



Job Description

Job Title: Director of People & Operations

Reports to: Chief Executive

Base: Hospice

Date: May 2022

Job Purpose

- To contribute to the Executive leadership (including on-call rota) of the hospice by holding responsibility for internal operations of the hospice (HR, IT, facilities, health and safety, quality & governance, catering, housekeeping).
- To design and deliver organisational development strategies, processes and interventions that support the Hospice's values, vision, ambitions and behaviours.
- To lead on initiatives which foster an inclusive organisational culture representative of learning, continuous improvement and diversity.
- To lead recruitment, induction and development of people who understand and promote our purpose, values, strategy and objectives.
- To maximize employee and volunteer engagement and welfare.
- To promote the purpose and core values of the Hospice and act to promote public trust in the organisation.

Objectives	Typical Tasks
Strategy To lead on the development, implementation and monitoring of Hospice operational strategies (workforce, premises, health and safety, information management and technology).	<ul style="list-style-type: none">• Work alongside other members of the Executive team and lead on the development, implementation and review of hospice strategic objectives.• Lead, champion, drive and embed the workforce strategy (including workforce wellbeing) alongside HR and support services objectives within the hospice.• To lead on the development and implementation of strategies for premises development and maintenance (hospice and shops), Health & Safety and Information management and technology• Represent the hospice at key strategic meetings, nationally, regionally and locally
Leadership To be an inspirational leader who clearly expresses the Hospice vision, values and service quality requirements.	<ul style="list-style-type: none">• To be responsible for the strategic & inspirational leadership & management of human resources and support services.• Seek to maximise effective collaboration across the health and social care economy and beyond• Act as a role model for staff and volunteers.• Promote and support partnership working internally and externally to benefit staff, volunteers and the wider community.

	<ul style="list-style-type: none"> • To lead on various workforce and support service projects, taking full accountability for their delivery on time and within resources. • Provide advice and support on the development and management of the workforce to enable departments to deliver their objectives. • Promote a consultative and participative work environment i.e. organising and chairing regular staff meetings. • Empower others to take responsibility for decision making. • Affirm and articulate the Hospice vision and values to all staff, volunteers and stakeholders. • Set high standards of quality and performance. • Inclusion in the executive team on-call rota
Human Resources Manage and develop high performing teams to ensure standards are maintained in line with internal policies and procedures.	<ul style="list-style-type: none"> • At all times, ensure that the Hospice has high quality HR advice and procedures which enables good management & strategic decisions to be made • Work closely with Executive Team and managers to introduce new, flexible roles and ways of working, putting workforce redesign at the heart of appropriate transformation. • Establish and maintain an up to date framework of workforce policies and procedures that enables the hospice to employ, engage, develop and manage its people in line with the business culture and employment law. • Ensure all HR records are maintained and up to date, including the HR database, criminal records disclosures, probationary review and annual PDR, all in accordance with GDPR. • Work with the Executive Team to develop staff and volunteers to ensure they are appropriately trained in line with hospice strategic aims. • Work closely with the Executive Team to develop and promote staff engagement and involvement across the organisation. • Promote the value of the volunteer workforce and actively involve them in all aspects of Hospice services as appropriate and identify new areas for engagement and involvement. • Ensure supportive management and monitoring of staff conduct and performance to deliver agreed results. • Appraise (or delegate appraisal) all staff across the functions on an annual basis, agreeing objectives and personal development plans. • Ensure the induction of new staff and assist in the process of familiarising them with the methods, procedures and values of the hospice. • Ensure all staff in department undertake annual mandatory training • Line manager to HR Manager, Quality & Governance Lead, Facilities Manager, Maintenance Manager, ICT Systems & Data Analyst and Support Officer.
Support Services Manage and develop high performing support services to ensure standards are maintained in line with internal policies and procedures.	<ul style="list-style-type: none"> • Lead and oversee appropriate support services to support the Hospice's activities including buildings, maintenance, equipment, health & safety, quality & governance, administration, catering, cleaning & household, transport, IT. • Oversee the hospice service and utility contracts to maintain quality & cost effectiveness.

	<ul style="list-style-type: none"> • Ensure there is a programme of planned preventative maintenance to minimise costs for the organisation and support effective budget-setting • Ensure services are efficiently delivered and are value for money, eliminate waste and work to minimise the impact of Hospice activities on the environment. • Overall responsibility for IT services across the Hospice, including all desk-top and enterprise systems and IT and telecoms infrastructure • Lead on the development of IT services to ensure the Hospice fully utilizes IT to aid quality of service, control and efficiency
Finance Participate in budget planning and on-going monitoring and control of agreed budgets in line with internal processes and guidelines.	<ul style="list-style-type: none"> • Work closely with the Executive Team in the area of assessing business risk and continuity planning. • To take part in the annual budget setting process by preparing and planning relevant budgets with the Executive team. • Manage the agreed department budget • In collaboration with the executive team, annually review salaries
Quality, Standards, Governance & Safety To oversee the hospice compliance with regulatory & legislative bodies	<ul style="list-style-type: none"> • Ensure compliance with the law, regulatory and contractual requirements and best practice in all areas of responsibility • Oversee Quality & Governance, supporting the Lead to fulfil the hospice quality and governance framework, including risk, incident and information management. • Ensure hospice compliance with NHS Data Security & Protection Toolkit • Be the hospice Information Security Manager and lead for information governance • Benchmark services provided and provide information for regional and national benchmarking requirements. • Ensure the hospice adheres to national reporting requirements e.g. the Office of National Statistics. • Ensure departmental risks are identified and managed. • In collaboration with the Director of Business Development, oversee the contractual aspect and monitoring of Service Level Agreements/Secondment agreements where the hospice has outsourced provision of services e.g. occupational health, shared roles between hospices. • Ensure a safe working environment for self & team by being aware of own obligations under Health & Safety legislation
Continuous self-development Continuous self-development to ensure knowledge, skills and competence are relevant to the service and role.	<ul style="list-style-type: none"> • Maintain high professional standards and keep abreast of relevant professional issues and continue personal and professional development. • Take responsibility for own professional development, identifying training and development needs to line manager. • Completing mandatory training as required.
Hospice Philosophy Actively support the vision, philosophies and values of the Hospice and the Healthier Wigan Partnership.	<ul style="list-style-type: none"> • Promoting the core values of the Hospice i.e. compassion, accessibility, respect, excellence - CARE. • Demonstrate commitment to equality and diversity values. • Maintaining confidentiality at all times.

	<ul style="list-style-type: none"> Engage in critical thinking and maintaining a position of enquiry – open to hearing others perspectives and goals. Recognise that every person has strengths, potential and capacity to grow and develop – asset-based model. Undertaking any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.
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Person Specification - Director of People & Operations		
	Essential	Desirable
Qualifications	<p>Hold a degree level qualification in an appropriate and/or associated disciplines</p> <p>Full, chartered member or chartered fellow of MCIPD/FCIPD</p> <p>NEBOSH qualification – or willingness to undertake</p>	<p>Employment law qualification</p> <p>Mediation qualification</p> <p>Coaching qualification</p> <p>Governance qualification</p>
Knowledge, Skills and Experience	<p>Significant HR management experience, including working at a senior level in a complex organisation</p> <p>Up to date and extensive knowledge of employment legislation and best practice in employment</p> <p>Experience of strategy and policy formation, implementing and monitoring</p> <p>Experience of leading on and implementing organisational and cultural change</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>Well-developed leadership skills that facilitate empowerment, creativity and commitment from others</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>Mediation experience</p> <p>Developing organisational learning & development plans</p> <p>Developing a wellbeing package</p> <p>Able to demonstrate an awareness of Hospice services and how they operate</p> <p>Public speaking / presentation skills</p> <p>Reporting at board level</p>

	<p>Negotiation and conflict resolution skills at senior level 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, recruitment and selection, redundancy, TUPE</p> <p>Project management skills and experience of delivering organisational level projects</p> <p>Ability to adapt and deal with conflicting demands and pressures whilst achieving deadlines</p> <p>Ability to remain calm under pressure and demonstrate this with diplomacy to others</p> <p>Analytical and research skills</p> <p>Flexible approach to work, including working out of hours when required</p>	
Personal	<p>An ability to uphold the core values of the Hospice</p> <p>Approachable and adaptable with a flexible approach to work</p> <p>Drive and resilience</p> <p>Empowering & coaching style</p> <p>Ability to connect with people from diverse backgrounds and perspectives</p> <p>Commitment to equal opportunity and social justice</p> <p>Access to a vehicle for work purposes</p>	