CAJE REF CYM/Wales/2023/0032

APPROVED 19/10/2023







# RETENTION LEAD

# Band 8a

|  |  |  |
| --- | --- | --- |
| Job Summary | | |
| * Lead the development or refresh of the organisations retention plans which will include alignment to employee experience; staff engagement; flexible working; wellbeing; leadership and culture; Continuous Professional Development (CPD); career pathways etc. * Lead and support implementation of the suite of national retention resources developed by HEIW, including the Nurse Retention Plan across the organisation. * Work collaboratively as part of an All-Wales retention communities of practice network with HEIW to capture and share good practice on retention priorities, supported by a Quality Improvement (QI) approach. * Collect and collate retention data and provide regular reports locally to promote visibility and awareness at Board level. | | |
| Responsible to | | |
| Reporting: | Accountable: | Professionally: |
| Responsibilities and Duties | | |
| **Planning and Design**  As the organisation’s expert on retention the post holder will drive the delivery of the retention strategy, acting as a focal point for retention activities at Organisational level, working with leaders, line managers and staff to promote best practice, resources and standards  Be responsible for a high standard of work - supporting the delivery of the programme of work on time, to quality standards and in a cost-effective manner.  Working closely with the Head of Workforce Planning to understand the national and local strategic direction and people agenda when undertaking retention work to align opportunities and challenges for current and future workforce supply and the importance of retaining skills and expertise to serve the current service and future service needs.  Pro-actively manage stakeholders, respond to, and resolve conflict when this arises through facilitation or other appropriate mechanisms.  **Improvement and Monitoring**  Establish a QI approach and methodology to address organisational retention priorities, working in collaboration with relevant QI teams.  Collate a range of information and lead appropriate analysis to inform any future work that may require the development of business cases to support the retention agenda.  Analyse, interpret and present data to highlight issues, risks and support decision making to a range of partners and stakeholders.  Working with the HEIW Retention Hub and Communities of Practice, develop and evaluate methods and processes for gathering, analysing, interpreting, and presenting data and information.  Monitor the impact of interventions with managers, People Directorate colleagues, and the Employee Experience Lead, on a range of staff experience indicators including - leaver rates, flexible working requests, exit interviews, stay interviews, retire, and return requests.  Interpret retention strategies, legislation and plans and translate into organisational objectives to drive retention improvement plans.  To develop a Retention Strategy and Retention Policy which highlights the rewards and benefits of the organisation  **Communications**  Work in collaboration with a wider range of stakeholders including colleagues within the People Directorate (Attraction & Resourcing, Strategic Workforce Planning, wellbeing, OD, L&D, staff experience, EDI Team, and Welsh Language Team etc.) and with managers and teams, and in partnership with Trade Union/professional body colleagues.  Provide expert advice on the development and implementation of any local retention plans, promoting the HEIW Retention Hub resources.  Forge close positive working relationships with a range of partners and stakeholders to support an effective matrix approach to achieve the programme objectives, including Local Partnership Forum.  Communicate and provide highly complex information to a wide range of internal and external stakeholders (verbal, written and numerical).  Identify and understand the needs of stakeholders and provide sound judgement and diplomatic skills, using excellent influencing, persuading and negotiation skills and change management to ensure the development and delivery of the Programme.  Use sound communication and negotiating skills to overcome barriers to understanding and delivery and gain mutual agreement in relation to progressing new solutions and improvements in retention.  Advice the organisation on the implementation of national HEIW retention resources, including the Nurse Retention Plan.  To manage confidential, sensitive, and sometimes contentious information when dealing with exit interview or moving on information.  **Finance and Budget**  To manage and monitor associated contracts and service level agreements.  To have responsibility for purchasing supplies and monitoring expenditure aligned to delivery of the role.  **Digital and Information**  Produce and present detailed reports on the status of issues, appraising outcomes, and providing progress reports for the Head of Department/Executive Directors/Board and associated performance meetings.  Use a wide range of IT applications to create reports based on a range of information from a variety of sources, presenting to groups as necessary. | | |
| PERSON SPECIFICATION | | |
| Qualifications and Knowledge | | |
| Essential Educated to master’s degree level or equivalent skills, knowledge and experience in leadership/management, people management or learning and development.  Awareness of national priorities and drivers for change.  Quality Improvement training and/or qualifications.  Evidence of continued professional development.  Knowledge of factors affecting retention and best practice methodologies. Desirable Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects.  Has an understanding of the background to and aims of current workforce policy in NHS Wales. | | |
| Experience | | |
| Experience of developing and implementing workforce / people improvement projects  Experience of working with retention initiatives  Substantial management experience at clinical and/or operational service delivery level  Experience of working to deliver successful change and transformation with staff and stakeholders  Demonstrable ability to communicate with a variety of audiences to motivate, inform, influence and be a credible source of expertise  Experience of developing and delivering informative presentations and comprehensive reports for operational and strategic purposes  Experience of working in multi-disciplinary projects and environments that cross professional and occupational boundaries | | |
| Skills and Attributes | | |
| Leadership skills - working well with others and models compassionate Leadership behaviors in all interactions  Strong strategic influencing and negotiating skills on complex and sensitive issues  Ability to explore, evaluate and interpret information and options and make decisions and recommendations based on an analysis of options  Ability to communicate at all levels of the organisation and to develop reports and present data to various audiences in a way that is easy to understand and demonstrates progress towards goals  Ability to influence change and deal with different views in a constructive and positive way forward  Able to work on own initiative and be an effective member of a team  Ability to motivate and lead others  Able to interpret guidance and legislation in relation to the role.  IT skills  Welsh Language Skills are desirable levels 1 in understanding, speaking, reading, and writing in Welsh | | |
| Other | | |
| Able to travel across various sites in a timely manner where applicable  Ability to work flexibly to deliver the Programme | | |