

**JOB DESCRIPTION: PEOPLE & CULTURE (HR) MANAGER**  
**REPORTING TO: HEAD OF PEOPLE & CULTURE**  
**BASED AT: ST ELIZABETH HOSPICE**



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## **JOB SUMMARY**

Reporting to the Head of People & Culture with day-to-day operational responsibility for the People & Culture service and team, this post will translate the strategic needs and objectives of the Hospice's People Strategy to ensure there is an effective and efficient People & Culture service. The postholder will act as the senior point of contact and subject matter expert on complex casework and issues and will lead on service development, process improvement, the provision of clear and consistent employment law and best practice guidance, and developing the capability of our people managers.

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### **Service Delivery**

- Line management of the People & Culture Team, including dealing with leave requests, managing absence and performance, conducting reviews and appraisals, recruitment, team meetings and 121s;
- Train and develop the People & Culture team to ensure the provision of a professional, proactive and high-quality service to the Hospice;
- Under the direction of the Head of People & Culture, translate strategic aims, outcomes and projects into effective People & Culture actions and services;
- Operational responsibility for the People & Culture service, managing workflows, expectations and demand to ensure that our customers and stakeholders receive a service which meets their needs;
- Provide expert, commercially aware, practical advice and guidance to managers and staff on people matters, supporting managers to build solutions in dealing with complex casework, restructures, succession planning, performance, resourcing and employee relations issues;
- Develop and maintain strong relationships with the management teams in the relevant business areas to ensure People & Culture provides support that meets the needs of the Hospice and adds value;
- Lead on the review and development of our people policies, ensuring they are fit for purpose, drive performance and improve communication between managers and their employees;
- Deputise for the Head of People & Culture and/or represent the People & Culture service at meetings, events or at other times as required;

### **Projects**

- Suggest, research and implement continuous improvement initiatives within the People & Culture Team, developing solutions to ensure that all People & Culture operational systems and processes are fit for purpose;
- Working with the Head of People & Culture, undertake People & Culture initiatives and projects, including workforce planning, restructuring, resourcing, talent management, equality, diversity and inclusion, pay and reward, employee relations, employee engagement and performance management;

- 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 improvement and increase performance;
- Develop and improve the accuracy and accessibility of People & Culture information and data;
- Analyse and report on People & Culture 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 accurate management information;
- Ensure that manual and computerised data is managed within the requirements of the Data Protection Act and that People & Culture information is GDPR compliant at all times;

### **Engagement, Development and Retention**

- Work with the Head of People and Culture to develop ways in which the People & Culture team can drive colleague experience and engagement;
- Oversee the recruitment process and explore opportunities to improve the candidate experience;
- Support with 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

### **Self-Development**

- Remain up to date with relevant current legislation and keep abreast of modern people procedures and best practice;
- Develop and maintain good relations (informal and formal) with stakeholders, managers, staff and trade unions and lead on discussions where necessary;
- 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.

**PEOPLE & CULTURE (HR) MANAGER  
PERSON SPECIFICATION**

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications & Training	CIPD qualification or relevant experience	MCIPD qualification
Experience	<p>Relevant generalist P&amp;C experience gained in complex organisation(s) with multiple stakeholders on a multi-disciplinary environment</p> <p>Experience of working with Senior Managers</p> <p>Experience of delivering transformational change programmes, such as restructuring and TUPE</p> <p>Experience of coaching/mentoring line managers</p>	<p>Working in a charitable and/or healthcare and social care environment, with clinical staff</p> <p>Experience of the set up and design and implementation of people processes, systems and services within a complex organisation</p> <p>Experience of operating in a business partner model, working with managers to create positive business outcomes</p> <p>Experience of successfully managing a People &amp; Culture team and delivering successful outcomes</p> <p>Experience of job evaluation schemes</p>
Skills & Knowledge	<p>Knowledge of current thinking in people issues and trends and evidence of Continuing Professional Development</p> <p>Knowledge and application 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 with tact and commercial awareness</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>Adapts and works effectively with a variety of situations, individuals or groups.</p> <p>Builds strategic partnerships and inspires confidence both within and outside of the hospice and care agency</p>

	<p>Ability to present sound and well-reasoned arguments to convince others.</p> <p>Ability to resolve disagreements effectively</p> <p>Ability to adapt to frequently changing priorities and demands for attention throughout the day</p>	
Qualities	<p>Can maintain personal effectiveness by managing own emotions in the face of pressure.</p> <p>Can demonstrate an approach to work that is characterised by commitment, motivation and a general interest in People &amp; 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.</p> <p>Represents and promotes the reputation of People &amp; Culture</p> <p>Ability to write and present a range of reports and data</p> <p>A strong team player</p> <p>Able to motivate, engage and coach others</p>	<p>Ability to present to large audiences i.e. teams of staff</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>A creative and innovative thinker, delivers practicable solutions</p>

# O U R V A L U E S



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