

## Guardian Job Description

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| Job Title                                 | Guardian   |
| Reporting Line                            | Operations Manager   |
| Client                                    | NHS / Associated Organisations   |
| Job Purpose                               | <ul style="list-style-type: none"> <li>• Provide independent, confidential liaison for all staff</li> <li>• Support contacting employees to find a self-determined resolution to their concerns by telephone and/or in person</li> <li>• Escalate issues of concern to senior leaders promptly in accordance with agreed timescales following consent from employee</li> <li>• Surface issues for the organisation which might otherwise be unknown</li> <li>• Promote an environment of “Freedom To Speak Up” (FTSU)</li> <li>• Provide support for staff who feel unable to raise issues internally or without support</li> <li>• Present Board report to the Board bi-annually</li> </ul> |
| Key Internal Organisational Relationships | <ul style="list-style-type: none"> <li>• CEO, Director of Operations and Client Services, Director of Strategy and Business Development, Head of Communication, Marketing and Strategic Engagement, Operations Managers, Guardians, Business Partner - Data Analytics and Dialog, Business Partner - Finance, Business Partner – Project Management</li> </ul>   |
| Key External Relationships                | <ul style="list-style-type: none"> <li>• Senior Leadership Team, Non-Executive Director and Board, Contacting Employees, Key Client Contacts</li> </ul>  |
| Key Accountabilities                      | <ul style="list-style-type: none"> <li>• Provide in person support to contacting client Employees</li> <li>• Escalate concerns as per agreed protocols</li> <li>• Facilitate meetings as necessary</li> <li>• Provide communication support and presentations on GSL services</li> <li>• Complete monthly reporting and record keeping efficiently</li> <li>• Hold monthly meetings with FTSU Executive Lead to discuss the month’s activity and themes</li> <li>• Hold quarterly meetings with CEO, Director of HR and Non-Executive Director</li> <li>• Write and present Board report to the Board bi-annually</li> </ul>   |
| Main Duties                               | <ul style="list-style-type: none"> <li>• Promptly respond to initial telephone or email, contacts providing an empathic and non-judgemental approach</li> <li>• Arrange a face to face meeting as soon as possible to complete conversations with contacting employees at mutually convenient times and venues (on site or off site).</li> <li>• Maximise the use of telephone, Teams etc. to facilitate speedy resolution</li> </ul>  |

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|                   | <ul style="list-style-type: none"> <li>• Escalate issues of patient safety and care in line with the agreed timescales for an NHS Trust client</li> <li>• Escalate (anonymously when necessary) and remain in contact with the contacting employee and those in the escalation path to ensure a satisfactory resolution is agreed</li> <li>• When required facilitate a meeting between a contacting employee and a colleague, escalating formally their concern (with their permission) in line with the agreed escalation path</li> <li>• Present the Guardian service to staff groups as required and on a regular basis</li> <li>• Agree a level of visibility with the NHS Trust and deliver accordingly</li> <li>• Schedule site visits for promotion of the Guardian service</li> <li>• Participate in Client initiatives to improve the 'speaking up culture'</li> <li>• Write and keep accurate records and contribute to the evaluation of the effectiveness of the service as required, ensuring that reports are completed and recorded in a timely and accurate way</li> <li>• Send out user satisfaction survey to contacting employees</li> <li>• Ensure that information and data are handled appropriately, and personal and confidential data are protected in line with GDPR requirements</li> <li>• Work in accordance with the Guardian Service policies and procedures</li> </ul> |
| Additional Duties | <ul style="list-style-type: none"> <li>• Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required</li> <li>• Maintain knowledge on Guardian practice including developments in employment law, The National Guardian Office (NGO), NHS policy and guidelines etc.</li> <li>• Attend NGO webinars and Regional Networks</li> <li>• Act as a Champion and build up specific knowledge on a particular subject matter that adds value to GSL</li> </ul>   |

## Guardian - Person Specification

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| <b>Qualifications</b>                  | Essential   | <ul style="list-style-type: none"> <li>Educated to A level standard or equivalent experience</li> </ul>  |
|  | Desirable   | <ul style="list-style-type: none"> <li>A third-level qualification or comparable certification</li> <li>Relevant professional association membership e.g. HR, Training, OD, Coaching, Mediation, Arbitration etc.</li> </ul>   |
| <b>Experience</b>                      | Essential   | <ul style="list-style-type: none"> <li>Proven management and organisational skills at a mid-management or higher level</li> <li>Demonstrable experience of interaction with mid-level and senior Executives, Directors and Non-Executive Directors in addressing concerns and issues</li> <li>Proven experience of dealing sensitively with difficult issues, to act with integrity and maintain confidentiality as appropriate</li> <li>Experience in giving presentations to small and large groups</li> <li>Experience in communicating at all levels of staff from all disciplines and/or grades.</li> <li>Experience of planning and prioritising own workload, and working on own initiative with minimal supervision</li> </ul> |
|  | Desirable   | <ul style="list-style-type: none"> <li>Basic knowledge of Employment Law, the Equality Act and data protection</li> <li>Knowledge of HR policy and proven experience of staff management</li> </ul>  |
| <b>Required Skills</b>                 | Essential   | <ul style="list-style-type: none"> <li>Able to listen without interruption</li> <li>Excellent verbal and written communication skills to liaise with a wide range of people</li> <li>Ability to work flexibly to meet the needs of the Business including occasional evening and weekend work where agreed with the employee/employer in advance</li> <li>Self-motivated, confident to work on own initiative and in working alone</li> <li>Able to build a rapport which demonstrates compassion and understanding</li> <li>Be able to set boundaries, be concise, present information and be able to write reports using Microsoft Office tools.</li> </ul>  |
|  | Desirable   | <ul style="list-style-type: none"> <li>Hold a UK driving licence and have access to a car (Please note that this may be <b>essential</b> depending upon the geographical location of the client)</li> </ul>  |
| <b>Personal Disposition</b>            | Essential   | <ul style="list-style-type: none"> <li>Be approachable, trusted and non-judgmental</li> <li>High emotional intelligence</li> <li>Enthusiastic and highly motivated</li> <li>Empathic disposition</li> <li>Completer/finisher attitude</li> </ul>   |
| <b>Particular Requirements of Role</b> | This role can involve meeting with and speaking to people who are very emotional, very upset or traumatised by current or previous events or who may be at a point of crisis. |  |