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| **Role Title** | **Talent Acquisition Partner– People’s** |
| **Job Family** | **People’s Directorate** |
| **Competency Level** | **Senior Manager** |
| **Pay Scale** | **P08 £56,172 to £59,328 (Subject to evaluation)** |
| **Purpose** | |
| To lead, plan, develop and deliver the Council’s workforce strategy for social care recruitment and retention. To be responsible for a range of change and improvement initiatives around Social Care recruitment and retention, managing relevant staff for service delivery. | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Plan and ensure service delivery within the service area. Control operational activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  External inspections are managed effectively.  Service delivers excellent customer service. |
| Manage responses to complex professional or politically sensitive issues within the area of responsibility.  Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility. | Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.  Customer outcomes are clearly understood and specified.  Services / goods are delivered on time, to budget and standards agreed.  Opportunities to improve delivery / capacity of provision are proactively identified and actioned.  Suppliers and supply chains are resilient and adaptable to meet changing needs.  Expected operational efficiencies are realised. |
| Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards. | Service plan and targets for area of responsibility are developed from Council’s overall strategic directives and agreed and communicated within required timeframe.  Strategic and operational input is provided to wider business planning and development.  Progress against objectives is effectively monitored and delivered. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Annual budget is planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained. | Safeguarding standards are monitored and maintained in compliance with Council policy.  Appropriate safeguarding training is provided. |
| Implement a risk management programme and advise on issues affecting Council service areas. | Business threatening situations are recognised, planned for and managed or escalated as appropriate.  Systems and governance are in place to and respond promptly to critical events.  Continuous service is provided. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| **Job Specific Accountabilities:** |  |
| Lead and manage a programme of change aimed at improving the recruitment and retention of social workers, working with managers and staff to embed processes and practice | Turnover is minimised  The reliance on agency staff is reduced  Social care positions in Waltham Forest are attracting good quality candidates |
| Implement and embed the processes and structure that support a successful and effective running of social care recruitment and retention | Accurate and reliable datasets are in place for continuous improvement  All Ofsted inspection requirements are met  Onboarding processes are fit for purpose  Regular reports on team performance are shared using relevant data and metrics, and relevant improvements are suggested. |
| Undertake user experience audits, reviews and other service-led initiatives across the service to drive improvements | Main challenges and opportunities are better understood  Insights are used to develop relevant policies  Staff are involved and engaged in change initiatives |
| Report to the Boards and Management Teams on project briefs, business cases and other scoping exercises, including making recommendations of areas for change and improvement | Senior leadership is briefed appropriately and provided with the right information to make decisions |
| Identify and develop cross-functional working and long-term partnerships to enable the Council to meet its goals | Relevant services are engaged  External partners are scoped when needed to improve outcomes |
| Lay the groundwork for the future by finding longer-term, sustainable solutions to recruitment through innovative approaches and partnerships | Workforce planning mechanisms are in place to prepare for the future  Partnerships are developed and nurtured  There is a long-term pipeline of social care workers |

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| **Nature of Contacts**  Senior managers, directors, members and equivalent level external contacts  The postholder will be required to provide expert advice, guidance and support on complex issues. They will be asked to communicate changes in policy, strategies and working practice.  This will require the postholder to build and sustain effective relationships with all internal and external stakeholders. They will co-ordinate partnership working activities and working groups. |

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| **Procedural Context**  Manage highly complex and high risk issues within a framework of policy and regulatory guidelines, including social care hiring practices in line with the Health and Social Care Act 2008 (Regulations 2014: Regulation 19).  Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.  Occasionally the post will be expected to work from other locations. |

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| **Resourcing**  Budget Responsibilities: None  Supervisory Responsibilities: Matrix management of a Communications officer leading a recruitment campaign, and of other officers involved in the work |
| **Knowledge, Skills and Experience**  **Essential:**   * Understanding of the Adult and Children’s Social Care context, including roles, functions, and recruitment * Knowledge of recruitment processes and procedures, including agency recruitment, overseas recruitment, and selection processes * Knowledge of the national guidance, policy and legislation governing the recruitment of social workers * Experience of leading change initiatives within large complex organisations * Experience of working with complex multi-agency partnerships and stakeholder groups, managing ambiguity and delivering organisations outcomes * Excellent communication and interpersonal skills with the ability to develop and maintain beneficial working relationships with multiple stakeholders, confident liaising with decision makers at all levels. * Ability to lead, inspire and supervise others   **Desirable:**   * Experience with applicant attraction methods, including use of social media * Experience of implementing workforce monitoring data processes and infrastructure |
| **Indicative Qualifications**  Relevant professional qualification  Good standard of English and Mathematics |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |