



## **JOB DESCRIPTION**

**Title:** Occupational Health Advisor

**Reports to:** Occupational Health Lead & Secretary of the Royal Opera House Benevolent Fund

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### **Main Purpose of the Job**

To support the Occupational Health Lead 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**

- Help 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 support to the various specialists and third-party providers that are part of the OHU provision.
- Work with managers across the ROH to raise awareness of OHU services and support them to deliver their responsibilities.

### **Core activity:**

- Provide the full remit of OH service and ensure compliance with the health surveillance programme.
- To assist in the provision of a safe working environment, adhering to the Company's policies and procedures.
- When possible/available, to assist first aiders when accidents and emergencies occur. Assess routine illness and health issues and treat/refer as appropriate.
- 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.
- Refer complex cases to Occ Health Lead or seek direction where appropriate.

- 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.
- Support mental health awareness and wellbeing, and related engagement.

#### **Administration:**

- Manage the update of the 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.
- To order and maintain calibration records of OH equipment to comply with health surveillance.
- Manage own administration, with some support from the Occupational Health Administrator.
- To communicate and work collaboratively with the OH Lead, OH Admin, HR professionals, Health and Safety manager and liaise with external agencies as required to exchange information in support of a proactive and timely approach to case management and health and wellbeing initiatives.
- Produce an update report on all cases as determined by the service delivery specification.

#### **Benevolent Fund:**

- Support work of the Royal Opera House Benevolent Fund.
- The OHU Advisor acts as an ambassador for the Benevolent Fund and helps identify more beneficiaries.
- 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 Advisor 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.
- 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 in Occupational Health Lead's absence.

**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.
- 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.
- Able to demonstrate a good track record of giving occupational health advice, guidance and support to managers and employees including complex cases.
- Proficient in producing clear, legible, concise and accurate case notes, letters and reports on OH issues, ensuring compliance with confidentiality, professional standards and data protection legislation.

**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.

**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.*

