



JOB DESCRIPTION: PEOPLE ADVISOR
RESPONSIBLE TO: HEAD OF PEOPLE & CULTURE
ACCOUNTABLE TO: CHIEF OPERATING OFFICER
BASED AT: ST ELIZABETH HOSPICE

JOB SUMMARY

Under the direction of the Head of People & Culture and reporting to the Senior People Advisor, the role will provide an effective, solution-focussed P&C business partnering and advice service; working in partnership with key stakeholders and P&C colleagues to deliver P&C plans and solutions in line with the needs and priorities of the hospice and St Elizabeth Care Agency. Act as a point of contact within designated directorates and be responsible for the provision of advice, coaching and support to managers on all aspects of P&C.

RESPONSIBILITIES

P&C Service Delivery

- Under the direction of the Senior People Advisor, be accountable for designated business areas, identifying and delivering P&C projects and people solutions which meet defined strategic priorities;
- Develop and maintain strong relationships with the management teams in the relevant business areas to identify where P&C adds value, and take opportunities to offer perspective and encourage best practice in the hospice's approach to P&C;
- Provide accurate information, advice and expertise to managers and staff on P&C matters at all stages of the employee lifecycle, enabling them to make informed, confident, risk-aware and appropriate people decisions when dealing with casework, restructures, succession planning, performance, resourcing and employee relations issues; and escalating particularly complex scenarios to the Senior People Advisor/Head of People & Culture as appropriate;
- 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 dealing with P&C issues at the first opportunity and embed a performance culture;
- Taking opportunities to contribute your own skills and experience to other directorates where required

Facilitate a range of effective P&C processes and conversations (such as those involving absence, capability, disciplinary and grievance hearings, investigations, consultations, appeals, flexible working meetings and family leave discussions) by providing knowledge, counsel and practical support, enabling productive dialogue and ensuring that managers are equipped to reach fair, consistent and well-considered outcomes for their staff.

P&C Projects

- Support the implementation of continuous improvement initiatives to ensure that all P&C operational systems and processes are fit for purpose;
- Identify and support the delivery of new P&C initiatives across the P&C spectrum, including workforce planning, restructuring, resourcing, talent management, pay and reward, employee relations, employee engagement and performance management;
- Be involved in delivering cross functional people projects across the organisation within specific timeframes that support the delivery of P&C and business area strategies and objectives;

- Participate in, and where appropriate, lead working parties to facilitate the delivery of P&C policies, projects and initiatives;
- Pro-actively monitor sickness absence in designated business areas; giving managers the information and guidance they need to manage absence effectively and maintain a healthy and productive workforce

Management Information

- Utilise people data and analytics to measure trends and patterns to influence the effectiveness of people policies and plans to drive continuous improvements and increase performance;
- Analyse and report P&C information to support with benchmarking and the development of P&C 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 P&C information is GDPR compliant at all times;

Engagement, Development and Retention

- Work in collaboration with the P&C team to drive colleague experience and engagement;
- Deliver training sessions and develop other resources which enable line managers to upskill and grow in confidence;
- Support and guide managers on the recruitment process including the preparation of job descriptions, person specification, selection scoresheets and interview questions
- Understand the current and future talent pipeline & ensure succession plans identify critical roles & successor gaps at all levels through the development of career pathways;
- Support the implementation of the hospice's pay and reward strategy;
- Contribute to the delivery of a learning & development operating model.

Equality, Diversity & Inclusion

- Actively promote equality, diversity and inclusion within the P&C business partnering model.

Self-Development

- Suggest new, and assist in the development of existing, P&C policies, procedures and guidance in line with current legislation and keep abreast of modern P&C procedures and best practice, ensuring our policy and process suite is fit for purpose, and escalating recommendations for change as appropriate
- 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.

O U R V A L U E S



stelizabethhospice.org.uk

**PEOPLE ADVISOR
PERSON SPECIFICATION**

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications & Training	Full membership of the CIPD (or working towards it) or relevant professional qualification and experience	
Experience	<p>Has knowledge of theory and practical experience in the delivery of operational HR</p> <p>Experience of advising managers and staff on a variety of HR issues</p> <p>Experience of using computer based, P&C systems</p> <p>Experience of coaching and empowering managers as a trusted business partner to deliver positive business outcomes</p> <p>Experience of writing and/or delivering effective training and skills development projects</p>	<p>Relevant experience gained in large complex organisation(s) with multiple stakeholders in a multi-disciplinary environment</p> <p>Working in a charitable and/or healthcare and social care environment, with clinical staff.</p> <p>Experience of delivering transformational change programmes, including restructuring</p>
Skills & Knowledge	<p>Excellent communication and interpersonal skills to engage and motivate a range of audiences</p> <p>High standard of written and verbal skills</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>Ability to adapt to frequently changing priorities and demands for attention throughout the day</p> <p>Able to handle employee relations issues in a non-unionised environment</p> <p>Ability to write and present a range of reports</p>	Knowledge of NHS terms and conditions

	Knowledge of current thinking in P&C issues	
Qualities	<p>Enthusiastic and self-motivated with a general interest in P&C</p> <p>Methodical and demonstrates good attention to detail</p> <p>Take ownership for completing tasks and understand when to escalate issues to others</p> <p>Prioritises tasks and organises own time effectively</p> <p>Personally resilient</p> <p>A strong team player with a can do attitude</p>	<p>Understand the value drivers of the hospices, care agencies and similar environments</p> <p>Willingness to demonstrate flexibility to support the service</p>