knowledge of complex information systems  • Knowledge of health and social care and the NHS  • Familiarity with NHS  datasets |

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| **Skills and experience** | **Business and Operational Delivery**  • Significant experience of collating and managing information from one or more sources and distributing information to a range of audiences  • Significant experience of evaluating processes and procedures  • Proven ability and experience of presenting, supporting and providing guidance on health and safety processes, procedures, tools and techniques to line managers and their teams  • Experience of facilitating training events  • Ability to perform analysis including investigating and documenting issues and solutions  • Experience of checking progress against targets, reporting as necessary and taking action to resolve exceptions  • Proven ability to challenge professionally and with credibility any issues that affect the safety of employees and third parties  • Proven ability to use and maintain databases, including the management of sensitive date to meet statutory compliance  • Proven ability to manage an audit programme across location diverse sites, ensuring appropriate performance and development   * Experience of working to good practice audit methods * Work unsupervised to tight deadlines, and as part of a team   • Proven ability and experience of successfully supporting the delivery of training or audit programmes, from initiation to completion, within a complex environment, to agreed parameters of cost, timescales, and quality   * Experience of supporting the planning process, scheduling and controlling and reporting activities, using the organisational risks, issues and benefits and reporting these to the organisation | • Experience of working in a complex field with multiple stakeholders which is subject to regulatory or legal control  • Experience of operating and delivering projects in a complex organisational change environment  • Experience of project planning techniques including tracking and updating project plans  • Experience of establishing best practice in configuration management for multiple projects |
|  | * Experience of tracking operational risks, issues and benefits and reporting these to the organisation. * Proficient in making informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information and consulting with others when appropriate   **Delivering the Vision and Strategy**   * Can readily identify and embrace changes in the drive towards continuous improvement   **Leadership**   * Ensure individual contribution is in line with the plans of the wider team to enable cohesive service delivery * Work collaboratively with colleagues to deliver good policy, practice and advice * Evidence of inspiring and leading others * Proactive and be able to initiate tasks on own initiative * Inclusive – identifies and harnesses the knowledge, skills and abilities of all stakeholders * Experience of managing a team * Concern for quality, process and order, and drive to communicate effectively to internal and external stakeholders * Adaptable and flexible, able to respond positively to new developments and rise to meet challenges created by changing situations * Being an enthusiastic advocate, role model or ambassador for the organisation * Providing an input to overall team performance * Being an effective participant of cross functional working * Control and implementation of change * Able to add to the debate and identify solutions   **Managing feelings, concerns and emotions of self and others**   * Able to enhance own skills and performance in the context of the organisation * Able to make working relationships harmonious and productive |  |
|  | **Decision Making**   * Proficient in identifying key relationships and proven ability to make informed, timely and effective decisions with minimal guidance, distinguishing between relevant and irrelevant information, and consulting with others, when appropriate * Proven experience in identifying solutions to issues based on knowledge and information available to resolve or escalate as appropriate   **Planning and Resource Management**   * Experience of adapting processes and procedures and embracing changes required to meet current and future service requirements * Support delivery by providing relevant and timely information and efficient management support * Pilot the implementation of new procedures, policies, technology across end-to-end processes and with multiple users to mitigate risk * Evidence of reaching timely and effective decisions based on the appropriate use of information with minimum brief, demonstrating effective researching skills, analyzing options and delivery quality solutions. * Evidence of actively seeking and identifying opportunities to contribute to and achieve goals e.g. procedural improvement and efficient use of resources * Proven ability to work flexibly and well under pressure by planning and organising to cater for peaks and troughs in workloads whilst managing multiple tasks and small local projects simultaneously and efficiently * Making proposals that lead to safety improvements * Maintaining a quality working environment on a day-to-day basis * Evidence of taking action independently and anticipating opportunities when supporting a service/services * Evidence of seeking and identifying opportunities to support and improve safety, for example, improving processes, and identifying and suggesting lessons learned. |  |
|  | **Communication and Stakeholder Relationship Management**   * Evidence of excellent written, verbal and presentation communication skills and the ability to relay information in a clear and concise format * Ability to communicate complex information within the scope of the role’s responsibilities e.g. high quality reports, updates and information regarding health and safety to a range of internal and external stakeholders and colleagues in a variety of different formats, tailored to meet the needs and expectations of different audiences * Experience of working and communicating complex matters with colleagues and stakeholders at all levels * Able to identify key points for interaction which are relayed appropriately and with clarity * Experience of working in a health and safety management environment and a professional approach to safety * Monitor and evaluate data, information and feedback to ensure ongoing safety improvements * Assisting in the identification of key internal and external stakeholders and analysis of their interests, requirements, levels of influence and impact * Proactively engaging with and managing a broad range of stakeholders, using appropriate communication techniques, to understand their needs and deal with enquiries * Explaining and justifying a point of view objectively to a broad range of internal and external stakeholders * Ability to collate and communicate complex audit information within the scope of the role’s responsibilities, and deliver this to a range of stakeholders in a variety of different formats, within challenging deadlines   **Governance and Assurance**   * Proven ability to design, maintain and implement methods and techniques for the organisation, storage and version control of information in both paper and electronic formats in accordance with regulations, policy and auditing requirements * Optimises and continually develops safety software management systems in accordance with organisational and local standards |  |
|  | * Experience of compliance with statutory standards including experience of GDPR * Able to identify and manage risk * Able to analyse data in order to provide effective management reports |  |
| **Other** | * Must be willing to travel to locations other than contract base as and when required by LCH |  |