

Job Description & Person Specification



Job title: Chief People Officer
VSM Grade

Job Description

1. General Information

Job title: Chief People Officer

Grade: VSM

Department: Executive Offices

Division: Corporate

Reports to: Chief Executive Officer

Accountable to: Chief Executive Officer

DBS Clearance required: Yes in accordance with the Fit and Proper Persons Test

2. Job Summary

Reporting to the Chief Executive, the Chief People Officer plays a pivotal role in enabling the delivery of the highest standard of healthcare to patients through the creation and maintenance of a culture characterized by care, commitment, patient focus, and performance delivery.

By 2026 the Trust aims to complete its acute redevelopment programme. The Chief People Officer will be responsible for ensuring that many of the workforce opportunities offered by this once-in-a-generation event are fully garnered. This coupled with the Trust's commitment to transforming its digital infrastructure will help West Herts become one of the most modern workplaces within the NHS and the CPO will be at the forefront of helping to realize the benefits that this will bring to the organisation's workforce.

They will also lead the local interpretation and delivery of the NHS People Plan and NHS People Promise. Working in partnership with our team and our staff side colleagues, the Chief People Officer will continuously work to improve the experience of all staff, taking positive action to ensure a fair and inclusive culture for all.

The Chief People Officer will be responsible for the HR Corporate Directorate team of approximately 90 people with a diverse range of skills and experience and must ensure their own leadership sets an excellent example and embodies our Trust Values. They will have the ability to form strategic partnerships externally, contributing to amongst others the development of both our Integrated Care Partnership and Integrated Care System, as well as working collaboratively and representing the organisation with other external partners.

3. Key Responsibilities

3.1 People, Culture and Workforce Strategy

- Contribute to the Trust's broader strategic, transformation and operational development as a full member of the Executive Team and as a non-voting member at the Trust Board.
- Lead the continued development and implementation of a comprehensive workforce and organisation development strategy to support the Trust's vision, positioning the Trust as an employer of choice and an exemplar of leadership and engagement in the NHS.

- Work with the Chief Executive and members of the Trust Board to ensure that the organisation has a fit for purpose culture and taking steps to positively enhance and manage the culture in line with our values and vision.
- Ensure the Trust's compliance with employment legislation and proactively advise the Chief Executive and Trust Board of the implications of new legislation. Act as the expert counsel on employment law matters to the executive team, Board, HR Directorate and line managers.
- Provide professional leadership, vision and direction for the HR, OD and learning and development functions within the Trust.
- Ensure the development and implementation of a robust delivery plan that will deliver on the Trust's People strategy.
- Ensure the development and delivery of national priorities and targets and demonstrate achievement of these as a part of national and regional reporting e.g. National Staff Survey.
- Act as a change consultant and enabler within the Trust, providing leadership and support particularly at executive, Board, and senior management levels.
- Take the executive lead on organisational development and transformation through workforce redesign, key related policies, new ways of working and staff engagement.

3.2 Operational Management

- Ensure that the HR function is proactive and influential in its contribution to the Trust's strategic and operational plans and provides effective support to the clinical and corporate divisional teams.
- Lead the development and delivery of resourcing strategies and processes to ensure effective attraction, recruitment, and on-boarding of new starters. Develop retention plans to maintain and improve retention across all staff groups and service areas.
- Develop the Trust's Occupational Health Service, to ensure that it provides a forward-thinking service which proactively supports its health and well-being agenda.
- Ensure that the Trust's relationship with NHSP or future bank providers provides the organisation with a robust flexible working service as well as representing good commercial value to the organisation.
- Lead on all aspects of workforce intelligence and identifying trends and concerns.
- Take a lead role for the management of the Trust temporary workforce requirement in relation to its use of bank and agency works.
- Take overall responsibility for the management of the Trust's relationship with a number of its key suppliers of HR services.
- Create a forward looking and commercially focused HR service working with partner organisations and looking at opportunities for synergies through system working.
- Ensure that the systems, processes and support structures for Appraisals, and Statutory and Mandatory training are excellent, creating the right environment for quality appraisals and training, and exceeding our targets.
- Ensuring that all Executive Directors and Non-Executive Directors meet the requirements of the Fit and Proper Persons test and provide appropriate assurance to the Board.

3.3 Organisational and Leadership Development

- Provide leadership in the development and sustaining of a culture which places quality and patient safety at the center of the Trust's agenda.
- Ensure that the organisation encourages and nurtures leadership at all levels and in particular within our clinical workforce.

- Promote effective methods for helping to improve the way in which staff perform including robust use of appraisals systems.
- Lead the succession planning and talent management process that recognises and encourages high achievement, contributes to a performance culture, produces a pipeline of excellent leaders from all health and support disciplines, and enables all employees to achieve their optimum potential.
- Create the very highest quality of leadership through excellent leadership development programmes and continuous educational systems for managers.
- Maintain and continuously improve the pay reward strategy, system and structure ensuring alignment with the values, aspirations, and priorities of the Trust.
- Lead on the effective engagement of our staff, responding to the key themes emerging from staff feedback indicating where our plans are working or where we need to do more to ensure that we are creating a great place to work.

3.4 Workforce

- Advice, guide and report to the Chief Executive, Trust executive and senior managers on workforce development and planning strategies.
- Lead on the deployment of the workforce strategy and supporting processes which will ensure that the Trust's plans can be delivered by the right people, in the right place, at the right time.
- Lead the development of the annual workforce plan and associated narrative, ensuring wide engagement in the plan that will include the local, regional and national drivers to support the delivery of the Trust strategic objectives and better outcomes for patients.
- To actively work as part of the ICP/ICS to promote workforce improvements and productivity gain in the wider health system.

3.5 Equality and Inclusion and Freedom to Speak Up

- To support the Executive team in creating a truly inclusive organisation and ensure the delivery of key equality, diversity, and inclusion targets.
- Ensure that all key regulatory requirements are met and that best practice approaches are adopted throughout the Trust which ensures that diversity and inclusion is at the heart of all that the Trust does.
- Create a culture where colleagues feel able to raise concerns and issues. To support and ensure that the Trust's Freedom to Speak Up efforts flourish.

3.6 Training and Development

- To develop an education and training strategy that supports the culture of continuous learning and self-development for all staff, in partnership with educational partners.
- Ensure that the HR education, training and development services are lean, customer and business focused, and performance managed to achieve highest performance for lowest possible costs, without compromising quality or standards.

3.7 Employee Relations

- Ensure our workforce processes and practices are fair and inclusive, fit for purpose, streamlined and that the organisation receives timely and expert advice.
- Embed the new Employee Relations model, ensuring safe and inclusive practice, championing early resolution and best practice.

- Constantly seek to improve our people management practices improving employee relations and engagement.
- Develop and maintain effective partnership working at all levels with staff representative bodies.
- Ensure that relevant statutory, regulatory, and professional standards are met in relation to workforce policies, processes, and procedures, particularly in respect of safe employment, information governance and employment legislation.
- Develop and promote positive and productive partnership working with staff and trade unions and actively involve them in both strategic and operational issues.
- Develop remuneration and reward strategies in line with NHS policy, which support the operational and financial priorities of the Trust.

3.8 Team Management

- Lead the HR directorate to ensure a culture of continuous improvement, customer service and professional excellence is achieved.
- Produce and achieve an annual business plan for the Directorate which directly supports the Trust's corporate objectives and strategic plan.
- Engage in the range of performance management activities with direct reports in support of performance appraisal, development and training planning, coaching etc. acting as exemplar/role model to the hospital and its managers.
- Actively contribute to successful team working of the executive to enhance the success and effectiveness of the Trust.
- Ensure that the HR team has the range of competencies required to deliver the range of services which, where appropriate, will establish and maintain leading edge HR practices.

3.9 Budget Management

- Manage the Directorate service budgets to meet the Trust's strategic and operational plans and delivery of cost improvement objectives.

3.10 Governance

- Act as the lead Executive for two Board sub-committees; People, Education and Research Committee and also the Remuneration Committee.
- Ensure that employment processes are implemented to minimise risk, including the co-ordination of mandatory and statutory training and the investigation and management of grievances and disciplinaries. To ensure that any lessons learned are embedded into improved practice and evidenced as such.
- Working with the Chief Medical Officer and Chief Nurse ensure that appropriate professional standards are maintained by all staff groups through the liaison with appropriate professional and external regulatory bodies.

3.11 Corporate Responsibilities

- Participate fully in the overall management of the Trust.
- Play a full and active role in the debates and discussions of the Board of Directors.
- Work closely with other Directors to achieve improvements in the quality and efficiency of patient services.

- Along with other Directors ensure that all Trust policies and procedures are adhered to and where necessary direct changes to support the operation of the Trust.
- Work with other Directors to ensure that the Trust meets all of its corporate responsibilities including finance, contracts, waiting times, corporate and clinical governance and health and safety.
- Adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the Trust.
- Ensure that all activity and service objectives are effectively met in compliance with the Trust's Standing Orders and SFIs, scheme of delegated authority and employment legislation.
- Participate in the Directors on call rota and support the statutory duties of the Chief Executive.
- Undertake relevant tasks outside normal responsibilities on behalf of the Chief Executive.

4. On-call requirements

You will be required to join the Director on-call rota as advised by Emergency Planning department.

Person specification

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Band: VSM

	Essential Requirements	Desirable Requirements
Education and Qualification	<p>Educated to degree level (or equivalent qualification or experience)</p> <p>Evidence of continuous professional development.</p>	<p>Educated to Masters level in HR, Organisational Behaviour/Psychology or related field</p> <p>MCIPD</p> <p>FCIPD</p>
Experience	<p>Senior HR/OD experience which should be at director or deputy/Head of HR level in an organisation/sector of similar scale and complexity to WHHT</p> <p>Strong generalist HR experience</p> <p>Experience of large-scale strategic change management within a multiunionised environment</p> <p>Experience of working with or at Executive level and of influencing to board level</p>	<p>Senior level HR/OD experience at Director or Deputy level in the NHS acute sector</p>
Skills & Abilities	<p>Extremely persuasive, effective communicator with excellent listening skills</p> <p>Able to work with and influence at all levels and with a variety of styles Has presence and impact, able to sell ideas with excellent presentation skills.</p> <p>Highly capable negotiator</p> <p>Able to think strategically, creatively and laterally.</p> <p>Ability to translate strategic OD/HR objectives into deliverable operational plans.</p>	

	<p>Comfortable constructively challenging the status quo.</p> <p>Able to perform well under pressure and manage ambiguity and conflicting priorities.</p>	
Knowledge	<p>Excellent knowledge of UK employment legislation and its practical application</p> <p>Excellent knowledge of recognised 'best practice' in OD/HR in the NHS and of Department of Health Policy</p>	<p>Good working knowledge of NHS HR framework and opportunities</p>
Work-style	<p>A team player with the qualities to inspire confidence and trust in others and build credibility at all levels.</p> <p>Natural Role Model who leads by example.</p> <p>Dynamic leader with a clear vision for OD/HR, together with the ability to motivate, influence and inspire people at all levels to realise vision.</p> <p>Confident and able to communicate with and influence at the highest levels of the Trust (clinical and non-clinical)</p>	
Other	<p>Effective team-player Aware of own management style and impact on others</p> <p>Passion and commitment to lead and develop a high quality, highly professional HR team through great leadership and personal and professional development.</p> <p>Loyalty to the team and organisation Strong delivery and outcome focus.</p>	

Additional information

- The duties and responsibilities outlined in the job description although comprehensive are not definitive and you may be required to perform other duties at the request of your manager.
- This job description is designed to reflect duties currently incorporated in this post. These may change in the light of changes in the service provided by the Trust. Any such changes will be fully discussed with the post holder.
- It is the responsibility of all staff to be aware of the risks in their working environment and to ensure that all working practices are undertaken in such a way that risks are minimized. All staff must report risks in line with Trust policy and take the necessary action to ensure that colleagues, patients, and visitors are not exposed to unnecessary or avoidable risk.

Dignity & Respect	The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of sex, age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, religion or belief and sexual orientation.
Values Based Appraisals	All staff employed within the Trust will be expected to participate in the annual values based appraisal process for themselves and any staff accountable to them.
Rehabilitation Of Offenders Act	Under this Act, offences which are 'spent' need not be revealed to a potential employer. However, there are some occupations which are exempt from the Act. Under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, all employees of the Trust are not protected by the Act and therefore employees and applicants do not have a right not to reveal 'spent' convictions if asked. Further information can be found via: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Health Clearance	All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.
Professional Registration	Staff undertaking work which requires professional registration are responsible for ensuring that they are registered with the appropriate professional body and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time on request.
Work Visa / Permits / Leave To Remain	If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.
Confidentiality / Data Protection / Freedom of Information	Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Our commitment to you

West Hertfordshire Teaching Hospitals NHS Trust is committed to recruiting the best person for the job, based solely on their ability and individual merit as measured against the criteria for the role; through a process that is fair, open, consistent, and free from bias and discrimination.

We are committed to being a diverse and inclusive employer and foster a culture where all employees are valued, respected and acknowledged. All applicants will be considered for employment without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

We particularly welcome applications from Black, Asian and Minority Ethnic communities, people with disabilities and/or long-term health conditions and LGBT+ community members. We have policies and procedures in place to ensure that all applicants and employees are treated fairly and consistently. We are proud to be accredited as a Disability Confident Employer, with a number of active staff networks. Staff network members create a positive and inclusive work environment at West Hertfordshire Teaching Hospitals NHS Trust by actively contributing to the Trust's mission, values and efforts specific to inclusion.

We ask all applicants to tell us about their personal information to help us monitor our processes and ensure that we treat everyone fairly.



Staff benefits and rewards

Supporting you

- Our Employee Assistance Programme (EAP) is a free service for staff provided by Vita Health. It's here to help you manage all of life's events 24/7 365 days a year.
- We have a spiritual care team offering support to people of all faiths.
- The Trust offers health and wellbeing days which includes free massage and relaxation treatments, in addition to fitness classes.

Flexible Working

- At West Herts we recognise the importance of a good work life balance and the ability to work flexibly. We are delighted to offer a variety of flexible working options for all staff. Please check out our web page for more information.
- <https://www.westhertshospitals.nhs.uk/flexibleworking/>

Annual leave

- You get 27 days on starting, 29 days after 5 years and 33 days after 10 years' service (excludes bank holidays).
- If you already have NHS service, then we will honour this in terms of your annual leave entitlement.
- We have a range of flexible working options across the Trust including part-time hours and home working.

Discounts

- You can order bikes and safety accessories with our Cycle to work scheme staff benefit.
- Discounted childcare at our onsite Busy Bees nurseries.
- Free eye tests.
- Free quarterly health checks, massages, and fitness classes.
- Discounted gym memberships including Anytime Fitness and Nuffield Health.

NHS Pension

- One of the UK's best pension schemes, the NHS pension offers an excellent package of benefits. Visit: www.nhsbsa.nhs.uk/pensions.aspx for more information on NHS Pensions.

Maternity/Paternity Pay & Shared Parental Leave

- Female staff with at least one years' service can benefit from up to a year's leave, 8 weeks of which are full pay, then 18 weeks at half pay plus Statutory Maternity Pay.
- The Trust also provides two weeks paternity leave for partners at full pay, for those with at least one years' service. Further information outlined in the policy.

Development Opportunities

- The Trust offers over 300 online courses that staff can undertake either at home or in the workplace.
- Staff may be eligible for funding to undertake an apprenticeship or a foundation degree, or undertake courses provided by the University of Hertfordshire or an alternative course provider.
- The Trust has a Coaching Network and trained coaches within the Trust are matched with staff of all disciplines to provide a powerful development opportunity.

Staff Recognition

- The Trust recognises its staff through Long Service Awards, Stars of Herts Awards and through an Annual Stars of Herts event.

Library

- The library staff are committed to providing an efficient service, offering the latest and most appropriate collections, along with a study environment supported by advice and guidance on finding information.
- Staff can ask the library to search for information, evidence and publications.

Staff Networks

- The Trust has an equality and diversity staff network providing support for staff. This includes Disability, Carers, BAME and LGBT+ networks.
- The Trust recognises several trade unions and works in partnership with Unison, Unite, BMA and RCN to name a few.
- The Trust has a range of peer support networks which include Wellbeing Champions and Mental Health First Aiders.

Temporary Staffing via Bank

- A fantastic opportunity to gain additional experience and keep your skills up to date
- Flexible shift patterns
- Competitive weekly pay and access to 'NHSP Stakeholder pension' for eligible members

Schwartz Centre Rounds

- A forum where all staff (clinical and non-clinical) can come together regularly to discuss the emotional and social aspects of working in healthcare.
- Helps staff to feel more supported in their jobs and allows them the time and space to reflect

Engagement Events

- Annual engagement events at West Hertfordshire Teaching Hospital include, Well Fest All Stars Awards Night, Afternoon Tea's and much more.