

Candidate Information

Position: Occupational Health Liaison Officer
School/Department: People and Culture
Reference: 23/111056
Closing Date: Monday 10 July 2023
Salary: £30,619 - £35,308 per annum.
Anticipated Interview Date: Friday 28 July 2023

JOB PURPOSE:

Ensuring the effective and efficient operational management of the University's Occupational Health (OH) service, the post holder will be responsible for overseeing the provision of the service to both Queen's staff and students, whose health and wellbeing are a key priority to us.

Reporting directly to the Diversity, Inclusion and Staff Wellbeing Manager within the People and Culture Directorate, the post holder will foster and develop strong working collaborations across a wide variety of stakeholders in this strategically significant position.

MAJOR DUTIES:

1. To provide day to day operational support to OH, liaising directly with management, staff and Student Wellbeing Services to ensure the effective delivery of services in accordance with the terms of the Service Level Agreement ("SLA") in place at the time between the OH provider and the University, undertaking periodic reviews of the demand for OH services, referrals and producing reports for senior management as requested.
2. To ensure that where any operational issues arise, for example, in respect of pre-employment risk assessment, referrals for fitness for work, staff and student pre-placement health assessments, that problems are resolved in an appropriate and timely manner, in line with the specific obligations set out in the SLA.
3. To lead on the effective implementation of a new staff/student electronic referral process to OH (a software system known as "OPAS G2"); liaising between key stakeholders ensuring that any issues on the referral process are reported, resolved and communicated as appropriate with relevant individuals; overseeing the communication and training to relevant staff and service users.
4. To ensure the effective monitoring and reporting of SLA Key Performance Indicators ("KPIs") is in place and to be the lead for the daily interface with OH support staff, to ensure the delivery of safe, effective and high quality OH services to students and staff at the University.
5. To liaise with the OH provider and University Safety Services and to advise People and Culture on any changes to relevant legislation which apply to occupational health, health and safety, or any workplace policy and practice which may impact upon the nature, frequency and quality of service provided to service users.
6. To help develop, review and amend any workplace policies, practices or procedures which will help improve service delivery.
7. To be the principal point of contact for any HR Business Partners and Line Managers who may require advice, training and support on making staff referrals to OH – and to provide operational support and advice to all staff in respect of the OH referral process.
8. To be responsible for developing and promoting increased awareness of the role and remit of OH and integrated support for the OH provision across campus, devising and helping to deliver appropriate awareness / information sessions and periodic (bi-annual) training for relevant staff.
9. To assist in managing the operational budget of the OH service and to ensure provision of clear, accessible information on the role of the Occupational Health Service ensuring the maintenance of an up to date SharePoint / Intranet website where key information is provided to University staff.

10. To ensure compliance with Data Protection legislation ensuring a close working relationship with all stakeholders; assuming the role of data controller for GDPR purposes, managing, reviewing and embedding any relevant GDPR policies. This extends to managing any audits, identifying issues of non-compliance and developing responses and action plans to address these, liaising with internal staff (e.g. Information Compliance Unit, Information Services etc) and any external agencies as required.
11. To assist in the review of the SLA, any internal / external audits and tendering/procurement processes and to manage the monthly SLA meeting which takes place between the University and the OH provider.
12. To carry out any other duties which are appropriate as this new post evolves and responds to emerging service needs.

ESSENTIAL CRITERIA:

1. A degree and a minimum of 2 years' recent, relevant experience in a similar role OR 3 A-Levels, NVQ 3 or equivalent and at least 4 years' recent and relevant experience in a similar role (obtained within a large and complex organisation), as below:
2. Demonstrable previous experience of managing the effective delivery of services provided under a contract or an SLA.
3. Demonstrable previous experience of implementing new systems and ways of working, communicating effectively with a wide range of stakeholders.
4. Demonstrable previous experience of working on multiple tasks/projects, managing own workload and proactively reacting to changing priorities while continuing to meet standards and deadlines.
5. Experience of MS Office packages including Word, Excel and PowerPoint.
6. Demonstrable understanding of the role and remit of an Occupational Health service.
7. Demonstrable knowledge of data protection principles, data management and data confidentiality.
8. Excellent oral and written communication skills including the ability to deal with sensitive situations.
9. Ability to work on own initiative and as part of a team, manage resources, carrying out a range of administrative support services and managing budgets.
10. Demonstrable ability to build professional relationships with a wide variety of people.
11. Demonstrable ability to work under pressure and in a calm and professional manner.
12. Demonstrable ability to work independently and manage time and resources effectively.
13. Flexible, willing to adapt to new tasks and duties.

DESIRABLE CRITERIA:

1. Experience working either in Higher Education and/or with an Occupational Health Service or as part of a team where OH support was a substantial element of the role.