



Job Description

People Manager

Directorate:	People & Operations	Team/Function:	People & Volunteering
People Manager:	Yes	Direct Reports:	3
Size of team:	3	Grade:	TH7

Job Summary:

The **People Manager** provides professional and operational leadership for the hospice's employees and volunteers, ensuring the delivery of a high-quality, compliant and values-led service that supports organisational priorities. The role helps the hospice attract, develop, retain and engage a skilled, compassionate and committed employee and volunteer community.

Leading a small team, the post holder provides specialist advice and support across the employee and volunteer lifecycles, acting as a trusted advisor to managers and senior leaders on complex people matters, workforce and volunteer planning, organisational development, employment practice and workforce- and volunteer-related risk. The role is responsible for driving continuous improvement, ensuring effective governance, and developing management capability through coaching, guidance and training. The post holder will promote an inclusive culture where employees and volunteers feel valued, supported and empowered to contribute to the delivery of excellent hospice care.

All Wigan & Leigh Hospice employees are expected to:

- Show commitment to our vision, mission, and values: **Compassion, Accessibility, Respect and Excellence** and demonstrate this through their work and interactions internally and externally, and on our behalf.
- Reflect the values of Wigan & Leigh Hospice in all behaviour and activities including alignment with the hospice's strategic priorities
- Be committed to furthering the aims of the charity and developing your own skills to benefit both yourself and the charity.
- Respect our obligations and approaches to health and safety, data protection, equality and diversity and safeguarding compliance and best practice.
- Take responsibility for the safety of yourself and others, raising concerns about anything you feel may put someone at risk
- Champion equality, diversity and inclusion by promoting a fair, inclusive and respectful environment where employees, volunteers, patients and families feel valued, supported and able to contribute.

- Promote and safeguard the good reputation of the charity by acting in a way which is ethical and moral, and avoiding any activities that could bring the charity's reputation into disrepute.

Main Responsibilities:

	Responsibility
1	Lead and develop the People service, ensuring the delivery of a high-quality, responsive and values-led service for employees and volunteers that supports the hospice's objectives.
2	Contribute to the development, delivery and review of the People Strategy, ensuring employee and volunteer initiatives are aligned with organisational priorities.
3	Provide leadership and line management to the People team, including performance management, supervision, coaching and professional development.
4	Work closely with managers and senior leaders to plan workforce and volunteer needs, identify future staffing and volunteering requirements, and develop approaches that improve recruitment, retention, development and sustainability.
5	Oversee the employee and volunteer lifecycles, ensuring effective and inclusive arrangements are in place for each group from recruitment and onboarding through to development, engagement, retention and leaving the hospice.
6	Provide specialist advice on complex employee relations matters, acting as the senior point of escalation and supporting managers to make fair, consistent and legally compliant decisions.
7	Lead the development and implementation of people and volunteering policies, procedures and guidance, ensuring compliance with employment legislation, regulatory requirements and best practice for involving volunteers.
8	Ensure effective governance across all people and volunteering activities, including employment and volunteer practices, safeguarding, health and safety, data protection, DBS and other pre-engagement checks, risk management and regulatory compliance.
9	Work closely with the Head of Finance to ensure payroll processes are accurate, including salary changes, contractual amendments and the resolution of payroll queries, and that volunteer expenses are processed in line with policy.
10	Develop and deliver manager training programmes, workshops and guidance to build confidence and capability in managing employees and volunteers, ensuring managers understand and consistently apply people and volunteering policies, procedures and good practice.

11	Promote safeguarding, health, safety and wellbeing across all people and volunteering activities, helping to create a positive, inclusive and supportive environment for employees and volunteers.
12	Lead and support people- and volunteering-related projects and service improvements, including organisational change, digital developments and system improvements.
13	Produce, analyse and interpret workforce and volunteering data and reports, providing insights and recommendations to support decision-making, workforce and volunteer planning and continuous improvement.

**Please note that this job description cannot be exhaustive. All employees may be required to undertake other duties broadly in line with the responsibilities and grade of the post to meet the changing needs of the hospice.*

Person Specification

About you:

To be successful in this role, you will need the following:

Criteria	Essential	Desirable
Qualifications & Knowledge		
CIPD Level 5 qualification or equivalent professional experience.	X	
CIPD Level 7 qualification or working towards.		X
Up-to-date specialist knowledge of UK employment legislation, ACAS guidance and HR best practice.	X	
Knowledge of safeguarding principles and their application within people services.	X	
Knowledge of safer recruitment practices and their application within recruitment processes.	X	
Experience of working within a healthcare or charity organisation.		X
Understanding of workforce planning, organisational development, employee engagement and culture improvement approaches.	X	
Experience		
Significant generalist HR experience, including the management of complex employee relations cases and the provision of professional advice to managers and senior leaders.	X	

Experience of leading, managing and developing a team or service area.	X	
Experience of developing, reviewing and implementing HR policies, procedures and service improvements in line with legislation and best practice.	X	
Experience of supporting payroll processes and working with outsourced payroll providers.	X	
Experience of developing or supporting initiatives that improve employee wellbeing, engagement or organisational culture.	X	
Experience of leading or contributing to workforce, change or service improvement projects.	X	
Experience of supporting or managing volunteer services, including recruitment, safeguarding and engagement.		X
Skills & Abilities		
Excellent communication, influencing and relationship-building skills, with the ability to manage sensitive situations confidently and professionally.	X	
Ability to interpret legislation, policy and best practice, applying sound professional judgement to support decision-making in complex situations.	X	
Ability to design and deliver engaging training and guidance that builds manager capability and supports the consistent application of HR policies and procedures.	X	
Ability to manage competing priorities and deliver results independently in a changing environment	X	
Ability to analyse workforce information and present findings and recommendations clearly to managers and senior leaders.	X	
Personal Qualities & Attributes		
Demonstrates integrity, discretion, confidentiality and professionalism.	X	
Resilient and confident when managing conflict, challenge and emotionally sensitive situations.	X	
Committed to continuous professional development and maintaining up-to-date professional knowledge.	X	
Demonstrates a commitment to equality, diversity and inclusion, promoting a respectful and inclusive culture.	X	

Leads by example, demonstrating professionalism and accountability	X	
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Document Control:

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