



Candidate Information Pack



SENIOR PEOPLE & DEVELOPMENT

Shropshire Doctors Co-operative Limited

Our mission

"To keep patients at the heart of all we do"

Welcome from the Chief Executive

Thank you for your interest in joining Shropshire Doctors Co-operative Ltd (Shropdoc).

Whether you are discovering Shropdoc for the first time or already know a little about us, I am delighted that you are considering joining us as the next step in your career journey.

Shropdoc exists to make a real difference to our patients and communities, and none of that would be possible without the dedication and skill of our team. We are incredibly proud of the people who work here, and we are equally committed to making Shropdoc a great place to work – one where people feel valued, supported and able to grow.

We are currently in an exciting phase of our journey, as we continue to strengthen and shape the organisation for the future. It is a great time to join us, with genuine opportunities to get involved and contribute your ideas. We don't just want people to fill a role – we want people who want to make a difference and grow with us.

This information pack will give you a flavour of who we are, what we do, and what it's like to work here. I hope it inspires you to take the next step and apply.

I look forward to the possibility of welcoming you to the Shropdoc team.



Daniel Robinson
Chief Executive Officer
Shropshire Doctors Co-operative Limited



The Role

Senior People & Development Officer



Quality

Ensuring Shropdoc is a quality organisation that provides a high standard of service to our customers.

Ansawdd

Ensuring Shropdoc is a quality organisation that provides a high standard of service to our customers.

Kindness

Ensuring Shropdoc is a kind organisation that provides a high standard of service to our customers.

Caredigrwydd

Ensuring Shropdoc is a caring organisation that provides a high standard of service to our customers.

Development

Ensuring Shropdoc is a developing organisation that provides a high standard of service to our customers.

Datblygiad

Ensuring Shropdoc is a developing organisation that provides a high standard of service to our customers.

Community

Ensuring Shropdoc is a community organisation that provides a high standard of service to our customers.

Cymuned

Ensuring Shropdoc is a community organisation that provides a high standard of service to our customers.

Integrity

Ensuring Shropdoc is an organisation that provides a high standard of service to our customers.

Uniondeb

Ensuring Shropdoc is an organisation that provides a high standard of service to our customers.



The Opportunity

The Senior People and Development Officer will provide professional HR, learning and development support across Shropdoc, working as part of a small, collaborative People team. Reporting to the Head of People, H&S and Estates, the role will support managers and employees through high-quality HR advice, effective employee relations, learning and development, people data and coordinated working across HR, Payroll, Estates and Health & Safety.

This is a varied, hands-on role combining professional HR advice with a focus on HR-related training, manager development and organisational capability. You will work across the People team and wider organisation to deliver a responsive and effective service.

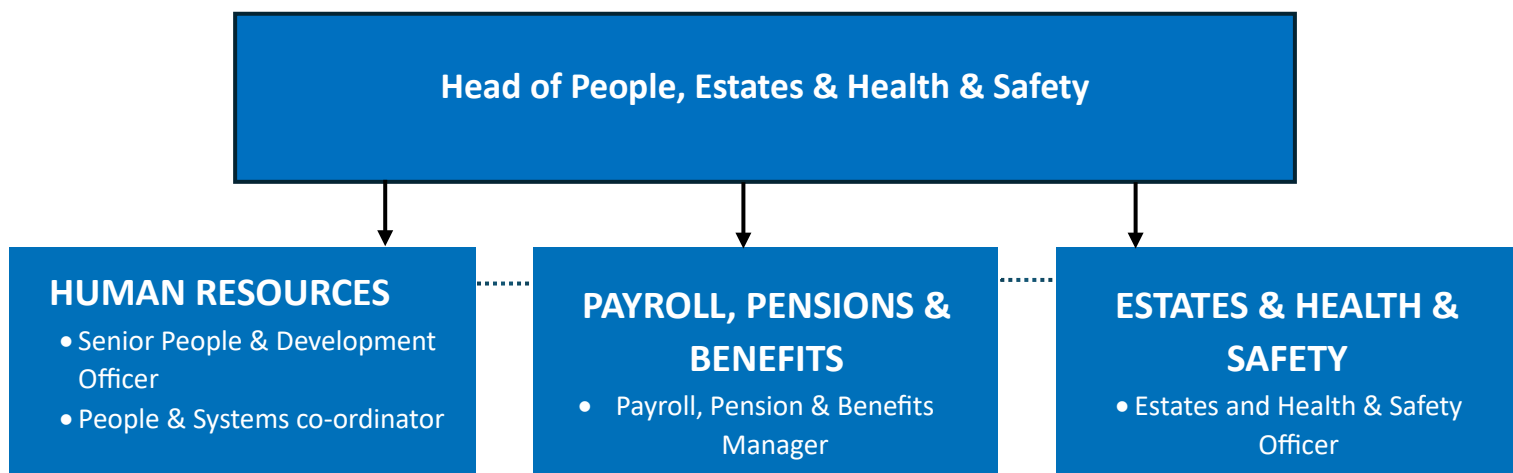
Success will be demonstrated through high-quality HR advice, effective development activity, meaningful use of People data and strong partnership working, contributing to a positive, capable and continuously improving organisation.

The role would suit someone with experience across the core HR function, together with some exposure to payroll, training and health & safety. While colleagues responsible for these areas will remain the subject-matter owners, the role will provide valuable support and cover across these functions.

Our People Team

As Senior People & Development Officer, you will join a values-led organisation with strong foundations, clear operational direction and a genuine commitment to development.

Development / Quality / Community / Kindness / Integrity



The Role

You will provide professional HR advice and practical support to managers and employees, helping to deliver Shropdoc's People priorities and strengthen the employee experience.

The role will support managers across the organisation, with an emphasis on learning and development, HR-related training, coaching and workforce capability.

You will use People data, feedback and professional insight to support informed decision-making and help keep Shropdoc's People services responsive, effective and aligned with organisational values and priorities.

The successful individual will work collaboratively across the wider People service, including close working with the Head of People, Estates & Health & Safety.

The successful individual will also work collaboratively with the Payroll, Pension & Benefits Officer, People & Systems Co-ordinator and the Estates & Health & Safety Officer, supporting their workstream as required while recognising their responsibility as the subject-matter owner. The role will contribute to an integrated People approach, supporting effective coordination across key organisational and operational requirements.

This flexible approach will enable the successful individual to respond to operational priorities across the wider People service while maintaining its core responsibilities for HR, learning and development.



Job Description

Senior People & Development Officer





JOB DESCRIPTION

Job Title	Senior People & Development Officer
Salary	£35,000 to £38,000 per annum (actual pro-rata salary)
Location	Longbow Close, Shrewsbury
Reporting to	Head of People, Estates & Health & Safety
Hours of Work	30 hours per week – Monday to Friday – 8.30am to 3pm – Wednesday – working from home
Contract	Permanent

COMPETENCY FRAMEWORK

Competency	Evidence
Professional HR Expertise	Provides credible HR advice and support, applying sound employment practice and professional judgement.
Learning & Development	Identifies development needs and designs and deliver effective training that builds organisational and management capability.
People & Employee Relations	Supports Managers and Team Leaders to manage people effectively, including performance, absence, employee relations and challenging conversation.
Payroll & People Systems	Works collaboratively to support contractual changes, providing appropriate payroll support and cover during periods of absence, and ensuring effective use of People systems and information.
Health, Safety and Wellbeing	Contributes to a positive culture of health, safety and employee wellbeing, working collaboratively with the wider People and H&S functions.
Collaborative Partnership	Builds strong working relationships across the organisation and contributes effectively to wider People priorities.
Values & Professionalism	Demonstrates integrity, confidentiality, adaptability and a commitment to Shropdoc's values and positive employee experience.

PRIMARY RESPONSIBILITIES

- Support the Head of People, Estates & Health & Safety in the operational delivery and continuous improvement of the People function, ensuring high-quality, responsive services that align with organisational priorities.
- Provide professional guidance on all people related matters and promote the consistent application of HR policies, procedures and employment best practice across the organisation.
- Coordinate workforce initiatives that enhance organisational development, employee engagement, wellbeing, learning and workforce capability.
- Support the development and implementation of the organisation's learning and development priorities in accordance with the Training Policy and the Staff Talent Development and Staff Retention Strategy.
- Build effective working relationships across the organisation, working collaboratively with managers, the People & Systems Co-ordinator, the Payroll, Pensions & Benefits Manager and the Estates and Health & Safety Officer to support an integrated, high-quality corporate service, while recognising the distinct responsibilities and professional boundaries of each function.
- Promote and support a culture of continuous improvement, innovation and excellence, aligned with Shropdoc's values.

TASKS AND RESPONSIBILITIES

HR, People and Employee Relations

To contribute to the overall success of the HR Department in delivering a proactive and customer-focused HR service by providing effective support, guidance and advice to managers and staff members on a wide variety of HR matters, including but not limited to employee relations, policy and process, recruitment, and the delivery of key projects, to include but limited to:

- Manage a varied ER caseload including disciplinary, grievance, absence, capability, performance, and probation matters, and be first point of contact for HR queries relating to ER matters.
- Act as HR lead, alongside managers, in the management of change issues, leading in formal consultation exercises. Escalate complex or high-risk cases to the Head of People, Estates & Health & Safety.
- Manage sickness absence in collaboration with managers, managing redeployment where appropriate, assisting staff back to work, and working with managers to reduce sickness absence across the organisation. Implementation of workforce initiatives that improve recruitment, retention and workforce sustainability.
- Oversee resource planning, providing advice to managers on recruitment campaigns, development of job descriptions/person specifications, job evaluations, and appropriate selection processes.
- Provide advice to managers on HR policies and employment legislation.
- Support wellbeing, attendance management, and Occupational Health referrals.
- Support with employee development, succession planning and talent management activities.

- Lead on specific People-related improvement projects from planning through to implementation and evaluation.
- Support digital transformation initiatives affecting the People, Payroll & Estates & Health & Safety functions.

Training and Development

The postholder will support the organisation's learning and development priorities, ensuring training and development activity meets organisational, and workforce needs and supports managers and employees to develop their skills and capability. Responsibilities will include, but are not limited to:

- Identification and analysis of organisational learning and development needs, informed by workforce planning, appraisal outcomes, manager feedback, organisational priorities and business objectives.
- Design, develop and deliver engaging HR-related training, workshops and guidance sessions for managers and staff, including People policies, employee relations processes, absence management, performance management, effective conversations, coaching and other priority areas identified through organisational need.
- Apply appropriate learning and development methodologies to ensure training is practical, engaging and relevant to the needs of the organisation, with the ability to deliver effectively both face-to-face and virtually.
- Coach and support managers to develop their confidence and capability in having effective conversations, managing performance, supporting employee development and addressing people-related issues appropriately.
- Promote a culture of continuous learning, professional development, knowledge sharing and continuous improvement across the organisation.
- Work collaboratively with the People & Systems Co-ordinator to monitor mandatory and statutory training compliance, identify gaps and support managers in taking appropriate follow-up action.
- Maintain appropriate records of learning and development activity and provide relevant reports and management information to support organisational oversight and workforce planning.
- Contribute to the continuous improvement of the organisation's learning and development approach, identifying opportunities to improve capability, engagement and organisational performance.

Workforce Governance and Assurance

- Contribute to the Workforce Development Group (and its sub-groups) in developing governance, assurance and best practice.
- Liaise with the Medical Director and clinical teams to support and maintain compliance with workforce-related regulatory and quality standards, including CQC/ HIW requirements, ensuring appropriate processes, records and evidence are maintained.
- Work closely with the People & Systems Co-ordinator to provide assurance to the Head of People, Estates & H&S regarding workforce compliance and governance risks.
- Oversee implementation of recommendations arising from audits and inspections and report to the Head of People, Estates & Health & Safety.

Collaborative Working

- Build and maintain effective working relationships across the People, Payroll and Estates & Health & Safety functions, promoting clear communication, effective information sharing and a coordinated approach to organisational priorities.
- Work closely with the Payroll, Pensions & Benefits Manager and People & Systems Co-ordinator to ensure the accurate and timely delivery of integrated People and Payroll processes, including contractual changes, pay awards, salary reviews, changes to terms and conditions and employee benefits. Contribute to resolving queries and identifying opportunities to improve processes, controls and service delivery.
- Provide operational resilience across the People and Payroll functions, including appropriate cover during periods of absence, helping to maintain continuity, accuracy and timely processing and ensuring key knowledge and contingency arrangements are maintained.
- Contribute to the development and delivery of employee engagement, wellbeing, benefits and organisational culture initiatives, working with colleagues and managers to ensure these are aligned with organisational priorities and the employee experience.

General Responsibilities

- Complete all statutory, mandatory and role-specific training within required timescales, maintaining compliance with organisational and regulatory requirements.
- Contribute positively to team working, service improvement and organisational priorities, supporting colleagues flexibly where required and within the scope of the role.
- Participate in HR and other departmental meetings and training sessions as appropriate.
- Undertake any other duties as directed which are consistent with the role being undertaken. These duties are not exhaustive and are subject to ongoing review in conjunction with the post holder and the changing needs of the organisation.

PROBATIONARY PERIOD

All new employees are subject to a five-month probationary period with regular progress review meetings. Our probationary period will focus on supporting new employees in the workplace through comprehensive training and induction programmes. These programmes are tailored to equip new employees with the necessary skills, knowledge and confidence to succeed in their position.

STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, always, deal honestly with the organisation, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers. All Shropdoc staff may be involved directly or indirectly with people who are receiving healthcare services. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Disclosure and Barring Service (DBS) check.

CONFIDENTIALITY AND INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must always be preserved whether at or away

from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure. All staff must act within legislation, policies and procedures relating to information governance.

DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised people or organisations as instructed.

SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction, and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity, and it is the responsibility of all staff to ensure that it is implemented and contributes to its success.

REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post-holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.



PERSON SPECIFICATION

Shropdoc is committed to equality of opportunity in employment and set standards which enhance individual rights protected at law. Candidate application forms will be shortlisted using a points-based system, with selections made according to the criteria outlined in the person specification below.

Shortlisting Criteria	Essential	Desirable
Qualifications		
CIPD Level 5 qualification or Equivalent	☒	
Recognised qualification in training, learning and development	☒	
Recognised training in coaching and/or mentoring		☒
Relevant project management qualification or equivalent		☒
Evidence of continuing professional development in HR, employment practice, learning and development or people management	☒	
Experience/Knowledge		
Professional HR experience, including providing advice and support to managers and employees across a broad range of people matters.	☒	
Experience of advising managers on employee relations, including performance, absences, conduct, capability and workplace issues.	☒	
Proven experience of designing and delivering engaging HR-related training and development for managers and/or employees.	☒	
Experience of coaching and supporting manager to develop their confidence and capability in managing people.	☒	
Sound knowledge of UK employment legislation, HR policy application and good practice in people management.	☒	
Experience of working collaboratively with Payroll and/or Finance to support accurate and timely implementation of contract variation and employee information		☒
Understanding of payroll processes and the ability to provide appropriate operational support and cover during period of absence.		☒
Experience applying employment legislation and HR policy in practical workplace situations.	☒	

Shortlisting Criteria	Essential	Desirable
Personal Attributes		
Experience of translating HR policies and people processes into clear, practical guidance for managers.	✓	
Professional, approachable, credible and confident in building effective relationships with managers, colleagues and wider stakeholders	✓	
Highly organised, resilient and able to manage competing priorities while maintaining attention to detail.	✓	
Excellent communication, presentation and facilitation skills.	✓	
Confident in providing professional advice and constructively challenging managers, where appropriate.		✓
Ability to support managers through sensitive and challenging conversations.	✓	
Able to work independently while contributing positively to a collaborative People team.	✓	
Have a good understand of health and safety in the workplace and how legislation is applied practically.		✓
Able to provide flexible support across the People team while respecting the responsibilities and professional boundaries of each function.	✓	
Organised, disciplined and focused on delivering agreed outcomes to a high standard.	✓	
Organised, Must be able to maintain confidentiality and acting in accordance with organisational policies, values and statutory requirements.	✓	
Knowledge and understand of Payroll processes, would be an advantage		✓
Demonstrates behaviours aligned with Shropdoc's values: <i>Community, Quality, Kindness, Integrity and Development</i>	✓	
Other		
Ability to work flexibly to meet organisations needs when required.	✓	
Satisfactory DBS clearance in accordance with Shropdoc's safer recruitment and pre-employment checking requirements.	✓	

OUR RECRUITMENT PROCESS

Our recruitment process is designed to be open, fair and transparent, giving all candidates the opportunity to demonstrate their skills, experience and suitability for the role. Applicants are encouraged to fully complete the online application form, as this will be used as the basis for shortlisting. The interview will be structured around the requirements of the role, and the criteria outlined in the person specification. To ensure consistency and fairness, all shortlisted candidates will be asked the same core questions, with appropriate follow-up questions where further clarification or evidence is required. The interview panel will assess each candidate's responses against the agreed criteria and consider the overall evidence provided throughout the recruitment process when making the appointment decision.

1

**SHORTLISTING
OF
APPLICATION
FORMS**

2

**SHORTLISTED
CANDIDATES
TELEPHONE
SCREENING**

3

**FIRST
INTERVIEW OF
FINAL
SHORTLISTED
CANDIDATES**

*(to include a
presentation)*

4

**SECOND
INTERVIEWS**

*(Meeting Key
Stakeholders)*

5

**CONDITIONAL
OFFER OF
APPOINTMENT
TO
SUCCESSFUL
CANDIDATE**

If you have a disability and require any reasonable adjustments please let us know in advance. We are committed to providing an inclusive and accessible recruitment process and will make every effort to accommodate your needs.



Working for Shropdoc



Why Join Shropdoc?

Many organisations deliver urgent and primary care services. Far fewer have the strong sense of community, purpose and values that sit at the heart of Shropdoc.

Shropdoc is a not-for-profit organisation with around 90 employees and supported by a dedicated network of GP contractors. Everything we do is centred on our mission to **keep the patient at the heart of all that we do**, while working towards our vision of being a chosen provider of urgent care, closer to home, 24/7.

- Our values of **Community, Quality, Kindness, Integrity and Development** shape the way we work and the experience we aim to create for our patients, colleagues and partners.
- **Community** – We are proud of the communities we serve and the difference our services make to people when they need care.
- **Quality** – We are committed to delivering safe, effective and compassionate services, always looking for ways to improve.
- **Kindness** – We value people. We treat patients, colleagues and partners with respect, compassion and understanding.
- **Integrity** – We do the right thing, act openly and honestly, and take responsibility for the part we play.
- **Development** – We believe in learning, developing our people and continually improving how we work.

At Shropdoc, you will be part of an organisation where people matter, contributions are valued and there is a genuine opportunity to make a difference. We are proud of our history and excited about our future, continuing to build an organisation where talented people can develop, contribute and feel part of something that matters.

OUR STORY

Thirty years of trusted urgent care — and ready for what's next

TRUSTED HERITAGE

For more than 30 years, we have earned the trust of patients, clinicians, general practice and commissioners by delivering high-quality urgent primary care. Today, we are building on that heritage with a clear strategy, ambitious growth plans and a broader role in the future of community-based healthcare.

PURPOSE WITH PACE

As a clinician-founded social enterprise, we combine NHS values and purpose with the agility and entrepreneurial mindset to innovate, adapt and seize new opportunities. Decisions are made close to the services we deliver—helping us respond quickly, work collaboratively and stay focused on better patient care and sustainable primary care.

TRUSTED HERITAGE • CLEAR STRATEGY • PURPOSEFUL GROWTH



Working in the team



You will be joining a friendly, supportive and collaborative People Team that plays an important role in helping Shropdoc be a great place to work. We work closely together as a team, and with managers and colleagues across the organisation to provide practical, approachable trusted People support. We value openness, teamwork and sharing ideas, and encourage everyone in the team to contribute their knowledge and experience. The successful individual will have the opportunity to make a real difference developing our people and helping shape how we continue to strengthen and develop People Services.

Our People and our Future

At Shropdoc, our people shape the quality of our services, the experience of our patients and the success of our organisation.

We are committed to attracting talented people, recognising their contribution and creating opportunities for rewarding, fulfilling careers.

Investing in our people

We invest in learning and development, wellbeing and work-life balance so colleagues can build their skills, share ideas, take on new challenges and contribute to Shropdoc's future.

A culture where people matter

Our culture is shaped by the people who work here and the way they support one another. We are proud of our friendly, collaborative culture, where colleagues work together, support one another and make a positive difference every day.

Be part of our future

You will join a knowledgeable and experienced team where colleagues share ideas, learn from one another and feel that their contribution matters.

By focusing on wellbeing, development and flexible ways of working, we aim to create an environment where colleagues feel valued, trusted and able to thrive throughout their careers.

If you are looking for an organisation where you can make a difference, develop your career and join a friendly, committed team, we would love to hear from you.

SHROPDOC • PEOPLE • CAREERS • FUTURE



Our staff benefits

We believe that looking after our people is just as important as the work we do. That is why we offer a range of benefits and opportunities designed to support your wellbeing, work-life balance, personal development and financial security.

NHS Pension Scheme Access to the NHS Pension Scheme, providing valuable long-term benefits. Contributions made by the employee and Shropdoc based on pensionable earnings.	Generous annual leave 25 days' annual leave, increasing to 27 days after 5 years' service and 29 days after 10 years' service, plus Bank Holidays, pro rata where applicable.
Occupational sick pay Enhanced support during periods of sickness absence, in line with Shropdoc's policy.	Family-friendly policies A range of policies supporting colleagues with family and caring responsibilities.
Paycare & wellbeing support A range of wider health and wellbeing resources to support your physical, emotional and financial wellbeing. (see next page)	Cycle to Work Scheme Support to purchase a bike and cycling equipment through the Cycle to Work Scheme.
Staff discounts Access to discounts and savings through Blue Light Card/Care and Health Service Discounts.	Free on-site parking Free on-site parking available for colleagues.
Learning & development Opportunities to build your skills, knowledge and confidence and achieve your career goals.	Supportive management Regular opportunities to discuss wellbeing, development, workload and career aspirations.
Flexible working Where operationally appropriate, we aim to support flexible working and a positive work-life balance.	Wellbeing & staff activities Opportunities to take part in wellbeing initiatives staff activities and events throughout the year.
Recognition & appreciation Initiatives to recognise and celebrate the contribution our colleagues make to Shropdoc.	Inclusive working environment A friendly and collaborative workplace where colleagues are encouraged to contribute ideas and develop their skills.

OUR COMMITMENT TO OUR PEOPLE

We are committed to investing in our people and creating a workplace where colleagues feel valued, supported and able to develop. Our values of:

Community, Quality, Kindness, Integrity and Development;

underpin the way we work and the experience we aim to provide for our staff.

Health and Wellbeing

We recognise that the health and wellbeing of our people is vital to creating a happy, healthy and resilient workforce. We offer a range of benefits and support to help you look after your physical and emotional wellbeing, both at work and beyond.

Our employee benefits are available through our staff intranet, with further information shared as part of your corporate induction.

Supporting your wellbeing
A range of practical benefits and services to help you stay healthy, supported and well.

Examples of benefits available

- Access to external Occupational Health and Wellbeing teams to support your health at work.
- Reimbursement for eye tests for colleagues who use display screen equipment.
- A free flu vaccination each year.
- Access to counselling and support services when you need them.
- Access to a range of benefits through the Paycare platform, including:

Eye Care	Dental Care	Physiotherapy	Chiropody	Acupuncture
Retail Discounts	Leisure Savings	Family Support	Travel Discounts	24/7 GP Access

**We want our colleagues to feel supported, valued and able to thrive.
Our wellbeing benefits are part of our commitment to creating a
positive and supportive place to work.**

SHROPDOC • PEOPLE • WELLBEING • SUPPORT



A closing message from the Head of People, Estates & Health & Safety

Thank you for considering the Senior People & Development Officer role at Shropdoc.

This newly created role is an opportunity to work closely with me to develop our People function and move our People agenda forward as Shropdoc continues to grow and strengthen.

The role spans People, payroll, health and safety and compliance, while providing practical support to managers and staff and helping strengthen our systems, processes and ways of working.

I am looking for someone approachable, proactive and confident, with the ability to manage competing priorities and make a genuine contribution.

If you are looking for a role where you can have a real influence, bring your ideas and be part of shaping the next chapter of Shropdoc, I would be delighted to hear from you.

I welcome your application and look forward to bringing the successful candidate into the People team to help shape the future of our People agenda.

Debbie Randall

Head of People, Estates & Health & Safety



Contact us



This vacancy is being managed by Kinetic Health Partners. All enquiries and applications relating to this position should be directed to the Kinetic Health Partners team.

Sam Alsop-Hall

Managing Director, Kinetic Health Partners

Part of the ShropDoc Group

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