



Recruitment pack

People Manager
August 2026



Thank you for your interest in joining Team Hospice.

At Wigan & Leigh Hospice, our services enable people with a life limiting illness to live well for as long as possible, by providing them, and those closest to them, with outstanding care.

We enable people to live and die well in the place they feel most comfortable, and provide those people important to them to access effective support when they need it. We also provide training, advice and support for care settings and individuals on how to deliver outstanding palliative and end of life care.

Hospices play such an important role in their community, and Wigan & Leigh Hospice is no exception to that. Last year, we supported more than 1300 people across Wigan and Leigh at one of the most vulnerable times in their lives. Whether it's at the hospice, in people's homes, or in the community, our care is built on compassion, respect, and personal connection.

Our work is only possible because of the incredible support of the local community—people who first came together over 40 years ago to open the hospice doors, and who continue to walk alongside us today, helping to ensure we're always here for those who need us.

If you share our values and want to make a meaningful difference every day, we'd love to hear from you.

Our Mission & Values

Our mission is to promote and provide outstanding care, specialist support and information for people experiencing and affected by life-limiting illness, dying and bereavement



This is supported by our values, which are at the centre of everything we do:

C ompassion:

Providing a caring, empathic and person-centred approach which serves the whole needs of patients and supports those people important to them.

A ccessibility:

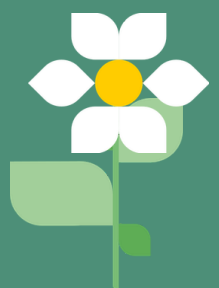
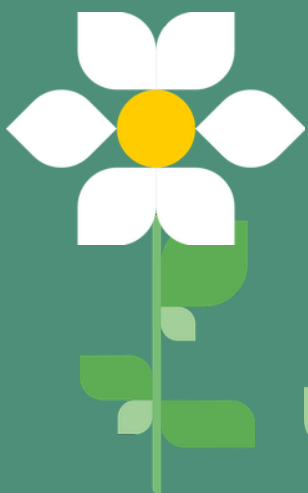
Welcoming, transparent and open to the community we serve and those that support our charity.

R espect:

Appreciative of our individual differences and ensuring dignity and inclusivity.

E xcellence:

Offering a professional, high quality service which is always developing and is responsive to patient needs and to those people important to our patients.



Our Strategy 2024-2029



- Enable people with a life-limiting illness across our communities to live and die well in the place they feel most comfortable.
- Enable people affected by death and dying to access effective support when they need it.
- Provide training, advice and support to individuals and care settings on how to deliver outstanding palliative and end of life care.
- Empower our communities to talk about death and plan for their future care needs



- Secure the income we need to deliver and grow our services.
- Develop our use of data, knowledge, and local insight to innovate and continuously improve our services.
- Ensure our organisation is governed, led, and managed effectively.
- Embrace environmental sustainability by using resources thoughtfully.
- Provide high-quality facilities, services and information.



- Value the contributions of our staff, volunteers, supporters and partners, working together as one "Team Hospice".
- Recruit and retain exceptional people and support them to excel together.
- Embrace equality, diversity and inclusion.
- Empower our communities and those using our services, to have their say on the services we offer.
- Work with our partners, using our knowledge and expertise to make a difference locally, regionally and nationally.

About the role

As the People Manager, you will lead and develop the hospice's approach to supporting our employees and volunteers, ensuring we provide a high-quality, compliant and values-driven service. You will lead a small, dedicated team and act as a trusted advisor to managers and senior leaders on complex people issues, workforce and volunteer planning, organisational development, employment practice and people-related risk. This is a key role within the organisation, with real influence over how we support, develop and engage our people.

This is an opportunity to:

- Make a real difference to the experience of our employees and volunteers, shaping a positive and supportive culture across the hospice.
- Lead continuous improvement and strengthen governance across our people practices, ensuring they are effective, compliant and aligned to best practice.
- Build confidence and capability in our managers through coaching, guidance and training, enabling them to lead their teams well and handle people issues with confidence.
- Promote an inclusive culture where everyone feels valued, supported and empowered to deliver excellent hospice care.

This is more than a job, it's an opportunity to make a lasting difference.



What are we looking for?

We are looking for an experienced and confident people professional who combines strong HR expertise with effective leadership and the ability to influence and support senior stakeholders. You will have a proven track record of managing complex employee relations cases, organisational change and developing people practices that are both compliant and person-centred.

You will be comfortable handling complex people issues, driving improvement and building capability across the organisation. This includes coaching managers through difficult situations, challenging practice where needed, and designing solutions that balance operational needs with legislative and regulatory requirements. You will be used to working with senior leaders, contributing to strategic discussions and translating high-level priorities into practical people and volunteering solutions.

Ideally, you will have experience of working in a values-driven environment, with an understanding of the unique dynamics of managing both employees and volunteers. You will be resilient, discreet and able to maintain credibility and trust at all levels of the organisation.



What are we offering?

Hours: 37 hours per week. Hybrid working is available, with a balance of on-site and remote working

Salary: £49,387 – £56,515 per annum (progression across a 4-point scale)

Appointments are normally made at Point 1 of the salary scale, in line with the organisation's pay policy. A higher starting salary may be considered where the successful candidate demonstrates exceptional experience, skills and competencies directly relevant to the role.

We're committed to creating a workplace where you feel supported, valued, and able to thrive.

As part of our team, you'll have access to a comprehensive range of benefits, including:

- **A warm and welcoming environment:** You'll be part of a supportive team working in a calm, compassionate setting, with access to our beautiful hospice gardens.
- **Comprehensive induction:** We provide a thorough and supportive induction programme designed to welcome you, build your confidence, and equip you with everything you need to succeed in your new role.
- **Flexible working:** A hybrid approach to work, with the option to work from home 1–2 days per week, depending on the needs of the service.
- **Excellent work-life balance:** We understand the importance of balance and wellbeing, and we actively support a healthy work-life blend that enables you to thrive both personally and professionally
- **Generous annual leave:** 35 days (inclusive of bank holidays), increasing with length of service
- **Contributory Pension Scheme:** We offer a contributory private pension scheme to support your future. If you have contributed to the NHS Pension Scheme within the last 12 months, you will be eligible to continue your NHS pension while working with us.

We also provide:

- **Free on-site parking** for convenience.
- **Subsidised lunches** freshly prepared each day.
- **Cycle to Work Scheme** to promote sustainable travel and wellbeing.
- **Exclusive shopping**, leisure, and holiday discounts.
- **On-demand GP access** for quick and convenient healthcare advice.
- **Westfield Health Cash Plan** to help with everyday healthcare costs.
- **Life Assurance** (three times your annual salary) for peace of mind.

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.
- 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.



Role Requirements

To thrive in this role, we're looking for someone who is able to:

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.

Person Specification

Essential Criteria

The following skills, qualifications, experience, and attributes are essential for success in this role. They reflect what we believe is necessary to effectively lead and contribute to Wigan & Leigh Hospice's mission

- CIPD Level 5 qualification or equivalent professional experience.
- Up-to-date specialist knowledge of UK employment legislation, ACAS guidance and HR best practice.
- Knowledge of safeguarding principles and their application within people services.
- Knowledge of safer recruitment practices and their application within recruitment processes.
- Understanding of workforce planning, organisational development, employee engagement and culture improvement approaches.
- Experience of leading, managing and developing a team or service area.
- Experience of developing, reviewing and implementing HR policies, procedures and service improvements in line with legislation and best practice.
- Experience of supporting payroll processes and working with outsourced payroll providers.
- Experience of developing or supporting initiatives that improve employee wellbeing, engagement or organisational culture.
- Experience of leading or contributing to workforce, change or service improvement projects.
- Significant generalist HR experience, including the management of complex employee relations cases and the provision of professional advice to managers and senior leaders.
- Excellent communication, influencing and relationship-building skills, with the ability to manage sensitive situations confidently and professionally.
- Ability to interpret legislation, policy and best practice, applying sound professional judgement to support decision-making in complex situations.
- Ability to design and deliver engaging training and guidance that builds manager capability and supports the consistent application of HR policies and procedures.
- Ability to manage competing priorities and deliver results independently in a changing environment
- Ability to analyse workforce information and present findings and recommendations clearly to managers and senior leaders.
- Demonstrates integrity, discretion, confidentiality and professionalism.
- Resilient and confident when managing conflict, challenge and emotionally sensitive situations.
- Committed to continuous professional development and maintaining up-to-date professional knowledge.
- Demonstrates a commitment to equality, diversity and inclusion, promoting a respectful and inclusive culture.
- Leads by example, demonstrating professionalism and accountability.

Person Specification

Desirable Criteria

We recognise that no one starts with every skill, and we are committed to supporting and developing our people to help them grow. The following are desirable qualities that would add extra value to the role, enabling you to contribute even more effectively to Wigan & Leigh Hospice's vision.

- CIPD Level 7 qualification or working towards.
- Experience of working within a healthcare or charity organisation.
- Experience of supporting or managing volunteer services, including recruitment, safeguarding and engagement.

Organisational structure

Hospice Board of Trustees

Chief Executive

Medical
Director

Clinical
Director

Director of
People and
Operations

Director of
Business
Development

Senior Doctor

Clinical
Governance
Lead

People
Manager

Head of
Finance

Advanced
Clinical
Practitioner

In Patient Unit
Manager

Estates
Manager

Fundraising &
Community
Engagement

SpRs, GP
Trainees & FY2

Community &
Wellbeing
Manager

Head of Data
& Digital
Innovation

Individual
Giving &
Lottery Mgr

Head Cook

Marketing &
Comms
Manager

Retail
Development
Manager

How to apply

To apply, please submit an up-to-date CV together with a supporting statement of no more than two pages, outlining how you meet the essential criteria for the role as set out in the Person Specification.

Please send your applications to hr@wlh.org.uk

- **Application deadline:** Monday 14 September at 5:00pm
- **Interview Date:** Thursday 24th September
- **Interview location:** Wigan & Leigh Hospice, Kildare Street, Hindley

Please note: Applicants must already have the right to work in the UK and will be required to provide evidence of this before taking up the post.

Successful appointments will be subject to an Enhanced Disclosure and Barring Service Check (DBS) check as part of the pre-employment screening process

If you have not heard from us within two weeks after the closing date, please assume that your application has been unsuccessful on this occasion. We appreciate the time and effort taken to apply and thank you for your interest in joining our team.

