

JOB DESCRIPTION:
REPORTING TO:
BASED AT:

HEAD OF PEOPLE & CULTURE
CHIEF OPERATING OFFICER
ST ELIZABETH HOSPICE



JOB SUMMARY

To lead and inspire the People & Culture team on the provision of an effective business partnering service to support the delivery of the people strategy. Working in partnership with leaders, key stakeholders and People & Culture colleagues to shape, develop and deliver people plans and solutions in line with the needs and priorities of the hospice and St Elizabeth Care Agency. Acting as the senior point of contact and subject matter expert on complex employment cases and projects providing high-level people management and strategic development support across the hospice.

RESPONSIBILITIES

Strategy and Planning

- Create a people strategy that supports the ambitions of the hospice;
- Design and champion a people plan, ensuring it meets the needs of the business areas and is aligned to that people strategy;
- Drive cultural and people engagement initiatives that secure the hospice position as an employer of choice;
- Provide strategic people expertise, advice and guidance on employment matters; questioning and influencing the leadership around the people agenda to maximise service performance and deliver the hospice strategy.

People Management of the People & Culture team

- Inspire and develop a strong People & Culture team to ensure an improving customer focus and a confident and integral business partner model;
- Line management responsibility of the Senior People & Culture Advisor;
- Overall responsibility for the day to day operational performance of the People & Culture team, through the Senior People Advisor, in supporting the hospice in delivering a high quality and responsive people service;
- Responsible and accountable for the operational People & Culture budget.

People & Culture Service Delivery

- Overall accountability for the People direction across the hospice. Identify people priorities from business plans, translating business requirements into effective people practices and delivering people solutions aligned to business objectives;
- Develop and maintain strong relationships with the management teams in the relevant business areas to ensure People & Culture supports and adds value;
- Provide expert people advice and guidance to managers and staff on People & Culture matters, supporting managers to build solutions in dealing with complex casework, restructures, organisational development, succession planning, performance, resourcing and employee relations issues;
- Support the implementation of the hospice and care agency people plans by pro-actively working with staff and line managers to develop a culture of responsibility and

accountability for front line people management and embed a high performance culture.

People & Culture Projects

- Lead the implementation of continuous improvement initiatives, using business knowledge and intelligence to inform changes and develop solutions to ensure that all people operational systems and processes are fit for purpose;
- Deliver key people initiatives across the People & Culture spectrum, including workforce planning, restructuring, resourcing, talent management, pay and reward, employee relations, employee engagement and performance management;
- Proactively lead, manage and successfully deliver complex cross functional people projects across the organisation within specific timeframes that support the delivery of People & Culture and business area departmental strategies and objectives;
- Ensure the smooth running of working parties to facilitate the delivery of people policies, projects and initiatives.

Management Information

- Utilise people data and analytics to measure trends and patterns to influence the effectiveness of people policies and plans to help drive continuous improvements and increase performance;
- Analyse and report people information to support with benchmarking and the development of People & Culture strategies and solutions. Ensure that all internal and external reporting requirements are satisfied through the provision of management information;
- Ensure that manual and computerised data is managed within the requirements of the Data Protection Act and that people information is GDPR compliant at all times.

Engagement, Development and Retention

- Ensure that the hospice attracts, retains and develops the best workforce possible;
- Design and implement targeted interventions to increase levels of engagement and staff satisfaction, and reduce staff turnover;
- Understand the current and future talent pipeline & ensure succession plans identify critical roles & successor gaps at all levels;
- Lead the development of innovative wellbeing initiatives that enhance employee wellbeing and improve performance;
- Support the development and implementation of the hospice's pay and reward strategy;
- Develop, promote and facilitate a learning & development operating model.

Equality, Diversity & Inclusion

- Actively promote equality, diversity and inclusion within the people business partnering model;
- Work closely with an EDI steering group to translate the EDI strategy and action plan into discrete projects/work plans with agreed timeframes and success measures.

Self-Development

- Maintain a clear understanding and provide up to date knowledge of the legal framework within which People & Culture operates; develop People policies in line with current legislation and keep abreast of modern people procedures and best practice;
- Champion the hospice culture and values, partnering with the relevant management teams to help drive and build this into their business areas.

General

- Where you are a member of a professional body you are required to conform to the professional standards set by that body. You are required to ensure your registration is current and practice continuous professional development;
- Because of the special nature of the hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care; to uphold the hospice values at all times.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POSTHOLDER.



**HEAD OF PEOPLE & CULTURE
PERSON SPECIFICATION**

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications & Training	Full membership of the CIPD (minimum MCIPD) or relevant professional qualification and experience	FCIPD
Experience	<p>Relevant People & Culture experience (generalist or specialist) gained in large complex organisation(s) with multiple stakeholders on a multi-disciplinary environment (including matrix relationships)</p> <p>Extensive experience of operating in a business partner model, working with stakeholders to create positive business outcomes</p> <p>Experience of working with Senior Managers</p> <p>Experience of delivering transformational change programmes, including restructuring</p> <p>Experience of successfully leading a People & Culture team within a business partner model and delivering successful outcomes</p>	<p>Working in a charitable and/or healthcare and social care environment, with clinical staff.</p> <p>Designing and implementing innovative wellbeing initiatives and plans</p> <p>Experience of the set up and design and implementation of People & Culture processes and services within a complex organisation</p> <p>Experience of coaching line managers</p>
Skills & Knowledge	<p>Knowledge of current thinking in People & Culture issues and trends and evidence of Continuing Professional Development</p> <p>Knowledge of employment legislation e.g. working time directives, GDPR, equal opportunities, Equality Act, Employment Rights Act</p> <p>Broad range of IT skills such as word, excel and outlook</p> <p>Able to handle complex employee relations issues in a non-unionised environment</p> <p>Is ready and able to take the initiative, originate action and be responsible for the consequences of the decisions made</p>	<p>Ability to liaise effectively at all levels within the hospice and Care Agency</p> <p>Knowledge of national policy agenda relating to hospices</p> <p>Knowledge of Microsoft Project</p> <p>Development of rewards and benefits packages</p> <p>Job evaluation schemes management</p>

	<p>Ability to present sound and well-reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change. Where necessary resolves highly charged, high-profile conflicts</p> <p>Adapts and works effectively with a variety of situations, individuals or groups. Is able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change</p> <p>Builds strategic partnerships and gains confidence both within and outside of the hospice and care agency</p> <p>Ability to adapt to frequently changing priorities and demands for attention throughout the day</p>	
<p>Qualities</p>	<p>Can maintain personal effectiveness by managing own emotions in the face of pressure. Can demonstrate an approach to work that is characterised by commitment, motivation and a general interest in People & Culture</p> <p>Able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically</p> <p>Take ownership and make decisions at times when there are many unknowns</p> <p>Transforms proposals/ideas into practical reality. Prioritises tasks and organises own time effectively</p> <p>Personally resilient. Is able to dig deep and deal with disputed issues and ethical dilemmas. Represents and promotes the reputation of People & Culture and takes accountability for the actions of the People & Culture team</p>	<p>Ability to present to large audiences i.e. teams of staff, trustees</p>

	<p>Understand the value drivers of the hospice and care agency</p> <p>Able to apply a commercial approach and understanding to ensure service is aligned to business goals</p> <p>Ability to write and present a range of reports</p> <p>A creative and innovative thinker, delivers practicable solutions</p> <p>A strong team player</p> <p>Able to motivate, engage and coach others</p>	
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