

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Senior OH Advisor	Current Grade:	B003
Department:	Corporate Resources	Area:	London/Birmingham
Reports To:	OH Service Delivery Manager	No of Posts:	2
Level of vetting:	MV	Post Number:	TBC

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

To advise, support and assess BTP employees in relation to Occupational Health, make relevant referrals to external service providers in respect of OH and welfare support and provide a service to BTP in support of BTP's effectiveness and in accordance with all relevant OH/HR/BTP policies, service standards, guidelines and statutory requirements.

Act as a professional lead for the team of BTP OH Advisors in the delivery of their work involving advising, supporting and assessing BTP employees in relation to Occupational Health, so that a professional OH service is delivered in line with all relevant OH/HR/BTP service specification standards & objectives, guidelines and statutory and commercial requirements.

To conduct complex case management for OH including handling the escalation of queries from OH Advisors on all cases under their jurisdiction, maintaining an independent perspective and liaising with colleagues across the organisation to achieve the most suitable solution for each case.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Non Direct - OH services budget

Staff Responsibilities – Direct or Non-Direct

Direct – 4 OHAs

Non Direct – Management of the Health & Wellbeing of BTP's Staff and Officers

Any Other Statistical Data

Responsible for external OH contractor management to ensure compliance to the determined service specification.

Responsible for close liaison with the HR Managers re: the OH service provision to the Area / FHQ entity.

REWARD

D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

OH Policy – Support the OH Service Delivery Manager in the development of OH Policies that are fit for purpose, legally compliant and meet the needs of colleagues and customers. To ensure OHAs adhere to best practice and standards.

Team Service Leadership – Deliver a regular programme of communications and meetings to ensure all team members are clear on what is required, report on and discuss service performance on a regular basis and take corrective action to ensure the required standards are met. Line manage the team, coaching, supporting, directing, recruiting and developing as necessary so that the whole team work well individually, with HR and BTP colleagues and deliver the required standard of professional service.

OH Service Performance Reporting – Maintain management information concerning OH service reporting, providing regular reports as required and taking remedial action as appropriate, so that Corporate Resources SMT and BTP management more widely are fully informed of the performance of OH and standards and objectives are achieved.

Outsourced Suppliers – As directed by the OH Service Delivery Manager, develop, secure and manage the provision of a range of outsourced supplier activity related to OH including vaccination, physiotherapy, pre-employment screening and EAP to the required BTP service and commercial standards ensuring that all required procurement procedures are followed and competitively priced value for money services are obtained.

Relationship Management – manage customer and colleague relationships (internally and externally) so as to maximise the effectiveness of BTP & S&W and ensure the good reputation of both. Liaise with external agencies as required to exchange information in support of a proactive and timely approach to case management.

Caseload Supervision - Supervise the caseload delivered by the OH team for the respective Divisions, working closely with the OH Senior Administrator. Act as an escalation point, resolving queries from the OH Advisors and taking on complex cases.

Professional Development – Work with OH colleagues to maintain a knowledge of best practice and developments in Service Delivery & OH, recommending development of the Divisional OH sub-team as appropriate, so that up to date skills, and approaches can be made available to BTP to maximise its performance.

Continuous Improvement - contribute advice, ideas and support to the activities being led by Head of Safety & Wellbeing to maximise effectiveness on these topics. Attend and contribute to meetings so that team cohesion, consistency, innovation and productivity are maximised in line with S&W plans and measures and BTP's overall needs and goals.

Record & Information Management – maintain own knowledge of relevant BTP record-keeping and information management practices and requirements and keep records of own work and manage related information in line with those policies. Maintain up to date, accurate, confidential written and computer records on all contacts, including actions and referrals in line with BTP OH record-keeping standards and legislative requirements.

Assessment & Referral – Where appropriate, refer individual cases to relevant agencies in accordance with the

service delivery specification in order to ensure individuals receive the most appropriate level of professional help within the parameters set by BTP OH service standards & objectives.

HR & Operational Meetings – attend and contribute effectively to all appropriate HR meetings and BTP operational meetings as required.

Critical Incident - As directed by the OH Service Delivery Manager, co-ordinate the provision of Critical Incident Stress debriefing on Area / within FHQ, and be available outside standard office hours at short notice to deal with staff emergencies so that BTP OH service standards are met.

Training - Where required and as guided by the OH Service Delivery Manager, deliver training courses to further develop the knowledge of BTP colleagues around OH related matters.

Project Work – As directed by the OH Service Delivery Manager, work on/contribute to BTP projects to support their successful delivery. Provide leadership to clinical projects to improve the OH service provision.

E. DECISION MAKING:

Make decisions

Develop and maintain an agreed full service delivery specification and set of standards for the work of the OH Sub-team, reporting on the work of the team as required so that standards are achieved and agreed customer service expectations are met.

Provides OH advice and recommendations to Area / FHQ Management teams in order for decisions to be made in respect of individual cases.

Provides recommendations to the OH Service Delivery Manager of proactive wellbeing initiatives to continually develop OH Service Delivery to BTP.

Significant say in decisions

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

HR Community and Internal Stakeholders.

External

External Contractors and Stakeholders.

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

Registered with the Nursing and Midwifery Council and hold an OH qualification at certificate, diploma or degree level.

Experience:

A successful track record of consistent achievement as an OH professional in a large multi-disciplined operational organisation,

Previous experience of managing relationships with customers and other internal stakeholders in a service provision context.

Experience of team leadership in a service provision context.

Experience of establishing productive relationships with colleagues and customers (internally and externally) and across a variety of levels of seniority.

Experience of dealing with complex OH cases

Skills:

Professional, persuasive and influential. Able to command the confidence of senior operational managers, employees, trade unions, external partners and other stakeholders.

Strong negotiating, influencing and interpersonal communication skills with the sensitivity to provide support across a variety of situations.

Able to withstand pressure and is resilient in maintaining own convictions where merited.

A challenging, dynamic and creative team player, who is collaborative but who leads by example.

Strong supervisory skills with the ability to inspire, motivate and support a team of employees during periods of high demand and pressure.

Proficient in producing clear, legible concise and accurate records, letters and reports on OH issues.

Ability to develop and improve OH service delivery to the business.

Ability to relate impact of own role to wider organisational and departmental plans.

Strong customer service orientation.

Ability to be decisive and hold to account.

Achievement orientation with a drive to deliver.

Knowledge:

Substantial OH knowledge including up to date knowledge of applicable legislation, best practice principles and regulatory requirements

Full knowledge of the administration, policies and procedures in relation to health and welfare requirements, conditions of service, pension regulations, D.S.S. benefits system, Home Office directives and relevant circulars.

Desired Criteria:

Qualifications and Training:

Welfare Qualification.

Degree (or equivalent qualification) in a business or service related discipline or equivalent experience.

Experience:

Previous experience working in the police service.

Experience of using computer applications for case management purposes.

Skills:

Knowledge:

Excellent knowledge of relevant BTP processes and procedures.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. AUTHORISATION DETAILS

Prepared By:	Steff Sharp	Date:	29/07/2014
Area Commander /FHQ	Steff Sharp	Date:	29/07/2014
HoD:	Steff Sharp	Date:	29/07/2014
Evaluation Panel:	Steve Holmes	Date:	27/08/14

REWARD