



University Hospitals Birmingham  
NHS Foundation Trust

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,  
Chief Executive Officer

## JOB DESCRIPTION

<b>Job Title</b>	HR Apprentice – HR Advisory Service
<b>Pay Band</b>	Apprentice
<b>Department</b>	Human Resources, Corporate Division
<b>Division</b>	Corporate
<b>Reports to</b>	Senior HR Advisor/ Team Leader – HR Advisory Service
<b>Professionally Responsible to</b>	HR Manager – Employee Relations

### JOB SUMMARY

Whilst working towards the HR Apprenticeship Standard – HR Support:

- To support and provide administration to a 'one-touch' HR advisory service via a helpdesk facility/service which co-ordinates the consistent provision of advice and support on HR matters across the Trust
- To support the team in the on-going development and maintenance of the Trust's HR website.
- To process ad-hoc administrative duties, including, filing, scanning and data entry using Microsoft packages.
- To ensure the provision of basic HR advice to all staff and managers within the Trust regarding all aspects of employment procedure for all categories of staff, as well as associated post-employment issues
- To support the HR Operations team to meet the Trust's HR key performance indicators including sickness absence.

### KEY RELATIONSHIPS:

#### Internal

Workforce Directorate, in particular the Employee Relations team  
Managers and staff across the Trust  
Finance Systems  
Occupational Health  
Payroll

#### HR Advisory Service

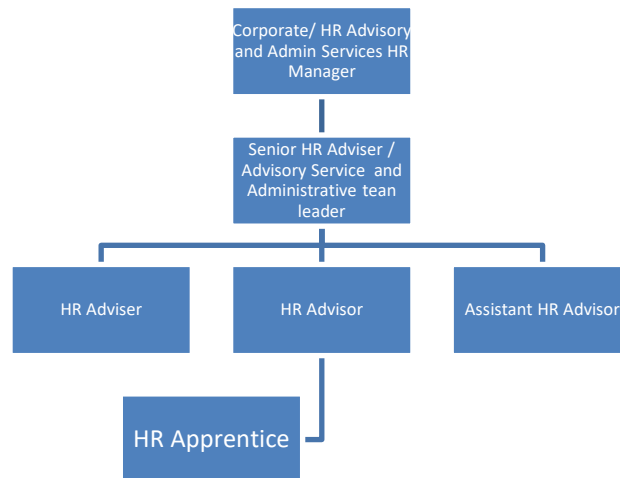
The HR Advisory team will be the first point of contact for all general advice on human resources issues including:

- a) All employment contractual issues
- b) Staff retention including flexible working
- c) Electronic Staff Record (ESR) Link.

These key responsibilities will ensure that:

- Every member of staff/manager has access to routine HR advice whether as self-service or by telephone
- The performance of the operational management teams is optimised and their knowledge of good HR practice is developed and maintained
- The HR Advisory team becomes a recognised and accessible focal point of expertise for high quality routine HR advice and support.

## TEAM/DEPARTMENT STRUCTURE CHART



## KEY SKILLS

### Communication Skills

- Provide a direct and prompt telephone and email response service to managers and staff with basic HR queries, responding sensitively whilst ensuring consistent advice is given and escalating complex queries to a senior HR professional.
- Contact staff and managers in respect of issues involving post-employment issues i.e. right to work, professional registration, fixed term contracts, retirement, honorary contracts etc.
- Use initiative and positively respond to all staff and manager enquiries, help handle complaints, troubleshoot problems and provide appropriate information. Where required, research enquiries to provide a helpful and timely response.

### Analytical and Judgement Skills

- Deal appropriately with sensitive information in accordance with the Data Protection Act and Trust policies.

### Planning and Organisational Skills

- Organise own day to day workload and planning to meet apprenticeship training requirements.
- Support the Senior HR Advisor in meeting departmental service standards and targets, identifying and escalating priority or complex issues within established protocols.

## KEY RESPONSIBILITIES

### Policy and Service Development

- Ensure that record keeping for all HR administration is of a sufficient standard to ensure that the Trust is able to report accurately for internal and external purposes.
- Deliver a customer-focused and user-friendly service which provides accurate, timely,

professional advice to managers and maximises the use of appropriate technology and resources with the ultimate aim of a 'one-touch' service.

- Contribute to the achievement of departmental objectives by commenting on policies and procedures which impact across the organisation (e.g. sickness absence, investigations).

### **Financial and Physical Resources**

- To have a personal duty of care in relation to equipment and resources used.

### **Human Resources**

- Provide basic advice on HR policies, procedures and terms and conditions of employment to managers, staff and local trade union representatives.
- Support the administration of all HR processes

### **Information Resources**

- Record and maintain information on all customer interactions using the departmental systems
- Responsible for ensuring that internal databases and systems are maintained and updated regularly, ensuring a clear audit trail is maintained and enabling ongoing monitoring of activity so that problems and undue delays can be identified and action taken.
- Utilise HR systems appropriately, including skills in Access and Excel to set up systems, databases and spreadsheets for the storage, analysis and sorting of information in support of HR administration and projects.

## **EFFORT**

### **Freedom to Act**

- Work under the supervision of the Senior HR Advisor, HR Advisory Service.

### **Physical Effort**

- Combination of sitting, standing and walking.

### **Mental Effort**

- Occasional requirement for concentration.

### **Emotional Effort**

- Occasional exposure to sensitive information in relation to staff issues.

### **Other**

- The post requires the commencement and completion of the HR Apprenticeship Standard – HR Support.





- The post requires the regular use of VDU equipment throughout the day, inputting data, compiling statistics, creating reports and documents.
- To take part in regular performance appraisals.
- To undertake any training required in order to maintain competency including mandatory training i.e. Fire and Manual Handling.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

#### TRUST VISION & VALUES

##### *DO NOT AMEND THIS SECTION*

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

#### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....



## PERSON SPECIFICATION

<b>JOB TITLE: HR Apprentice</b>	
<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Educated to GCSE or equivalent standard including English Language</li> <li>Eligible for entry to the HR Apprenticeship Standard – HR Support</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Data Entry</li> </ul>	<ul style="list-style-type: none"> <li>Recent experience of administrative duties</li> </ul>
<b>SKILLS &amp; ABILITY</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Excellent communication skills</li> <li>Good IT skills (to includes as a minimum: Word Excel, PowerPoint, HR databases)</li> <li>Good typing/word processing skills where speed and accuracy are important</li> <li>Ability to maintain confidentiality and deal with situations in a sensitive manner</li> <li>Able to work to tight deadlines and pay attention to detail</li> <li>Ability to establish good working relationships with the team</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Knowledge</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Basic knowledge and understanding of the role of HR</li> <li>Sound knowledge of Microsoft Word, Outlook, and Excel</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

<b>Personal Attributes</b>	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Able to concentrate with frequent interruptions and where work is unpredictable, e.g., constant phone calls requesting advice</li> </ul>	
<b>Other Factors</b>	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>▪ Demonstrates genuine interest in career in Human Resources through entry as HR apprentice, and committed to completing the programme</li> <li>▪ Proactive with the ability to work on own initiative, responding to immediate requests</li> <li>▪ Team member with a mature and flexible approach to work, willing to adapt to regularly changing situations</li> </ul>	