

SENIOR PEOPLE ADVISOR – ABSENCE MANAGEMENT SPECIALIST

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- This role helps managers improve employee wellbeing and reduce sickness absence across Estates, Facilities and MES services.
- Support managers to manage sickness absence fairly, confidently and in line with Trust policies.
- Provide expert advice on employee wellbeing, attendance management and helping staff return to work successfully.
- Deliver training, coaching and practical guidance to help managers build their skills and use key HR systems effectively.
- Monitor absence data, produce reports and identify opportunities to improve staff attendance and service performance.
- Work closely with managers, Occupational Health and People teams to improve processes, support employees and help achieve Trust absence reduction targets.

Job Description

Job title:	Senior People Advisor – Absence Management Specialist
Grade:	6 (subject to A4C)
Site:	To be confirmed
Accountable to:	Head of Facilities
DBS required:	No

Job Purpose

The Senior People Adviser - Absence Management Specialist will work on a fixed-term basis (initially 6 months increasing to 18 months if successful) within Estates, Facilities & MES, providing: -

- o specialist advice on managing employee wellbeing and absence management
- o coaching and practical support to managers to effectively manage sickness absence and improve staff availability using the policies and procedures

- o coaching and practical support to managers in using the electronic systems available – such as Health-Roster ESR and Return to Work App.
- o Design and/or deliver staff development and training courses for Estates, Facilities & MES
- o Work alongside the People Advisory Team, in relation to employee relations casework, and policy development.
- o Develop, produce and deliver reports using relevant systems to ensure effective monitoring of sickness absence across the services.

The post holder will play a key role in supporting delivery of Trust absence reduction targets by educating and empowering managers at all levels to apply Trust policies consistently, confidently and compassionately. The role will focus on improving management capability, strengthening internal processes and ensuring timely, effective management of sickness absence cases.

Working closely with the Estates, Facilities & MES, the People Advisory Team, Organisational Development, Psychology Team and Occupational Health providers, the post holder will contribute to policy development and continuous improvement, informed by operational experience and feedback from Estates, Facilities & MES teams.

The role will operate against clearly defined key performance indicators (KPIs) and targets, which will be monitored and reviewed regularly throughout the contract duration, working with the Improvement Team to develop an end point/outcome report with future recommendations in the management of employee wellbeing and absence management.

The post holder will be expected to base themselves within Estates, Facilities & MES at The Royal Shrewsbury Hospital, but may be required to attend alternative sites in order to fulfil the full remit of the role.

Overall, it is intended that the post holder will provide an enhanced level of support to the management of employee wellbeing and absence cases across the services.

The establishment of an enhanced sickness absence management support is anticipated to provide benefits in the following areas;

- Increased awareness of the Employee Wellbeing and Absence Management policies for line managers.
- Increased compliance with policy and reduction in unavailability due to absence
- Improved equity in policy application.
- Provide additional People Advisory resource to support the achievement of the wider Trust priorities

- Provide immediate, direct access to a single point of contact relating to employee wellbeing and absence management.
- Reduced bank costs associated with absence cover.
- Improved likelihood of meeting Trust targets for reducing sickness absence

Main Duties and Responsibilities

Sickness and Absence Management Support

- Act as a specialist People Adviser for sickness absence management and employee wellbeing, within Estates, Facilities & MES, providing consistent, high-quality advice and support to managers.
- Support managers at all levels to manage sickness absence cases proactively and effectively, including short-term, long-term and complex absence scenarios.
- Mentor and coach managers to build confidence and capability in handling both informal and formal stages of sickness absence management in line with Trust policy.
- Mentor and coach managers to build confidence and capability to use the IT systems available and work towards becoming a paperless process.
- Support and guide managers through formal Employee Wellbeing & Attendance Management (W22) processes, including absence review meetings, wellbeing conversations, capability processes and completing the related documentation required.
- Liaise directly with employees who are absent, where appropriate, to provide support, clarify processes, and support and enable planned and sustained returns to work.
- Develop and produce reports using Trust systems to ensure effective monitoring of all absence within the services.
- Support the People Advisory Service in maintaining a professional, comprehensive, timely and accurate service and contribute to strategy formulation and implementation.
- Ensure that policies, procedures and processes are well integrated into the business planning and service delivery.

Policy, Process and Guidance

- Ensure sickness absence management and support is conducted in accordance with Trust policies, employment legislation and best practice.
- Develop, review and refine internal processes, guidance materials and practical tools for managers, tailored to the needs of Estates, Facilities &

MES, which includes processes in relation to relevant software and automated processes.

- Work collaboratively with the People Advisory Team to contribute to policy development and review, using insight from casework and operational feedback.
- Promote consistency, fairness and timely application of sickness absence policies across the service.
- Ensure that sickness absence is correctly recorded.
- Work with Pay Services to resolve any issues relating to sickness absence and occupational sick pay.

Collaboration and Partnership Working

- Work closely with Organisational Development Wellbeing Leads to support a joined-up approach to employee wellbeing and attendance.
- Liaise with the Occupational Health provider to facilitate referrals, interpret reports and support managers in implementing recommendations.
- Build strong working relationships with Estates, Facilities & MES managers, trade union representatives and wider Workforce colleagues to support effective case resolution.
- Communicate complex/highly complex information e.g. absence management, and specialist training courses for Estates, Facilities & MES.
- Analyse and provide guidance on complex HR issues and support the decision-making processes in relation to conduct and disciplinary, sickness absence and employee wellbeing, grievance and bullying and harassment etc.

Training and Capability Building

- Identify learning needs relating to sickness absence management within Estates, Facilities and MES services.
- Design and deliver targeted training, briefings or workshops for managers to improve understanding of absence management processes, expectations and best practice.
- Provide ongoing mentoring & coaching and on-the-job support to reinforce learning and embed sustainable improvements in management practice

Performance Monitoring and Continuous Improvement

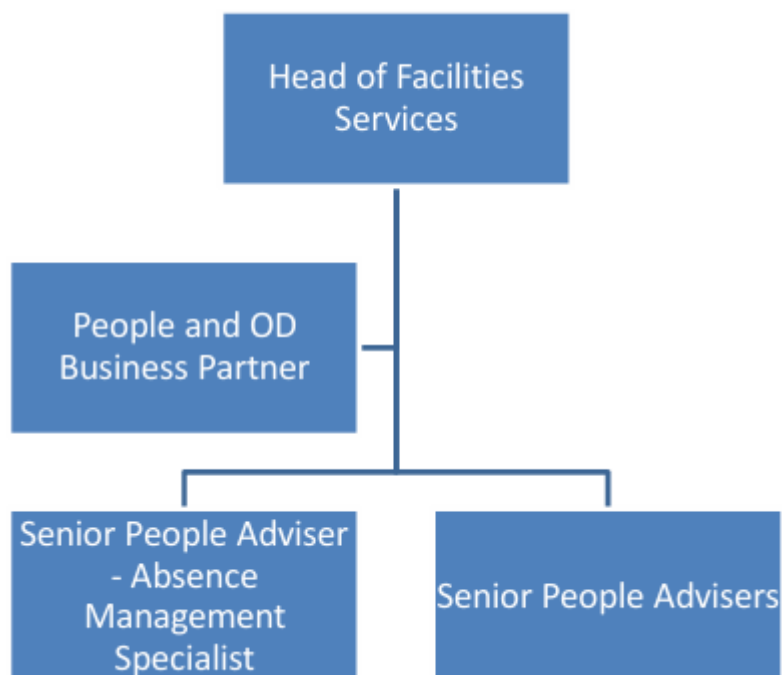
- Work towards agreed KPIs and performance targets related to sickness absence reduction and manager engagement.

- Monitor progress against targets, providing updates and insights to People and service leaders as required.
- Identify trends, risks and recurring issues within absence data and management practice, making recommendations for improvement.
- Contribute to continuous improvement initiatives aimed at reducing sickness absence and improving workforce availability and wellbeing.
- Develop and create reports and information systems
- Maintain HR records within the appropriate system(s) and develop localised standard operating procedures and guidance.
- Undertakes surveys and audits on how the absence management is progressing within Estates, Facilities and MES.

General Responsibilities

- Maintain accurate and timely records in line with Trust requirements and data protection standards.
- Always promote Trust values and behaviours.
- Undertake any other duties consistent with the role and banding as required to support service delivery.
- Plan and organise complex activities or programmes to cover absence management for Estates, Facilities & MES
- Implement the HR strategy to cover absence management within Estates, Facilities & MES

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Educated to degree level or equivalent experience in HR, People Management, Employment Relations or a related discipline • Evidence of continuing professional development relevant to people management or employment practice	• CIPD Level 5 qualification or working towards • Training or qualification in absence management, employee wellbeing, or employment law
Experience and knowledge	• Experience of providing HR / People advice and support to managers on employee matters • Working knowledge of sickness absence management processes and best practice • Experience of interpreting and applying HR policies and procedures in a practical, operational context • Experience of coaching and supporting managers to manage people issues effectively • Understanding of confidentiality, data	• Experience of working in an NHS or large, unionised public sector organisation • Experience of advising on complex or long-term sickness absence cases • Experience of contributing to policy development or reviewing internal procedures • Experience of working with Occupational Health and/or wellbeing services • Experience supporting operational services such as Estates, Facilities or other staff

	protection and information governance requirements • Experience of working collaboratively with a range of stakeholders	groups with high physical demands • Experience of designing and delivering training or workshops
Skills	• Ability to provide clear, confident and pragmatic advice to managers at all levels • Strong influencing skills with the ability to challenge constructively and maintain positive working relationships • Ability to plan, prioritise and manage a varied caseload to meet deadlines and performance targets • Excellent communication skills, both verbal and written, including the ability to explain policies and processes clearly • Ability to coach and develop management capability rather than resolving issues on behalf of managers • Good analytical skills, with the ability to identify trends, risks and	• Confidence in using data to inform action and support performance improvement • Ability to adapt communication style to suit different staff groups and levels of management

	improvement opportunities • Ability to work independently while contributing effectively to a wider team	
Other	• Professional, approachable and credible, with a calm and supportive manner • Resilient and able to work effectively in a pressurised, changing environment Organised and detail-focused, with a commitment to following processes through to completion • Resilient and able to work effectively in a pressurised, changing environment Organised and detail-focused, with a commitment to following processes through to completion • Values-driven and committed to fairness, consistency and inclusivity • Motivation to deliver continuous improvement and support organisational objectives • Ability to travel between Trust sites as required	

	• Commitment to Trust values and behaviours	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the

creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

