

Head of People

Recruitment Pack



Head of People

June 2024

- Location:** St Luke's Hospice, HA3 0YG.
Hybrid working is available
- Hours:** Full-time (37.5 hours per week)
- Reporting to:** Director of People & Organisational Development
- Responsible for:** HR Advisor, Volunteer Development Coordinator, HR & Payroll Officer.
- Salary:** Up to £65k for an outstanding candidate.



About St Luke's Hospice

St Luke's Hospice cares for people approaching the end of their life in Harrow and Brent. We aim to give the people we care for the best possible quality of life, each and every day. Supporting local people and their families is at the heart of what we do – focusing on what matters the most to them is at the centre of our care.

Founded by local communities in 1987, we have been providing free expert end of life care and support to local people both in the community and from our beautiful Kenton Grange building, surrounded by tranquil gardens.

Two thirds of our care is provided in the comfort of peoples' homes, as we respect that this is where most people would like to be looked after. Our specialist community team of nurses helps people to manage more complex needs whilst our Hospice at Home team supports people to remain in their own homes by providing practical care and support.

Our inpatient unit (IPU) at Kenton Grange cares for people in their final days, providing intensive care to help get symptoms under control or give respite care. Many of the people who are cared for in our IPU go home again.

St Luke's Hospice offers an holistic and person-centred approach to care, focusing not only on physical comfort but also on emotional, social, and spiritual well-being. We provide a wide range of expert care and support intended to keep people feeling well, independent and mobile for as long as possible. In addition to Hospice at Home and our IPU, alongside outpatient clinics, we provide a range of holistic care intended to support people's wellbeing including emotional support to patients, their families and unpaid carers, social work, spiritual care, complementary therapy and physiotherapy services. We also provide bereavement support provided by staff and a group of trained, supervised volunteers.

In whatever way we are providing care, it is given with compassion and dignity and involves not just looking after the patient, but also includes supporting the people closest to them.

Our 24-hour helpline and referral service, Pall24, is run by a dedicated team of expert nurses who can give advice, provide a rapid response in times of crisis and effectively co-ordinate care, from arranging prescriptions, to getting vital equipment delivered – anything people need to avoid going to hospital and to stay comfortably in their home.

St Luke's Hospice is committed to working collaboratively and sharing our expertise with other health care professionals outside of the hospice. We have an extensive education offering, teaching nursing degree modules, and providing training and shadowing opportunities for GP's, junior doctors, nurses, healthcare assistants, care home staff and paramedics. We emphasise good working relationships with our amazing colleagues in the NHS and take a highly collaborative approach, working together to improve the experience of people who are approaching the end of their life.

The care we give is free of charge, available to all, and respects the cultures, religions and beliefs in our richly diverse community. We receive around 30% of our funding needed for our care from the NHS. The rest is raised from the amazing generosity of the local community and organisations who are a vital partner in our care, kindly supporting us through their donations and fundraising. We are also supported by a dedicated team of over 500 incredible volunteers who freely give us their time to support the best possible end of life care for local people in Brent and Harrow.

Benefits:

Pension scheme with 3:6 employee/employer contribution

Life assurance scheme

Free onsite parking

Free 24/7 confidential advice via our Employee Assistance Programme

Subsidised eye tests

Subsidised

Onsite kitchen and access to home-cooked meals

Blue Light Discount Card

Discounted gym membership

Generous annual leave entitlement that increases with length of service

Work-life balance:

Family friendly workplace with opportunities for flexible working, part-time working, job share, and hybrid working

Carers' leave

Study leave, support for personal development





Our Vision

**A world where
people experience
the best possible
last phase of life**

Our Mission

- Reach more people
- Constantly improve all that we do
- Extend our impact through collaboration, innovation and education
- Be an accountable and sustainable organisation

Our Values

- **Caring**
Care for all those who deliver and need our services.
- **Respect**
Demonstrate respect and be open-minded, inclusive and approachable.
- **Excellence**
Build an environment of continually achieving our goals.
- **Inclusivity**
Strive to reach all sections of our community in all areas of our work.
- **Empowerment**
Empower our community to live a better life.



Job Description

The Head of People will play a significant role in developing strategies to attract, retain, develop and support staff and volunteers for St Luke's including our Retail Business. Working closely with the Director of People & Organisational Development, executive directors and other Heads of Department, the postholder will help to drive a culture of high performance so that we fulfil our central vision and values. The Head of People will also be responsible for the effective delivery of transactional services, and the provision of business partnering and advisory services to key stakeholders.

The People & Organisational Development Team

The team currently consists of:

- Director of People & Organisational Development
- Head of People (vacant)
- Learning & Development Partner
- HR Advisor
- Volunteer Development Coordinator
- HR & Payroll Officer

Key Relationships

Internal: Chief Executive and Executive Team, Heads of Departments, Volunteer Managers, senior Doctors.

External: relevant professional bodies, providers/suppliers of HR services to St Luke's, Hospice UK, Charity Retail Association, Hospice Volunteer Managers Network.

Main Duties

Strategy Development & Implementation

- Contribute to the development and implementation of people strategies that align with St Luke's' core purpose.
- Lead on key people and OD workstreams as outlined in the People Plan e.g. reward, performance management, wellbeing, staff and volunteer engagement, volunteer recruitment strategy, recognition, talent management.
- Contribute to the design and delivery of learning and organisational development interventions that transform culture and develop staff and volunteers.
- Promote and implement EDI initiatives to ensure St Luke's is an inclusive workplace.

Leadership

- Manage the people team fostering a culture of high performance, personal accountability and professional ambition.
- Contribute to the overall leadership of the St Luke's as part of the extended senior team.

Business Partnering

- Build credible relationships with key stakeholders to raise awareness of the positive impact of transformative people and organisational development activities.
- Provide credible and expert advice on all aspects of people management to all levels of management within St Luke's.
- Oversee the delivery of business partnering and generalist advisory services including compliance with employment legislation; availability of up-to-date employment policies; change management; and employee and volunteer relations.



Service Delivery

- Ensure that the people and organisational development team delivers value-added operational services that attract, recruit, develop, retain and support all staff and all volunteers.
- Drive continuous improvements in the delivery of processes that support the employee lifecycle.
- Maximise the optimisation of HR information systems so that meaningful data is produced to support organisational decision-making.
- Lead on digital innovations in the people management space.
- Manage the relationship and contract performance of external organisations providing services to St Luke's.
- Oversee the delivery of an effective payroll and pension service.
- Develop a suite of measures/KPIs that take account of good people management practice and provide assurance on the progress of the People Plan.
- Ensure a focus on EDI considerations in all aspects of the services provided by the People team.

Governance

- Provide management information, reports and analysis to Board sub-committees and other internal groups as required.

Confidentiality

- The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Equal Opportunities

- St Luke's Hospice is committed to Equal Opportunities for all current and potential members of staff and patients. Therefore the Hospice expects all employees and volunteers to understand, support and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

General

- This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the post holder.



Person Specification

Knowledge, qualifications & experience	Essential	Desirable
MCIPD membership or equivalent experience	✓	
Relevant post-graduate qualification		✓
Relevant Masters degree qualification or equivalent experience, training	✓	
In-depth knowledge of employment law and good practice	✓	
Demonstrable experience of leading teams and driving service improvements	✓	
Experience of leading EDI initiatives with tangible outcomes	✓	
Experience in the healthcare, social care, public or commercial sectors	✓	
Experience of being in a senior partnering role providing credible advice to senior leaders on complex issues.	✓	
Experience of change management	✓	
Experience of working with volunteers and delivering strategies for attraction, recognition and retention.		✓
Aptitudes, skills & competencies		
Strong commitment to self-development and the development of others	✓	
Excellent interpersonal skills including the relationship building with key stakeholders	✓	
Strong written communication and presentation skills	✓	
Understanding of people analytics and able to analyse trends and drive improvements	✓	
Able to manage time and prioritise workload effectively while working on multiple projects	✓	
Orientation towards problem solving and delivery of objectives	✓	
Other		
Excellent IT skills and competent use of MS Office and HR Information Systems	✓	

Recruitment process:

If you are interested in the role, please submit your CV and Cover Letter via the system, or if you have any questions please contact our retained consultants, Connor Consultancy using maddy.roberts@connor.co.uk. They will be conducting a longlisting exercise on our behalf and will be able to provide more detail about the opportunity and recruitment process.

Applicants are encouraged to inform us if any reasonable adjustments are needed to be made during any part of the recruitment process. St Luke's Hospice are equal opportunity employers and particularly welcome applications from groups who are currently under-represented in our staff. We appoint on merit.

This post is subject to an enhanced DBS check.

Please note: We will not be able to employ you if you are not eligible to work in the UK. We will not be able to obtain a work permit on your behalf.





Join Us!

St Luke's
HOSPICE

Registered with
FR FUNDRAISING
REGULATOR

Inspected and rated
Good
Care Quality
Commission

**INVESTORS
IN PEOPLE**

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