



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Title: Occupational Health Lead

Reports to: Senior HR Business Partner and Trustees & Secretary of the Royal Opera House Benevolent Fund

Main Purpose of the Job

To provide a comprehensive, proactive, and impartial Occupational Health advisory service to employees and managers of the Royal Opera House.

To support the Secretary of the Royal Opera House Benevolent Fund in maintaining contact with the existing beneficiaries and identifying and assessing potential new beneficiaries, in particular from those working within the Royal Opera House.

To support a culture of collaborative team working and cross-team working.

To contribute to a culture of continuous learning and continuous improvement.

Key responsibilities

- Act autonomously as the clinical lead and provide best practice OHU services to support the ROH's ambition to be a 'great place to work'.
- Identify the occupational health challenges and risks that ROH staff face across the diversity of roles and departments to ensure that there are services to support and mitigate this e.g. reducing sickness absence, mental health support, critical safety medicals etc. Provide management information to show progress on this.
- Provide effective leadership and support to the various specialists and third-party providers that are part of the OHU provision. Ensure that they are clinically qualified, providing a good service and are value for money.
- Identify ways to modernise the end-to-end provision of services. Adopting best practice, looking for ways to improve efficiency and the manager and employee experience.
- Work with managers across the ROH to raise awareness of OHU services and support them to deliver their responsibilities.
- Actively work towards the SEQOHS (Safe, Effective, Quality Occupational Health Service), ensuring appropriate clinical governance and risk management.

Core activity:

- Provide the full remit of OH service and ensure compliance with the health surveillance programme.

- Provide advice in the implementation of policies and procedures to achieve compliance with the medical aspects of Health & Safety legislation and the Equality Act regarding issues relating to disability.
- Undertake clinical activity to include case management, health surveillance, venipuncture, work environmental visits, risk assessments, attendance management assessments, health promotion and presentations, ergonomic assessments display equipment assessments.
- Clinical supervision to be provided by a peer NMC register Practitioner or other appropriately qualified specialists.
- Deliver a comprehensive travel immunisation programme in accordance with appropriate guidelines, including the ordering and storage of vaccinations.
- Develop and maintain an up-to-date knowledge and awareness of the wide variety of working environments and work-related hazards on the Royal Opera House sites.
- Act as an autonomous practitioner providing professional advice on complex health issues acting as a specialist resource and advisory service for the management and staff of the Royal Opera House.
- Participate in case conferences with regard to complex case management issues, including stress and mental health issues advising management and HR on fitness for work including rehabilitation advice.
- Undertake complex and sensitive management referrals and reviews, advise on disability under the Equality Act.
- Provide a first line counselling service to all employees, using professional judgment for referral where necessary, through the Royal Opera House Employee Assistance Programme or through employees' GPs.
- Develop, maintain and review Occupational Health clinical operating guidelines and process.

Health promotion:

- Identify and provide cost-effective, strategies promoting health of staff at work, to promote a positive impact on level of sickness absence, motivation and morale.
- Lead proactive strategies in support of alcohol and drug awareness.
- Help create an impactful Mental Health awareness program.

Administration:

- Manage the update of Occupational Health assessments on the OHU system (Cority) and ensure compliance with GDPR.
- Maintain accurate records including the health surveillance records undertaken under the COSHH Regulations and Noise at Work Regulations that can be easily accessed for the HSE.
- Communicate with Specialist and General Medical Practitioners when appropriate.
- Maintain vaccination records.
- Manage the Occupational Health budget, currently circa £30k per annum.
- Order and maintain calibration records of OH equipment to comply with health surveillance.
- Manage own administration, with support from the Occupational Health Administrator.

Benevolent Fund:

- The OHU Lead allocates 20% of their contractual hours to support work of the Royal Opera House Benevolent Fund.
- The Benevolent Fund provides confidential advice, emotional support and financial assistance to those past and present employees and their dependents of the Royal Opera House and Birmingham Royal Ballet who need help. If, for whatever reason, they face hard times and find it difficult to manage, the Fund can offer aid to them. The Fund is an independent charity, governed by Trustees.
- The OHU Lead acts as an ambassador for the Benevolent Fund and helps identify more beneficiaries.

- The OHU Lead provides effective management of Benevolent Fund grants that have been allocated to OHU activities. This includes providing Board papers and verbal updates at the Benevolent Fund Trustee meetings and proactive managing the renewal process for any grants.
- The OHU Lead ensures that any third-party providers or specialist services that are funded by the Benevolent Fund are selected within the set criteria set out by the Benevolent Fund.

Other:

- Contribute to the delivery of OHU-related training as required.
- Work with managers and employees to develop their understanding and application of current health legislation.
- Collaborate with the Chief People Officer, Health & Safety Manager and HR Managers to provide information as appropriate on work-related health issues.
- Liaise and manage the visiting therapists, osteopath, physiotherapist, acupuncturist, ad hoc nurse and administration services and masseur.
- Ensure all visiting complementary therapists have appropriate insurance and experience.
- Foster and maintain relationships with specialist individuals and organisations including British Association for Performing Arts Medicine, ENT, audiologist, Performance psychologists and vocal massage therapists.
- Attend H&S Committee, H&S Management Group and other senior management meetings.

General:

- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- Work in accordance with the NMC Code of Professional Conduct, through continual professional development, ensuring knowledge, skills and working methods are current and reflect best practice.
- Proactively demonstrate a commitment and contribution to the Royal Opera House's health, safety and wellbeing culture in all activities.
- Ensure confidentiality in line with organisational policy and data protection requirements at all times.
- Assist the Health and Safety Manager and Chief People Officer with other duties and project work as instructed.

PERSON SPECIFICATION

Essential skills and experience

- Occupational Health diploma or degree.
- Registered General Nurse – NMC registered.
- Ability to work autonomously.
- Strong clinical experience and previous management experience in the OH sector including industry.
- Competent in all aspects of sickness absence case management.
- Strong computer skills.
- Excellent interpersonal and communication skills with a high standard of verbal and written English.
- An understanding of health and safety compliance relevant to the ROH.

Essential Personal Aptitudes

- Decision making ability and the ability to plan in the short and medium term.

- Flexibility in dealing with changing priorities to meet the business needs.
- Accuracy in information recording, management and attention to detail.
- Ability to maintain strict confidentiality.
- Ability to deal with people at all levels and display confidence, assertiveness, tact, diplomacy and empathy when dealing with individuals.
- Ability to work under pressure, and to prioritise and manage a busy and varied workload.

Team Management

- Experience in managing a small team.
- Experience in managing and developing direct reports and creating a strong team ethic.
- Able to foster a collaborative work environment where all team members can thrive.

Continuous Improvement

- Ability to work to and support a culture of continuous improvement.
- The ability to assimilate new information, and develop new skills or hone existing skills, to be able to deliver work to a high standard.
- Commitment to managing own learning and continuous development relevant to the role.
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.

Desired Skills, Knowledge and Experience

- An interest in and enthusiasm for the Arts.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

