

HR LEAD JOB DESCRIPTION

JOB TITLE	HR Lead
HOURS	Part-time – up to 25 hours per week across Monday to Friday
SALARY	Competitive salary
RESPONSIBLE TO	Practice Manager
JOB SUMMARY	The HR Lead is responsible for all employment processes e.g. recruitment & onboarding, absence monitoring, general employee relations, staff development, staff wellbeing, payroll and pensions etc. in addition to the management of policies and procedures. The HR Lead will also provide advice, guidance, and support to Line Managers in the Practice on employee related issues.
KEY RELATIONSHIPS	The HR Lead will work closely with the Practice Manager and fellow Line Managers/Dept Heads. The HR Lead will also build strong relationships with the GP Partners and the Senior Leadership Team. There are circa 75 employees at Salisbury Medical Practice, and it is expected that strong working relationships are built with all colleagues.
KEY DUTIES – RECRUITMENT	
• Creating job descriptions, personal specifications, and advertising new job vacancies. • Act as the main point of contact for all employment, placement, work experience and volunteering enquiries. • To conduct interviews and make job offers. • To conduct the onboarding process of new starters including references, DBS checks (if required), right to work checks, registration checks (if required), occupational health referrals etc. • Issuing terms and conditions of employment and ensure they are updated when new employment law changes come through. • To create induction schedules, liaising with different staff members to ensure new employees meet key members of the Practice during their induction period. • To induct new employees which will also include medical students and trainee GPs. • To maintain the Practice's Visa sponsorship account for skilled worker visas. • To conduct mid and final probation reviews where required. • To provide statistical information to the SLT with staff numbers e.g. staff joiners, staff leavers, reasons why staff leave etc.	

KEY DUTIES – PAYROLL & PENSIONS

- Ensuring payroll prep is completed accurately to ensure there are no errors e.g. overtime sign off, change in working hours/pay, staff leaves/staff joiners, absences and sick pay/no sick pay is calculated etc.
- To complete the payroll monthly, ensuring it is completed by the bank cutoff date.
- To manage the NHS pension scheme on behalf of the Practice and ensure all pension duties are completed in a timely manner e.g. new starters, leavers of the scheme, cyclical updates, retirement applications, NEST, auto-enrolment, and general pension queries etc.
- To use PCSE to add the GPs as joiners and leavers of the NHS pension scheme.

KEY DUTIES – STAFF ABSENCE

- To calculate annual leave allowances on a pro rata basis including the bank holiday entitlement calculation for all staff & GPs and updating their leave cards when required.
- To act as point of contact for staff sickness notifications and sharing with the appropriate teams as soon as possible each day. This may involve taking an active role in clinic cancellations and arranging cover for reception etc.
- To monitor staff absences in line with the Practice policy and conduct return to work interviews and sickness absence meetings when required.
- To refer staff to the Practice's occupational health advisors when required.
- To arrange and review phased return to work schedules for staff who may need an altered working pattern to facilitate returning to work.
- To apply to access to work when required to access funding for specialist occupational equipment e.g. lumbar support chairs.
- To arrange maternity and paternity leave including risk assessments for pregnant employees.
- To provide statistical information to the SLT of staff absences through an absence dashboard document.

KEY DUTIES – STAFF TRAINING & DEVELOPMENT

- To create a recall and monitoring system for annual appraisals ensuring that the appraisers (Line Managers) are completing their staff appraisals following the correct protocol.
- To be the named apprenticeship contact for the Practice and to maintain the apprenticeship account including organising apprenticeships for employees when required.
- To monitor mandatory training for all staff, ensuring safeguarding training is up to date.
- To process study leave requests liaising with the Practice Manager when required.

KEY DUTIES – ADMINISTRATIVE

- To undertake ad-hoc staff meetings including exit interviews and general HR discussions.
- To manage the grievance and disciplinary procedure with the support from the Practice Manager and Independent HR Consultant when required.

- To maintain the staff handbook and other HR policies and procedures, ensuring staff are updated as and when changes are implemented.
- To maintain the HR personnel records, both paper and electronic.
- To undertake HR audits when needed.
- To undertake the submission of monthly NHS workforce return.
- To undertake staff risk assessment when required e.g. lone working, DBS etc.
- To order and return staff uniform when required in the parameters of the budgets set.
- General diary management.

OTHER GENERAL DUTIES

- To assist the Practice Manager in day-to-day duties as and when required.
- To ensure patient confidentiality, respect, and dignity is adhered to at all times.
- To liaise with patients, carers, hospitals, community pharmacies and other local healthcare providers when required regarding queries and requests and to pass on messages.
- To undertake statutory and mandatory training as required
- To act with professionalism and ensuring that ethical conduct is adhered to at all times.
- To assist with the gathering of statistics and information when required.
- To participate and co-operate with any research projects.
- To work across different practices on an ad-hoc/when required basis.
- It will be necessary to attend and contribute to various practice meetings as requested.
- This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners and the Management Team.

CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- The post holder must not enter patient records without clinical or administrative need to do so.
- The post holder must maintain confidentiality of information, always acting within the terms of the Data Protection Act and the Caldicott Principles on patient confidentiality.
- The post holder must also maintain an awareness of the Freedom of Information Act.

HEALTH AND SAFETY, INFECTION CONTROL & SAFEGUARDING

The post-holder will assist in promoting and maintaining their own and others health, safety and security as defined in the Practice health and safety policy and the Practice infection control policy and procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean and tidy whilst adhering to GDPR regulations.
- Undertaking annual infection control training.
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children and adults.
- Extracting safeguarding information and following the appropriate pathway when required

EQUALITY AND DIVERSITY

The post holder will support the equality, diversity and rights of patient's, carer's and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, their carer's and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review (annual appraisal), including taking responsibility maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

QUALITY

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.

- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet patient's needs.
- Effectively manage own time, workload and resources.

COMMUNICATION

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and their carer's.
- Recognise people's needs for alternative methods of communication and respond accordingly.