



Guardian Job Description

Job Title	Guardian
Reporting Line	Operations Manager
Client	NHS / Associated Organisations
Job Purpose	<ul style="list-style-type: none">Provide independent, confidential liaison for all staffSupport contacting employees to find a self-determined resolution to their concerns by telephone and/or in personEscalate issues of concern to senior leaders promptly in accordance with agreed timescales following consent from employeeSurface issues for the organisation which might otherwise be unknownPromote an environment of "Freedom To Speak Up" (FTSU)Provide support for staff who feel unable to raise issues internally or without supportPresent Board report to the Board bi-annually
Key Internal Organisational Relationships	<ul style="list-style-type: none">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
Key External Relationships	<ul style="list-style-type: none">Senior Leadership Team, Non-Executive Director and Board, Contacting Employees, Key Client Contacts
Key Accountabilities	<ul style="list-style-type: none">Provide in person support to contacting client EmployeesEscalate concerns as per agreed protocolsFacilitate meetings as necessaryProvide communication support and presentations on GSL servicesComplete monthly reporting and record keeping efficientlyHold monthly meetings with FTSU Executive Lead to discuss the month's activity and themesHold quarterly meetings with CEO, Director of HR and Non-Executive DirectorWrite and present Board report to the Board bi-annually
Main Duties	<ul style="list-style-type: none">Promptly respond to initial telephone or email, contacts providing an empathic and non-judgemental approachArrange 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).Maximise the use of telephone, Teams etc. to facilitate speedy resolution

	<ul style="list-style-type: none"> • Escalate issues of patient safety and care in line with the agreed timescales for an NHS Trust client • 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 • 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 • Present the Guardian service to staff groups as required and on a regular basis • Agree a level of visibility with the NHS Trust and deliver accordingly • Schedule site visits for promotion of the Guardian service • Participate in Client initiatives to improve the 'speaking up culture' • 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 • Send out user satisfaction survey to contacting employees • Ensure that information and data are handled appropriately, and personal and confidential data are protected in line with GDPR requirements • Work in accordance with the Guardian Service policies and procedures
Additional Duties	<ul style="list-style-type: none"> • Participate in and actively contribute to individual supervision, training and team meetings; attend all staff meetings and organisational events as required • Maintain knowledge on Guardian practice including developments in employment law, The National Guardian Office (NGO), NHS policy and guidelines etc. • Attend NGO webinars and Regional Networks • Act as a Champion and build up specific knowledge on a particular subject matter that adds value to GSL

Guardian - Person Specification

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