



BON ACCORD CARE JOB PROFILE

1 Job Details	
Job Title:	Head of People and Performance
Job Profile No:	
Service:	Bon Accord Care
Grade:	G17
Version Date:	January 2022

2 Job Purpose	
<p>As part of the Executive Management Team of Bon Accord Care, the purpose of this role is to lead and develop all aspects of People and Performance matters, including Employee Relations, Wellbeing, Culture and Engagement and Organisational Change and Performance.</p> <p>The postholder will:</p> <ul style="list-style-type: none"> • Provide a proactive and solutions-focused people management approach across the organisation, thus supporting the company to maintain positive behaviours, culture and performance through appropriate employee relations policies and procedures which are legally compliant; supporting managers with the application of these and promoting positive partnership arrangements. • Ensure that the organisation's pay and grading structure and terms and conditions of employment are fit for purpose, legally compliant and affordable. • Provide accurate and timeous people performance data and analysis of this data to identify areas for early intervention and support. • Manage the Occupational Health and Employee Counselling contracts. • Promote best practice mental health and wellbeing interventions, support and training across the organisation. • Provide leadership to our cultural transformation programme and support our operating model and priorities. • Provide critical leadership and management of the Wellbeing and People team alongside the Marketing and Communication team. • Be responsible for the development and delivery of BAC Board and People committee reports • Support and contribute to the overall service delivery of the company. 	
3 Reporting Relationships	
<p>Reporting to the Managing Director as a member of the Executive Management Team within BAC.</p> <p>Key working relationships:</p> <ul style="list-style-type: none"> • BAC Board • BAC Executive team • Service Management Teams • Trades Unions • AHSCP and ACC leads 	

- ACC People & Organisational Development Team

Direct reports:

- People and Wellbeing Lead
- Marketing and Communications Manager

4 Outcomes

The post holder will be expected to:

- Deliver a highly professional People and Organisational Development Service which drives improvement and supports BAC Operating Model
- Lead and coach teams to develop capacity and capability to achieve continuous improvement and ensuring effective organisational communication and engagement with a particular focus on a cultural change
- Contribute to the monitoring of organisational risk, performance management reporting and budget management
- Use data and evidence to understand workforce needs
- Develop workforce strategies based on an understanding of data and evidence
- Lead projects and programmes which deliver against those strategies
- Taking a proactive approach to upskilling the workforce in order to enable their effective work in People policies, procedures and practice
- Develop organisational training and development plans
- Provide professional advice and guidance to managers and employees across the company on People management policies, procedures and best practice
- Partner and collaborate with customers and colleagues both within and outwith BAC, including Trade Unions, stakeholders and external partners.

5 Knowledge

The post holder needs to be able to demonstrate a clear understanding and have significant experience of:

- Leading and developing the people management aspects of an organisation to ensure confidence and flexibility in our customer offering
- Service transformation and improvement
- Building and maintaining successful working relationships at all levels of an organisation
- Providing advice on all aspects of people management
- Problem-solving and provision of pragmatic solutions in a variety of situations
- Critically evaluating information and developing practical business orientated solutions
- Sharing knowledge and working collaboratively with others within the functional area and across the wider organisation
- Consultancy and facilitation skills with demonstrable ability in influencing and coaching managers, with specific focus on enabling managers and employees to become self-sufficient
- Current and forthcoming employment legislation, trends and best practice across all aspects of P&OD, including how these can impact on our organisational strategy
- People and Organisational Development processes, policies and procedures

- Consultancy and facilitation skills with demonstrable ability in influencing and coaching managers with specific focus on encouraging managers and employees to become self-sufficient
- Contract Management

6 Job specific skills and competencies

The postholder is expected to demonstrate:

- An ability to assess business needs from multiple sources, producing high level summaries and recommending appropriate interventions.
- A sound knowledge of Microsoft 365
- Strong customer focus skills and the proven ability to continually anticipate and exceed customer expectations.

Leadership & Managerial Skills

- The ability to work across a complex landscape while maintaining enthusiasm, energy and commitment to change.
- Excellent record of achievement at senior management level in a complex, multi-functional organisation.
- High level of self-awareness, demonstrating strong emotional intelligence, and the ability to assess the implications of future decisions/actions.
- Value Delivery Skills
- Strong written and verbal communication skills and ability to tailor communications depending on the audience.
- Relationship, influencing and negotiation skills.
- Team working and team building skills.
- Political acumen in working with non-Executive Directors and Senior Executive colleagues in decision making and governance bodies e.g. NHS Board or Council Committees
- Strong presentational skills.
- The ability to engage and encourage staff and external partner participation in planning and delivery.
- The ability to support and facilitate transformational change utilising co-productive techniques.

7 Organisational Values

The postholder is expected to display the following values:

Quality

- Ensure that the services offered are the best they can be.

Integrity

- Respect the dignity and diversity of all of our customers and staff and always uphold people's rights.

Service

- Communicate with and listen to our customers in order to deliver the highest standard of service.

Pride

- Demonstrate pride when working for Bon Accord Care.

Value

- Ensure services delivered give value for money and work efficiently.

Innovation

- Be open to new ideas and at the forefront of innovation in delivering care and enablement services

8 Requirements of the Job

The post holder needs to hold as a minimum:

- Chartered Membership of the Chartered Institute of Personnel and Development.
- Educated to Post-Graduate level in a health-related or business discipline (or equivalent knowledge and experience).
- Evidence of continuous professional development.
- Management and leadership qualification (or equivalent knowledge).
- Significant senior leadership experience.

9 General

In addition to the specific duties and responsibilities outlined in this job profile, all BAC employees should be aware of their specific responsibilities towards the following:

- To adhere to all health and safety and fire regulations and to co-operate with BAC in maintaining good standards of health and safety.
- To uphold ethical and professional standards and not behave in a manner that is likely to bring BAC into disrepute.
- Promote and sustain a responsible attitude towards equality and diversity within BAC.
- Demonstrate a commitment to on-going registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role.
- Good working knowledge of BAC's aims and objectives through its core values and behaviours.

All employees are expected to be competent with the use of technology and information systems and understand their duties and responsibilities with regard to the appropriate use of personal data including sensitive personal data.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the company at any time after discussion with the post holder.

10 Development

The post holder must have undertaken or be committed to undertaking the following within a specified period:

- BAC Corporate Induction within 6 weeks of commencing employment;
- all ongoing registration requirements or national professional / occupational standards associated with the role.