

Message from Belinda Wilson, Project Manager

Welcome to our fifth issue of the East Region Recruitment Transformation Programme Newsletter. We would like to thank those of you that took the time to participate in the recent survey which was sent around. This version of the newsletter will be briefer than normal, however all feedback will be taken into consideration for the next newsletter.

We are delighted to say that the Project is still moving forward despite the current situation, and we have a message from our new Project Manager, Belinda Wilson;

I recently joined the Recruitment Transformation Programme at the end of January, taking over from WingKei Mak, who is off to pastures new. I come from a Project Manager and Leadership background in the utilities industry previously working on Digital Transformation, so I am very quickly learning everything I can about the different boards and recruitment teams within the NHS East Region and looking forward to meeting new faces as the project progresses and I get out and about to meet the recruitment teams.

It's an exciting time as the programme continues to make good progress and the newsletter is a great place to share what we've been working on and our next steps.

In this edition of the newsletter, we've included a section on your feedback from the recent survey that was issued and from this we will continue to use your feedback to shape future engagement events and will have some new exciting "getting to know you" features in our future newsletters.

As always, your engagement and feedback is key to making the regional recruitment service a success so please provide any feedback you may have into your local Board Recruitment representative (contact names are below).

Stay Safe & Best Wishes

Belinda

East Region Recruitment Transformation Programme Board

Key Messages:

- 1. Work on East Region Recruitment Operational Model is progressing based on the following key design principles (customers being hiring managers and candidates):*
 - Customers and how we serve them are at the heart of what we do and how we do business.*
 - Provide a centre of excellence, where recruitment functions will be easy to do business with and customer journey are fluid*
 - Agile and adaptive service*
 - Optimal delivery model enables a more sustainable and cost effective recruitment service to be delivered.*
- 2. The work on the East Region Recruitment Operational Model remains on track in relation to the agreed transformation programme timescales, with the aim to conclude the options appraisal process by the end of the financial Year, 31 March 2020*
- 3. What is next – Continue to engage and involve stakeholders throughout the process.*

The East Region Recruitment Transformation Programme Board continues to work collaboratively, sharing of knowledge and best practice, and consider opportunities for recruitment service delivery both now and in the future across the Region.

3. Operating Model

The goal of the operating model workstream is to plan, design, build & test and implement a new recruitment operating model for the East Region. Progress made over the last year is detailed on the next page.

The table below shows the proposed model options approved by the East Region Recruitment Transformation Programme Board (20th August), to progress through a high level financial appraisal process.

Agreed Proposed Model Options

	Model Options
1	Single Employers, Single Management, Single Location
2	Single Employers, Single Management, Multiple Locations
3	Multiple Employers, Single Management, Multiple Locations

As a team, we recognise the success of this strategic programme is determined by the involvement and engagement of key stakeholders across the Region. We continue to work closely with members of the programme board to ensure progress of the programme is transparent and that key stakeholders are informed and involved every step of the way.

National Recruitment System



All boards within NHS Scotland are now live on Jobtrain.

Job Train Developments – Version 7 Coming Soon!

As Jobtrain implementation is reaching its conclusion, NHS Scotland (NHSS) has identified a number of developments that will enhance the recruitment process and experience for candidates, hiring managers and the HR Recruitment teams based on feedback and the survey's completed earlier this year.

It was agreed that a number of developments would be recorded and considered in a single release that would align with Jobtrain's upgrade for version 7. The developments include improvements to how candidate information is viewed, shortcuts to make the system more intuitive, and improved functionality within the interview stage. The testing and implementation will commence in January 2020, with an expected release date in March 2020.

National Recruitment Standardisation Group

The National Recruitment Standardisation Group objective is to deliver on the following recommendations of the National Recruitment Strategic Proposal:

'Once for Scotland' Standardisation: Implementation of standard processes, policies and documentation across NHS Scotland's recruitment service.

'Once for Scotland' Infrastructure: Support the development and implementation of the new national recruitment system.

'Once for Scotland' Reporting & Performance Metrics: Implementation of a nationally agreed set of performance metrics for the NHS Scotland recruitment service which is real time, consistent and reliable

The group is chaired by Jenni Duncan, East Region Recruitment Transformation Programme Director (NHS Lothian) and it is made up of service, staff side, systems/eESS, Jobtrain pilot board and regional recruitment lead representatives.

The regional recruitment standardisation lead representatives are:

East—Neil Murray (NHS Lothian) North—Tracy Hicks (NHS Grampian) West—Julie Mitchell (NHS Forth Valley)
--

The regional recruitment leads role is to inform and actively involve their regional boards on progress and development of the standardisation work. The group requires all NHS Scotland Boards support and input in successfully delivering its objectives.

Progress Update

The National Recruitment Standardisation Group has been working alongside the Jobtrain implementation phases reviewing all key documentation and processes. This has been and will continue to be a significant and critical piece of work to ensure that we ultimately achieve the following outcomes:

- A consistent approach to recruitment service delivery across NHS Scotland.
- Streamlined processes which are aligned to the Jobtrain recruitment solution.
- A consistent customer experience of recruitment across NHS Scotland.

The national Recruitment Standard Operating Procedure (version 1) is available on eESS website (<https://www.eess.nhs.scot/recruitment/>) to support the delivery and implementation of Jobtrain across all NHS Scotland Boards and to ensure consistency. This is a live document that is being reviewed monthly by the National Recruitment Standardisation Group.

Jobtrain Development and National Recruitment SOP Change Requests

Please be aware that communications around system updates and key messages will now be sent via the eESS Recruitment Service Desk. Board nominated contacts should share and cascade this information locally as required.

Please be reminded that the eESS Recruitment Service Desk acts as the primary mode of requesting changes and support from the national programme team. To ensure board nominated contacts are up to date please contact Lorna Johnston at the eESS Programme Team: lorna.johnston5@nhs.net
--

Next Step

The next phase of the National Recruitment Standardisation Group is to develop standardised recruitment performance metrics and business as usual guidance.

Workstreams Update

Good progress continues to be made on all three workstreams as follows;

1. Recruitment System (Jobtrain)

- Version 7 of the JobTrain system is due for release in the near future, there has been a delay with the test environment, however this is being progressed.

2.. Recruitment Services

The East Region Recruitment Leads continue to work closely together and meet on a monthly basis to:

- Implement standardised national Recruitment Process and identify opportunities for collaboration across the East Region Recruitment Transformation Programme.
- Provide input to the continuous development of Standard Operating Procedures based on Board experience and the national standardisation work.

We hope you have found this issue of the Recruitment Transformation Programme Board newsletter informative. If you have any feedback on how this could be improved, please contact the recruitment/operational leads in your local Board.

Programme Board Chair	Janis Butler, East Region SRO (NHS Lothian)
Programme Director	Jenni Duncan, Programme Director – East Region Recruitment Transformation Programme
Project Manager	Belinda Wilson, Project Manager—Regional & HR Shared Services
Project Support Officer	Chloe McIntyre, Project Support Officer
Recruitment/Operational Leads	Edwina Cameron, HR Manager/OD Partner (NHS Borders) Sandra Raynor, Senior HR Manager (NHS Fife) Deirdre Joy, Head of HR (Scottish Ambulance Service) Mark Stewart, Lead Business Partner – HR & Workforce Infrastructure (NES) Neil Murray, Head of Recruitment Services (NHS Lothian) Dougie Craig, Resource Specialist (Healthcare Improvement Scotland) Claire Smith, East Region Jobtrain Project Lead (NHS Borders)
Subject Matter Experts/ Stakeholders/Staff Sides Rep- resentatives	Duncan Service, Employee Director (Healthcare Improvement Scotland) James McCann, UNISON Representative (NES) Jasmin Clark, RCN Representative (NHS Lothian) Robert Aitken, East Region Facilities Chair (NHS Lothian) Fiona Ireland, East Region Nursing Representative (NHS Lothian) Carolyn McDonald, East Region AHP Representative (NHS Fife) Ali Mehdi, East Region Medical Representative (NHS Borders) Maria McFeat, East Region Finance Representative (SAS)