

The background of the slide features a photograph of a modern hospital corridor with a teal color cast. The corridor has a polished floor, glass railings, and recessed ceiling lights. Overlaid on the right side of the image are several diagonal, semi-transparent blue and teal geometric shapes that create a dynamic, layered effect.

# **CSH Super User Group 2**

8<sup>th</sup> August 2022

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Allied Health Professionals (AHP) & Health  
Care Scientists (HCS) NHSP Support

# NHS Professionals – About Us



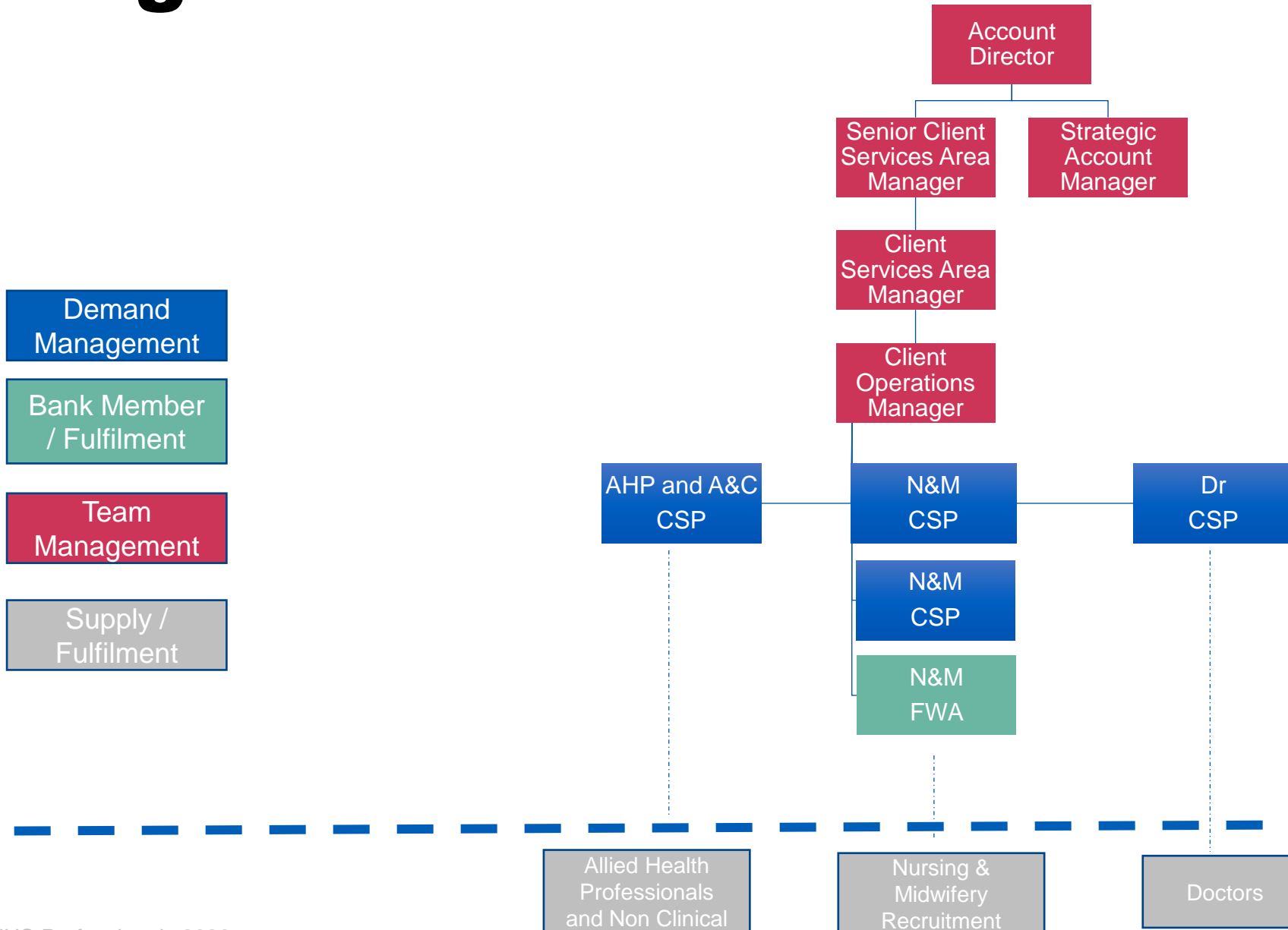


# **NHSP**

## Client Management Team

PUTTING PEOPLE IN PLACES TO *care*

# Organisation Chart





# Roles & Responsibilities

Role	Responsibilities
Account Director	<ul style="list-style-type: none"> <li>• Accountable for Regional Client Development</li> <li>• Senior stakeholder management</li> <li>• Collaborating and developing innovative solutions to support local and regional strategic objectives</li> <li>• Engagement with the wider health community</li> <li>• Contract Management and Governance</li> </ul>
Strategic Account Manager	<ul style="list-style-type: none"> <li>• Leading account management planning and owning long-term strategy and solutions</li> <li>• Client service development and continuous improvement</li> <li>• Building strategic relationships across the client and wider NHS stakeholder groups</li> <li>• Supporting the client in achievement of their workforce strategy and people plan objectives</li> <li>• Contract Management</li> <li>• Voice of the client</li> <li>• Client relationship beyond the Temporary Staffing Lead</li> <li>• Delivering Insights and opportunities to the client (and other clients/Trusts ideas for value add)</li> </ul>
Senior Client Services Area Manager	<ul style="list-style-type: none"> <li>• Accountable for delivering seamless operational excellence through the Customer Management team to meet and exceed agreed KPI's and performance standards across the region</li> <li>• Ensures delivery of contractual obligations</li> <li>• Oversight of service delivery and service improvement opportunities</li> <li>• Final operational escalation point for all staff groups</li> </ul>
Client Services Area Manager	<ul style="list-style-type: none"> <li>• Accountable for delivering seamless operational excellence</li> <li>• Ensure the Customer Management team meet and exceed agreed KPI's and performance standards</li> <li>• Ensures delivery of contractual obligations for all staff groups</li> <li>• Identifies service improvement opportunities</li> <li>• Oversight of service delivery initiatives</li> </ul>

Role	Responsibilities
Client Operations Manager	<ul style="list-style-type: none"> <li>• Responsible for the day to day operational delivery</li> <li>• Management of the onsite team</li> <li>• Implementation of service delivery plans</li> <li>• Providing recommendations and insight from data and intelligence</li> <li>• Identifying opportunities for cost reduction and efficiencies</li> <li>• Monitoring achievement of KPIs and actions to address any shortfall</li> <li>• Working with SAM to ensure team alignment to client objectives</li> </ul>
Client Services Partner:	<ul style="list-style-type: none"> <li>• Develop relationships with wards and community locations to understand demand and ensure best practise booking behaviours to maximise opportunity for bank fill</li> <li>• Forecast trends and future demand requirements</li> <li>• Share knowledge with the team to inform on recruitment activity and meet demand projections</li> <li>• Deep understanding of ward alignment and subject matter expert for stakeholders around temporary staffing solutions.</li> <li>• Surface stakeholder feedback</li> <li>• Day to day point of contact for the client</li> </ul>
Flexible Worker Advisor:	<ul style="list-style-type: none"> <li>• Onboarding and inducting bank workers and supporting candidates through the recruitment process</li> <li>• First point of contact for bank worker queries</li> <li>• Support with client calls and query resolution</li> <li>• Proactive shift fill calls to increase bookings</li> <li>• In person RTW document validation</li> </ul>

The background of the slide is a photograph of a modern hospital corridor, tinted with a teal/cyan color. The corridor has a polished floor, glass-walled rooms on the right, and recessed ceiling lights. Overlaid on the right side of the image are several diagonal, semi-transparent blue and teal geometric shapes that create a sense of depth and movement.

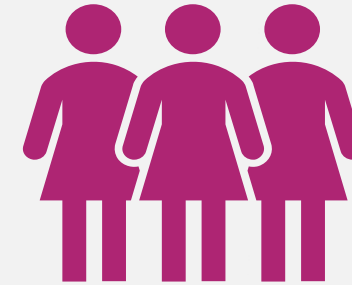
# Non-Clinical Recruitment Service Delivery

*Who we are, what we do and how we work  
together .....*



# Meet the Non-Clinical Team

- **Recruitment Manger - A&C** Bonita Bryant
- **Recruitment Consultant – A&C** TBC
- **Recruitment Manager – E&F** Anne Marie Tyson
- **Recruitment Consultant – E&F** Pamela Joseph
  
- **Head of Recruitment** Ruth Middleton
- Email: [Ruth.Middleton@nhsprofessionals.nhs.uk](mailto:Ruth.Middleton@nhsprofessionals.nhs.uk)  
[Bonita.Bryant@nhsprofessionals.nhs.uk](mailto:Bonita.Bryant@nhsprofessionals.nhs.uk)  
[Annemarie.Tyson@nhsprofessionals.nhs.uk](mailto:Annemarie.Tyson@nhsprofessionals.nhs.uk)



# Placement Process

- 1 Once your request has received the required internal approval, complete a Placement Request Form and submit to [nonclinicalteam@nhsprofessionals.nhs.uk](mailto:nonclinicalteam@nhsprofessionals.nhs.uk).  
TIP: Adding as much information as possible to the form will help the Recruitment Consultant work at pace
- 2 The Recruitment Consultant will upload your requirement to our internal system and call you to discuss the key requirements to ensure they have all the information they need.  
TIP: Providing interview availability can help speed up the process
- 3 Recruitment consultant will source suitable candidates from our own bank, via job boards, via advertising and, if required, approved agencies.  
TIP: Agencies are only approached once other avenues are exhausted and with the clients approval
- 4 Suitable CVs will be submitted to you for review. Once you have reviewed the CVs, inform the Recruitment Consultant which candidate(s) you would like to interview and confirm availability for interview (if different from details previously provided)
- 5 Once you have interviewed and selected a candidate, if they are currently on the bank, we will confirm starting details with you and the candidate
- 6 For new candidates, the Recruitment Consultant will send an SOSCC form (Statement of Service, Competency and Consent) to the hiring manager to be completed. They will also provide the candidate with application instructions & begin the registration process. Once they have completed the application, the Recruitment Consultant will arrange a start date and add shifts as per the previous step
- 7 New candidates will be permitted to work whilst the DBS checks, Occupational Health and Training are in process. They will be required to complete these tasks within 4 weeks of joining the bank
- 8 The Hiring Manager will be required to authorise the candidate's timesheets each week to ensure timely payment.  
TIP: For more information see the Our:Bank user guide or contact the Recruitment Consultant

# Placement Request Form



Placement Request Form



Client Contact Details	
Location/base (Including postcode)	
Ward/service/department	
Cost code/centre	
Primary contact name and role	
Primary contact phone number	
Primary contact Email Address	
Secondary contact name and role	
Secondary contact, phone number and email address	
Booking reason	Reason for temporary cover (please tick as applicable) Sickness <input type="checkbox"/> Training <input type="checkbox"/> Acuity <input type="checkbox"/> Waiting List <input type="checkbox"/> Vacancy <input checked="" type="checkbox"/> Other (Please specify) .....
Name of the person requesting the shift on Our Bank	Name:
Name of person authorising the timesheet on Our Bank	Name:

Placement Requirements			
Current date			
Start date of placement	End date of placement (subject to reviews)	ongoing	
Preferred hours per week e.g. 37.5 hours			
Working days e.g. Mon-Fri or flexible across 7 days	Please confirm if this is M-F or across 7 days		
Shift pattern e.g. Weekdays 09:00-17:00			
Band, job title and nearest assignment code e.g. OTSP00 or PASP00. Please refer to Booking guide if needed.	Can approved agencies be used if required? Please note additional approval will be required from Divisional or Corporate Director as minimum depending on role.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Service area	Non-Clinical- Patient Facing <input type="checkbox"/> Non-Patient facing <input type="checkbox"/>		
Number of staff required	Job share available?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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Placement Request Form



Would you consider lower or higher bands?	Higher <input type="checkbox"/> Lower <input type="checkbox"/>	Is any remote working possible?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Can someone work extended hours if desired?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Specialist knowledge List any specialist knowledge required and whether it is mandatory or desirable (Please note that increased mandatory requirements will reduce the pool of available staff)			
Your preferred weekly contact method?	E-mail <input type="checkbox"/> Phone <input type="checkbox"/>		
DBS requirement	Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Not Applicable <input type="checkbox"/>		

Essential Skills
Please list the "Must-haves" required along with any service information which may support us in resourcing. The job description and any substantive job advert copy should also be provided as an attachment.
Relevant work experience

Once completed and any internal approvals required received, please return to:

[Nonclinicalteam@nhsprofessionals.nhs.uk](mailto:Nonclinicalteam@nhsprofessionals.nhs.uk)

Once the request has been checked and shared with NHSP, the placement team will be in contact to discuss.

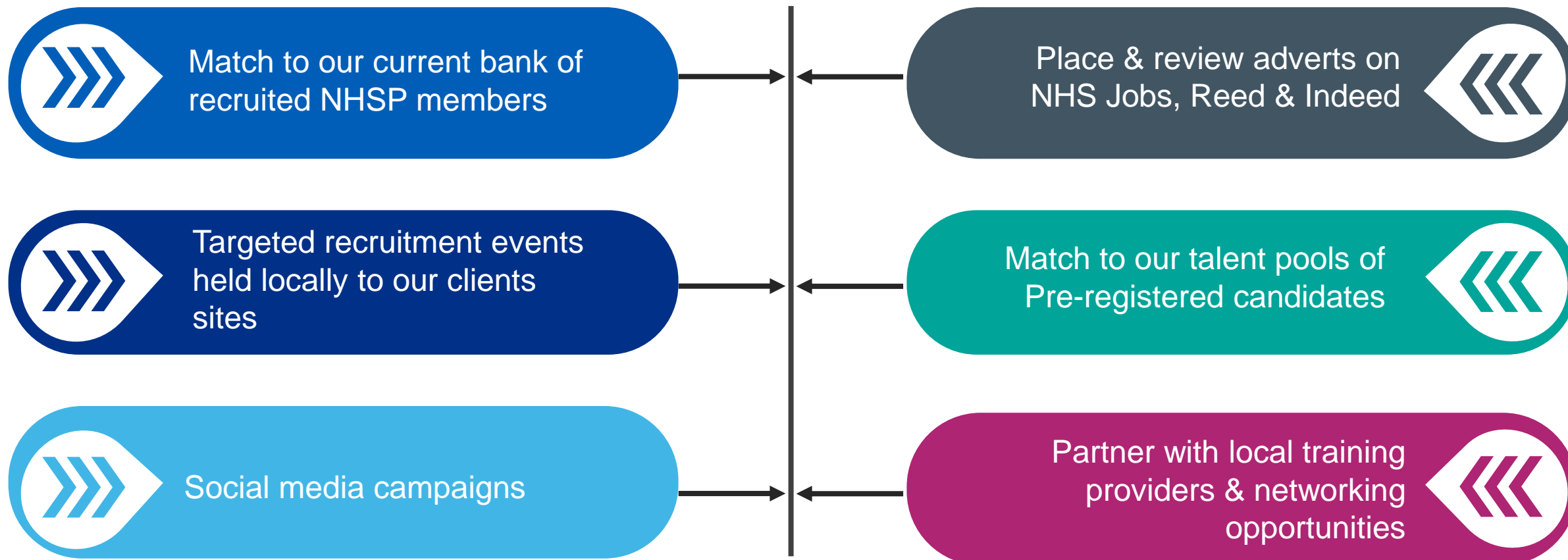
If you have any questions or require any support, please contact the relevant team below.

Non-Clinical requests

[nonclinicalteam@nhsprofessionals.nhs.uk](mailto:nonclinicalteam@nhsprofessionals.nhs.uk) – 03330 144 354

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# How we do what we do....



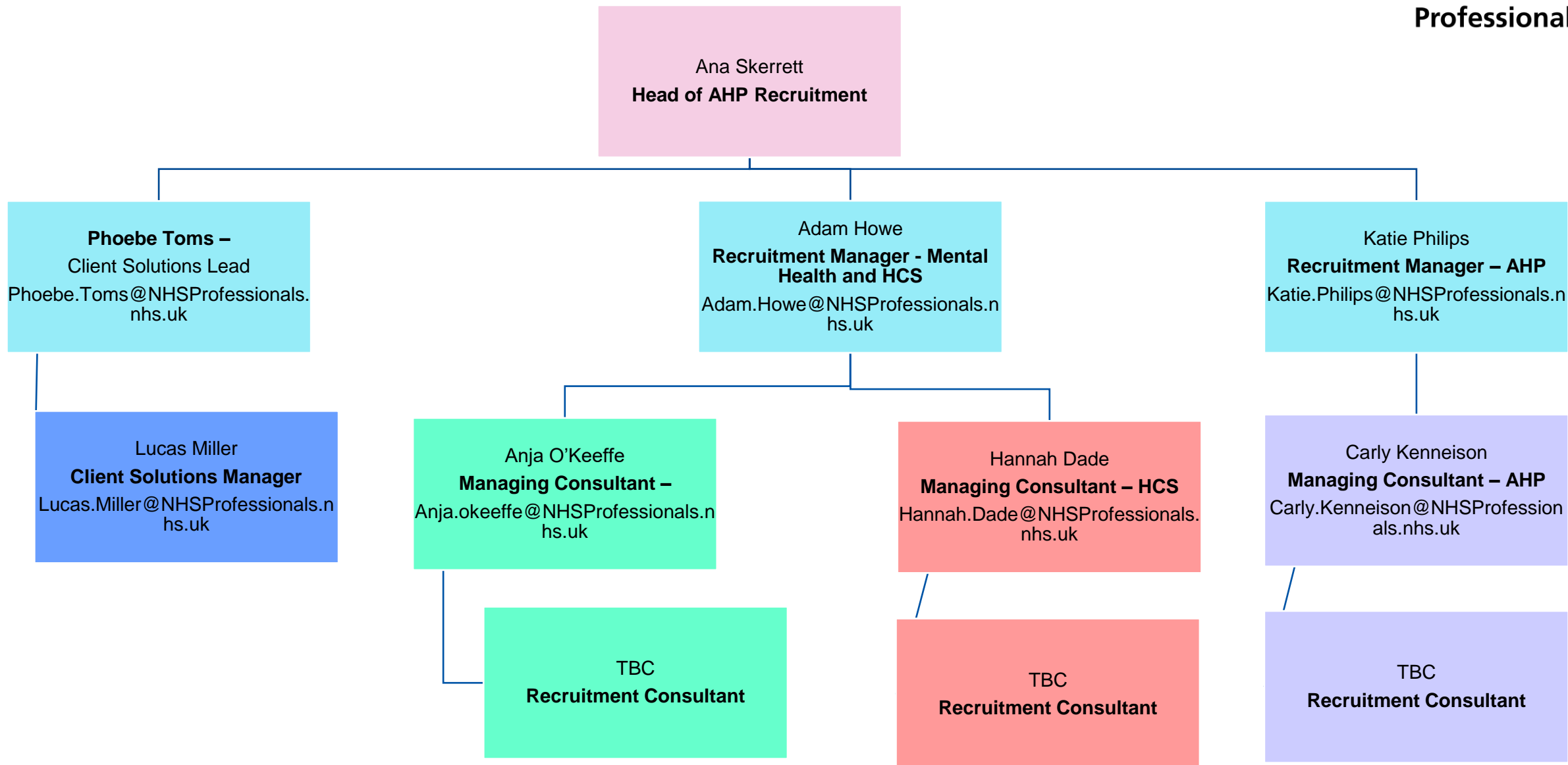
Build solid working relationships with our clients, taking time to understand your needs, whilst working in partnership



## **Central Surrey Health**

Allied Health Professionals (AHP) & Health  
Care Scientists (HCS) NHSP Support





## AHP/HCS/PSS Request Form

Trust and Contact Details	
Placement ID	Leave blank - ID entered by AHP team
Trust Name	
Location/Hospital (including postcode)	
Ward/Department	
Cost Code/Centre	
Contact Person	
Contact Phone Number	
Contact Email Address	
Alternative Contact name and email address	
Booking Reason	Vacancy – Substantive Recruitment <input type="checkbox"/> Additional Demand/Resource <input type="checkbox"/> Funded Project <input type="checkbox"/> Backfill <input type="checkbox"/> COVID-19 Pressures <input type="checkbox"/> Maternity/Paternity Leave <input type="checkbox"/> Waiting List <input type="checkbox"/> Sickness <input type="checkbox"/>  Other (Please Specify) .....
Name of the person requesting the shift	Name: Date:
Director Approval	Name: Date:

Placement Requirements			
Current Date			
Start Date of Placement		End Date of Placement (subject to reviews)	
Hours per week			
Working Pattern <small>e.g. Mon-Fri</small>			
Shift Pattern <small>e.g. Weekdays 9am-17:00pm, Rotat'd</small>			
Number of Staff Required		Job Share Suitable?	Yes <input type="checkbox"/> No <input type="checkbox"/>

System Knowledge List any system knowledge required and if mandatory or desirable			
Assignment Code / Band <small>e.g. OTSP00 or PASP00. Please refer to Booking guide if needed.</small>	Are we authorised to go out to NHSP:Connect? <small>e.g. if the placement is unable to be filled by an NHSP Bank Worker</small>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you Wish to review CVs?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Do you wish to interview before placement?	Yes <input type="checkbox"/> No <input type="checkbox"/>		
DBS Requirement	Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Not Applicable <input type="checkbox"/>		
Job Description			
<p>Please describe the skills required for this placement and attach a job description if possible. Essential skills or experience requirements to be listed as must have.</p> <p>Please add as much information as you are able, this will help us to find a suitable candidate for your needs.</p>			

Once completed/ Approved please return [AHP&HCS@nhsprofessionals.nhs.uk](mailto:AHP&HCS@nhsprofessionals.nhs.uk)

A member of the specialist Recruitment and Placement Team will be in contact, the same day if received before 4pm, and the next working day if after 4pm, to discuss your requirements.

The team can be contacted on 03330 144370 Mon – Fri 9am to 5pm