



Wigan & Leigh Hospice

Job Description

Job Title: HR & Volunteer Manager

Reports to: Director of People & Operations

Base: Hospice

Date: May 2022

Job Purpose:

To deliver a high quality HR service which improves worker experience and provides effective support and development for managers, whilst leading on professional advice of employment matters and supporting the work of the Director of People and Operations.

To provide visible and effective leadership within the hospice, overseeing the HR, voluntary services and reception functions.

Ensuring HR practices within the hospice manage risk, are compliant with the appropriate legislation/standards and treat employees and volunteers fairly.

To promote the purpose and core values of the hospice and will act to promote public trust in the organisation.

Objectives	Typical Tasks
<p>Provide HR guidance and support on staff and volunteer management</p>	<p>Provide advice and support on the development and management of the workforce to enable departments to deliver their objectives.</p> <p>Be responsible for the fair, consistent and timely implementation of HR casework.</p> <p>Drive a reduction in absence within the hospice, supporting managers and staff in relation to the effective management of attendance including the effective management of occupational health, counselling and other staff support services.</p> <p>Oversee the exit interview process and ensure concerns are listened too and addressed accordingly to continuously improve the employee lifecycle and reduce turnover.</p> <p>Lead on the preparation and co-ordination of cases to potential Employment Tribunals through effective liaison with the hospice’s legal representatives.</p> <p>Ensure Human Resource policies, best practices and the requirements of employment law are developed, reviewed and implemented effectively.</p>

	<p>To monitor monthly workforce KPI's and ensure feedback mechanisms to ensure a culture of continuous improvement, whilst taking action to improve KPI's in relevant areas.</p> <p>Ensure the hospice adheres to national reporting requirements e.g. the Office of National Statistics.</p> <p>Ensure departmental risks are identified on the hospice risk register.</p> <p>Fully utilise the hospice incident and excellence reporting tool, Ulysses.</p> <p>Promote a consultative and participative work environment i.e. organising and chairing regular staff meetings.</p> <p>Lead on and oversee the annual workforce (staff and volunteer) survey and quarterly temperature checks, sharing the results in different formats with the workforce, senior management team and board and overseeing action plans.</p> <p>Lead on the delivery of other workforce engagement initiatives, developing action plans.</p> <p>Contribute towards the development and delivery of health and wellbeing interventions / events which support staff and target areas of concern identified through workforce data.</p> <p>Ensure the induction of new staff and assist in the process of familiarising them with the methods, procedures and values of the hospice.</p> <p>Participate and lead on HR projects such as the development of new initiatives or HR system which you are the system administrator for.</p> <p>Share development opportunities with managers such as ILM courses from the hospice preferred supplier.</p>
<p>Collaborative Working</p>	<p>Liaise with the external HR support to ensure that the hospice remains fully compliant with the relevant legislation and free from risk.</p> <p>Participate in the Hospice HR network group to allow benchmarking and share best practice across the network.</p> <p>Working with hospice managers to ensure an effective HR service delivery in relation to employee/volunteer matters.</p> <p>Motivating and encouraging the enthusiasm and commitment of hospice staff and volunteers.</p> <p>Embracing the hospice volunteering culture.</p> <p>Represent the hospice within the hospice network (HR and Volunteer group meetings), sharing working practices with other hospices and bringing development opportunities to Wigan and Leigh hospice.</p> <p>Working flexibly to support the 24/7 running of the hospice.</p>

<p>Departmental Human Resources: <i>Manage and develop a high performing HR team in line with internal policies and procedures and guidelines</i></p>	<p>To manage, develop and appraise staff, including managing underperformance in accordance with the hospices Performance Management policy and procedure and record all relevant personnel data, including meeting notes, sickness and absence..</p> <p>Conduct appraisals, one to ones and supervisions, setting and reviewing objectives to improve performance and motivation.</p> <p>Ensure that appropriate emergency and business continuity plans exist for service line HR activities and contribute to the development of robust service line plans.</p> <p>To contribute positively to the effectiveness and efficiency of the HR team and workstreams involved in.</p> <p>Ensure the effective recruitment of staff in line with the recruitment and selection procedure.</p> <p>Identify and support any HR training needs in line with budget.</p> <p>Assist with the implementation and delivery of identified training</p> <p>Review staff resource to ensure on-going adequate cover</p> <p>Ensure all staff undertake annual mandatory training and HR staff maintain a professional CPD log.</p> <p>Promote a consultative and participative work environment i.e. organising and chairing regular staff meetings.</p> <p>Ensure all volunteers who work within the team are supervised and trained for their role.</p>
<p>Leadership: <i>To be an inspirational leader who clearly expresses the hospice vision, values and service quality</i></p>	<p>Affirm and articulate the Hospice vision and values to staff and volunteers all times.</p> <p>Work collaboratively with the Director of People & Operations to produce an effective HR Strategy to ensure departmental development and growth.</p> <p>Set high standards of quality and performance and raise the level of expectations.</p> <p>Accept accountability for own actions and areas of responsibility.</p> <p>Empower others to take responsibility for decision making.</p> <p>Act as a role model for staff and volunteers.</p> <p>Promote a collaborative culture across the hospice by developing good working relationships with other managers and staff.</p>
<p>Quality, Standards, Governance and Safety: <i>To oversee the management of the hospice's quality and standards of service. Ensuring patient, staff,</i></p>	<p>Ensure all incidents and risks identified are reported via the Ulysses reporting system and be responsible for investigating incidents concerning the HR departments.</p> <p>Establish a robust system to facilitate regular observation of each team member to monitor their practice and technical competence and to evaluate their performance.</p>

<p><i>volunteers and the public reside in a safe, well-managed environment</i></p>	<p>Ensure all equipment used by the department is maintained as per manufacturers instructions and that staff and volunteers are trained on the equipment's safe use.</p> <p>Ensure all staff are appropriately trained in the hospice policies and procedures.</p> <p>Manage and investigate service complaints reporting findings and any formal action required or taken.</p> <p>Facilitate a team of critical and reflective thinkers whose goal is the delivery of high quality service.</p> <p>Ensure a safe working environment for self & team by being aware of own obligations under Health & Safety legislation.</p>
<p>Continuous self-development: <i>Ensure knowledge, skills and competence are relevant to the service</i></p>	<p>Taking responsibility for own professional development, identifying training and development needs to line manager.</p> <p>Encouraging a team with continuous learning to meet hospice future needs.</p> <p>Completing mandatory training when due.</p> <p>Undertake relevant CPD to the role and demonstrate this in CPD log.</p> <p>Attending any relevant specialist training and development activities within the Hospice.</p>
<p>Hospice Philosophy: <i>Actively support the vision, philosophies and values of the Hospice</i></p>	<p>Promoting the core values of the Hospice i.e. compassion, accessibility, respect, excellence - CARE.</p> <p>Demonstrate commitment to equality and diversity values.</p> <p>Engage in critical thinking and maintaining a position of enquiry – open to hearing others perspectives and goals.</p> <p>Maintaining confidentiality at all times.</p> <p>Acting as a positive role model to staff and volunteers and the wider community.</p> <p>Recognise that every person has strengths, potential and capacity to grow and develop – asset-based model.</p> <p>Acting with professionalism, dignity and empathy when carrying out your role.</p> <p>Undertaking any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.</p>

Person Specification	
Essential	Desirable
<p>Qualifications</p> <p>Associate CIPD qualified (level 5 or above)</p> <p>CIPD Membership</p>	<p>Additional management qualification i.e. ILM</p> <p>Employment law qualification</p> <p>Mediation qualification</p> <p>Coaching qualification</p>
<p>Knowledge, Skills and Experience</p> <p>HR management experience</p> <p>Up to date and extensive knowledge of employment legislation and best practice in employment</p> <p>Experience of policy development</p> <p>Proficient in using Microsoft Office programs, email and HR databases</p> <p>Highly effective written and communication skills to present and communicate complex information using a variety of channels to effectively engage others</p> <p>Leadership skills to achieve results through people</p> <p>Influencing skills</p> <p>Problem solving skills</p> <p>Coaching and values led leadership style, encouraging engagement and empowerment amongst workers, and in developing high performing teams</p> <p>Negotiation and conflict resolution skills in dealing with complex work</p> <p>Experience of day to day and high level casework covering the full employment lifecycle; disciplinary, grievance, appeal, sickness management, flexible working,</p>	<p>Knowledge of the Hospice sector, charity sector or NHS</p> <p>Experience working in a multi-disciplinary environment</p> <p>Experience and understanding of working with volunteers</p> <p>Experience as HR Manager/lead for an organisation</p> <p>Mediation experience</p> <p>Able to demonstrate an awareness of Hospice services and how they operate</p> <p>Public speaking / presentation skills</p>

<p>recruitment and selection, redundancy, TUPE</p> <p>Ability to plan workload and achieve deadlines</p> <p>Minute taking experience</p> <p>Project management skills and experience of delivering organisational level HR projects</p> <p>Ability to adapt and deal with conflicting demands and pressures whilst achieving deadlines</p> <p>Ability to solve complex problems</p> <p>Ability to remain calm under pressure and demonstrate this with diplomacy to others</p>	
<p>Personal</p> <p>An ability to uphold the core values of the Hospice</p> <p>Approachable and adaptable with a flexible approach to work</p> <p>Motivated and enthusiastic</p> <p>Diplomacy</p> <p>Proactive approach to individual's needs Committed to Continuing Professional Development</p> <p>Access to a vehicle for work purposes</p>	