

Job Title:	Healthroster Bank (Temporary Workforce) Engagement Co-ordinator
Reports to (job title):	Head of Operations

Job purpose

HCRG Care Group's mission is to work with staff and patients to deliver exceptional services and to shape the future of health and care.

The Health Roster (Bank Temporary Workforce) Engagement Co-ordinator is responsible for ensuring HCRG Care Group- North Kent Business Unit (BU) has the support mechanisms for effective Workforce Planning to meet current and future needs of the BU. This includes but is not limited to the facilitating and promoting the use of the organisations Bank workforce to fulfil staffing gaps.

The post holder will be responsible to promote and drive bank workforce engagement, ensure the use of our online temporary staffing tool is maximised and ultimately drive increased levels of shifts fulfilled by our internal bank.

The post holder will be responsible for ensuring all bank shifts are allocated through use of eRostering system. They will be responsible for reviewing, engaging with the services, and ensuring that unfilled duties are sent to bank in a timely manner, promoting shifts to matching available colleagues and filled with suitable candidates. Reporting on shortfalls and exploring the causes behind them offering advice and solutions to maximise the bank staff utilisation across the BU.

This role will include ensuring that the right staff groups have visibility of available shifts and promoting them across the different BU Services, and that optimal arrangements are in place for the use and management of agency workers if required, ensuring all agencies that are used are framework agencies.

The post holder will work closely with the local and training teams to make sure that the relevant user skills and training are recorded in order to target bank duties at suitable candidates and ensure that the service has assurance that they will be receiving the right candidate for the role.

The post holder will support the BU SLT and eRostering Team with the weekly updates of system usage and engagement stats across the business portfolio, undertaking daily system maintenance where needed and ensuring that workforce data is accurate and current, supporting the BU where needed, whilst ensuring a high level of quality and attention to detail along with supporting end users with queries and system support.

Key Working Relationships

- The post holder will work closely with members of the Senior Leadership and Operational Team, professional and Clinical Team Leads within the BU.
- eRostering and the wider People Team, in particular the Recruitment and Temporary staffing team ensuring an overall coordinated approach to temporary staffing.

- Ensuring consistent application of terms and conditions for the bank workers and compliance with national HR policies and SOPs through working with relevant BU leads

Key Responsibilities

- Working in partnership with the Operational Service Managers and Clinical Team Leads across the BU to ensure that all services have the required staff by utilising their local staff bank pools.
- Proactively promote and increase engagement with the bank workforce, including communications and driving increased use of the Bank app.
- Ensure all duties are sent out for fulfilment in line with HR policies and SOPs, chasing to ensure that duties are filled.
- Ensure that there is an efficient Bank recruitment and utilisation processes in place in line with best practice to ensure it operates in a responsive, effective and efficient manner.
- To review and make recommendations to improve current service delivery and development to ensure maximum bank bookings
- Provide regular bank booking status reports and fulfilment data for analysis and system development.
- Provide information and supporting documentation when required for use in internal review meetings covering performance, service improvements, quality and processes.
- End user training and support
- Support the Head of Operations to ensure the development of business continuity for the BU Staff Bank.
- To ensure that all support queries and incidents received relating to BU Staff Bank are resolved in a timely manner or escalated appropriately.
- To stay up to date on the latest version releases of the Health Roster system and its associated products.
- Attend Business Unit meetings as requested.
- Act as the eRostering Lead for the BU Bank Staffing service, working with the BU colleagues to provide effective communication and support.

Personal Specification

Essential

- Previous experience and the use of HealthRoster and Employee Online from a system administration and implementation perspective.
- Proven track record of being proactive, confident and self-motivated
- Experience of working autonomously with minimal supervision.
- A genuine enthusiasm for area of work.

Job Description

- Proficient in the usage of Microsoft Office applications (Excel, Word, PowerPoint & Outlook).
- Experience of extracting and compiling system data for the use in reports.
- Ability to engage and network with key stakeholders.
- Ability to present and hold group sessions or workshops either remotely or face to face.

Desirable

- Previous experience with temporary staffing fulfillment.
- Experience of working in a Health or Social Care setting
- Experience in working with HR systems and data
- Ability to support the eRostering Team with identified gaps in process and delivering solutions.

Other requirements:

- The role is primarily Monday to Friday however occasional flexibility across 7 days and potentially outside of core hours may be required.
- Hold a full UK driving licence and have access to car