

St Joseph's Hospice, Hackney
Job description

Job title: HR Services Manager

Responsible to: Director of Human Resources

Responsible for: The Assistant Business Partners. To work closely with and support both the Payroll Supervisor and HR Director.

Basic function

To work closely with managers and staff within the organisation in order to provide best practice, credible and timely people management advice and guidance whilst ensuring that HR policies, procedures and standards are applied in line with the hospice's values fairly, reasonably and consistently. To manage the HR team to ensure HR operations meet the needs of the Hospice. Work closely with the Director to identify service improvement and lead on projects.

Organisational context

St Joseph's Hospice was founded in 1905 by the Religious Sisters of Charity who retain an interest in the oversight of the Hospice. The Hospice seeks to be an outstanding provider of palliative and end of life care. Each employee is critical to delivering and maintain those standards in accordance with the Hospice's core values.

Discretion to act

The post holder has freedom to act in the delivery of their key accountabilities. Reference to the line manager should be for advice, guidance and for service development and improvement including policies and procedures.

Scale and impact

Management responsibility for 4 direct reports and supervision responsibility for no indirect reports

Budget £x – to support the HR Director in the careful stewardship of the HR Financial resources and to assist with budget building.

1. Service Delivery

- 1.1 To build effective working relationships with line managers across the Hospice by providing them with proactive, credible and timely advice on their people management-related issues and develop a good understanding of their business areas and the regulatory environment they operate within.
- 1.2 To manage employee relations activities ensuring that outcomes are proportionate, reasonable, timely and within legislation and the Hospice's Policies.
- 1.3 Oversee all transactional and operational HR processes, including the HR Database to ensure that internal and external customers receive a prompt and professional service.
- 1.4 To oversee the work of the Assistant HR Business Partners enabling them to provide advice on a wide range of people management issues.

- 1.5 To ensure the timely and accurate processing of the payroll.
- 1.6 Make and influence decision on a range of employee relations matters including dismissal taking into account potential legal challenges.
- 1.7 Make decisions on recruitment related activity and occupational health referrals.
- 1.8 Accountable for compliance with employment law, good practice and the Hospice's policies.
- 1.9 The integrity of the HR information system and the provision of HR Management information.

2. People Management

- 2.1 Provide people management advice, support and coaching to line managers, to enable them to fully undertake their people management role and ensure they are fully aware of the risks/ implications associated with their decisions e.g. sickness absence management, recruitment, disciplinary issues, performance management, grievances flexible working etc.
- 2.2 Responsible for the full cycle of all recruitment and selection for relevant business areas across the Hospice, with the support of the Assistant HR Business Partner include planning for recruitment activity, giving advice on and drafting Job descriptions and person specifications, selection tests and interview questions, undertaking job evaluation and participating on interview panels (for posts at the appropriate level).
- 2.3 Lead on employee relations cases referring sensitive and complex matters to the line manager. This will include coaching managers through processes, preparing for and participating in investigations and hearings, supporting the decision-making processes and reviewing key documents (Letters, meeting notes, report) to ensure that the content is clear, and processes are in line with good practice, relevant employment legislation and the Hospice's policies.
- 2.4 Oversee the work of the Assistant HR Business Partners setting high standards and supporting them to plan and organise their work.
- 2.5 Work with the HR Director on specific HR projects initiatives and processes to deliver the strategic plan.
- 2.6 Work with the learning and development team to design and deliver briefings and workshops to develop the capability and knowledge of staff and managers.
- 2.7 Support the Assistant HR Business Partners to manage the HR end of the payroll ensuring that communication with the outsourced payroll provider is clear and effective and dealing with any complex payroll or pension enquiries e.g. auto enrolment. Escalate any issues as required to the line manager.
- 2.8 Work with the line manager to ensure that all HR Policies, procedures and processes are in line with the Hospice's values strategy and meet legislative requirements and are proportionate and effective. Draft documents as needed.
- 2.9 Work in conjunction with the other Assistant HR Business Partner to gather and analyse qualitative as well as quantitative HR Data to identify trends and provide monthly, quarterly and ad hoc management information for information and decision making purposes. Take corrective action where required – for example the proactive management of sickness absence.

- 2.10 Work with the line manager and Assistant HR Business Partner to ensure that the HR Database is utilised effectively and to its full capacity that staff have the appropriate access levels and that reporting and other functionality is adapted to meet the changes requirements of the Hospice.

3. Service development and project work

- 3.1 To work with the Line manager to develop the HR Service to the Hospice responding to the needs of the Hospice; its funders and regulators.
- 3.2 To work with the line manager to deliver the Gender pay gap report and the WRES report annually and any others that may be required.
- 3.3. To work with the line manager to set the strategic implementation plan each year and then assist with the delivery of same.
- 3.4 To ensure that key contracts such as OH and EAP are well advertised and usage information is trend analysed to inform contract management and wellbeing strategic plans.

4. Line Management

- 4.1 Provide regular and reliable line management for all direct reports sufficient to ensure that they remain motivated skilled and engaged and so that they can realise their potential.

5. Personal development

- 5.1 Identify your own learning and development needs in order to meet the key requirements of the post.
- 5.2 Take responsibility for linking your own development needs with the Hospice appraisal and objective setting process.
- 5.3 Take responsibility for your own continuing development by undertaking specific areas of work/projects to develop new skills
- 5.4 Take responsibility for your own professional development, including keeping up-to-date with relevant professional and other developments in HR at local and national levels
- 5.5 Engage in supervision to support your personal and professional development.

6. Equality, diversity and inclusion

- 6.1 Comply with and promote St Joseph's Hospice Equal Opportunity Policy and avoid any behaviour which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, creed, class, gender, sexual orientation
- 6.2 Support the delivery of the ED&I Strategy as it relates to the people strategy.

7. Mission & core values

- 7.1 All Hospice staff are expected to work in line with St Joseph's Mission & Core Values as these precepts act as a value base which directly influence how all work activities

are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect, care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

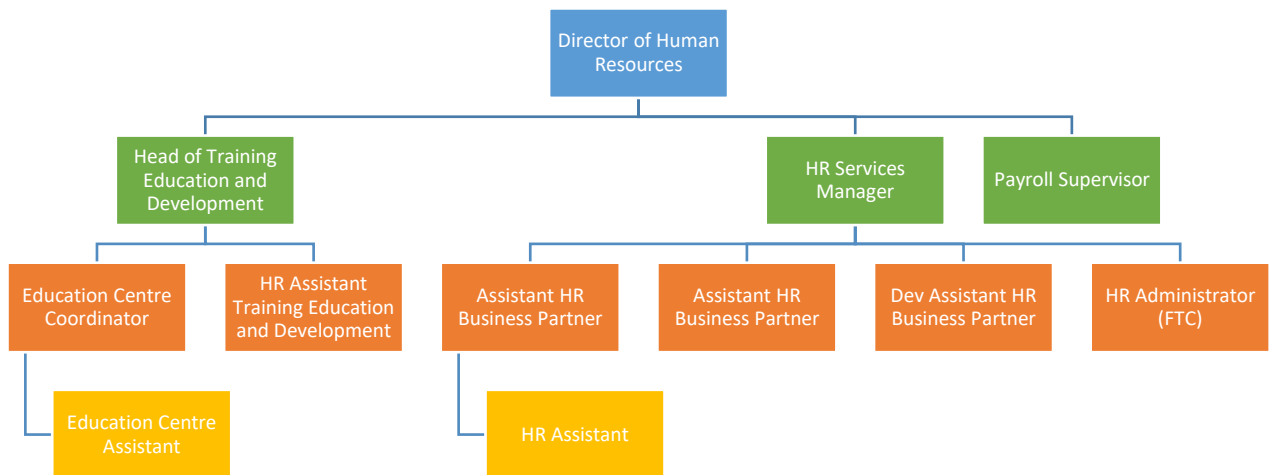
8. Environment and sustainability

- 8.1 Comply with and promote the Hospice's environmental policies, which stem from our core values. Promote environmentally sustainable practice and development and avoid any behaviour, which undermines environmentally sustainable practice and development throughout the Hospice services and departments.

9. Health, safety and welfare

- 9.1 Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

St Joseph's Hospice operates a no smoking policy.



ST JOSEPH'S HOSPICE
PERSON SPECIFICATION – HR Services Manager

CRITERIA	ESSENTIAL	DESIRABLE	HOW TESTED
QUALIFICATIONS AND KNOWLEDGE			
Q1. CIPD Qualified level 7	✓		Application form and Interview
Q2. Degree in a related subject	✓		Application
Q3 A track record of applying up to date knowledge of employment legislation and HR good practice	✓		Application form and Interview
Q4. Advanced Employment Law Certificate		✓	Application
Q2 Understanding of the principles of Business Partnering and able to demonstrate application of same	✓		Application form and Interview
Q3 Sufficient experience of responsibility for a constituent group of departments teams or services and supervising the work of others	✓		Application form and Interview
TRAINING AND EXPERIENCE			
E1 Demonstrate evidence of method that is used to keep employment law knowledge up to date	✓		Interview
E2 High level of numeracy, able to produce and interpret statistics and payroll information	✓		Interview and Test
E3 Experience of advising line managers on the rights and obligations of employers and employees arising from the contract of employment		✓	Interview and Test
E4 Experience of advising line managers on the rights and obligations of employers and employees arising from the contract of employment	✓		Test
E5 Excellent experience of using MS Excel and other tools to produce and analyse HR Statistics and reports, competent user of all MS Office packages	✓		Interview and Test
E6 Strong HR Generalist experience	✓		Interview and Test
E7 Good experience of planning and advising on recruitment processes and activities	✓		Interview and Test
E8 Experienced user of HR Databases	✓		Application form and Interview
E9 Experience of line managing staff and being responsible for the work undertaken by others	✓		Application form and Interview
COMMUNICATION AND PEOPLE SKILLS			

C1 Good customer and operational need focus, with a track record of identifying and delivering practical HR Solutions that meet needs whilst protecting the Hospice from legal challenge	✓		Application form and Interview
C2 Excellent interpersonal and consultative skills, including the ability to communicate, present, negotiate, influence and build credibility with colleagues and external parties	✓		Interview
C3 Negotiation and consultation skills	✓		Interview and test
PLANNING AND ORGANISATIONAL SKILLS			
P1 Flexible and adaptable approach to managing and prioritising a high workload and multiple tasks and deadlines	✓		Interview and Test
P2 A proactive approach with the ability to work using one's own initiatives	✓		Interview
P3 Experience of drafting or developing clear and concise management guidance	✓		Interview and Test
P4 Excellent attention to detail	✓		Interview and Test
OTHER			
O1 Willing and able to conduct oneself in accordance with the Values and Behaviours Framework of St. Joseph's Hospice	✓		Interview and Test
O2. Commitment to EDI principles and able to apply them in the work context	✓		Interview
O3. Able to hold in tension the desire to be a modern inclusive hospice whilst honouring its Mission and founding principles	✓		Interview