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JOB DESCRIPTION

1. **JOB DETAILS**

**Job Title: Head of Human Resources & Organisational Development**

**Hours:** Full time, 37.5hrs per week

**Reports to:** Chief Executive

**Base:** Rowcroft Hospice

**Tenure:** Permanent

**Status:** Senior Management Team

**Salary:** Competitive

1. **JOB PURPOSE / KEY OBJECTIVES**

To own and lead the delivery of the HR and Volunteer strategy in support of the 5-year strategy for the hospice, including

* the implementation of an Organisational Development strategy for all staff and volunteers, in conjunction with the Senior Management Team, which will ensure the correct balance of skills now and into the future to deliver the strategy – including the attraction, recruitment, development and retention of the relevant people skills to deliver the hospice vision, aims and objectives
* ensuring the culture and values continue to be inclusive and empowering
* the design and delivery of internal training events including equality, diversity and management development modules
* implementation of an Employee and Volunteer Engagement strategy which underpins high levels of people satisfaction and retention
* assist in the development of a cohesive Well-being strategy which builds on the hospice’s commitment to employee health and well-being
* leading the implementation of all HR policies and programmes for the organisation which ensures all policies and procedures are maintained in line with hospice policy
* maintaining compliance with all current employment legislation
* contributing to the hospice’s Risk Management strategy and ensure all risk management processed for HR, Volunteers and Organisational Development are robust
* engendering a supportive environment
* championing an environment of ongoing learning, leading by example
* being a role model/ champion in all aspects of organisational life and promote the hospice’s aims and objectives to all levels
* lead on programmes to further enhance effective communication with staff and volunteers

1. **PRIMARY DUTIES AND RESPONSIBILITIES**

* To actively influence and participate in the management of the Hospice as a member of the Senior Management Team and being accountable for the overall performance of the HR function and the departments within it
* Owning the Hospice’s Human Resources Strategy and business plan ensuring they influence and align with the overall Hospice Strategy, and employment legislation
* Responsible for the organisational training programmes (excluding job specific clinical education), including management development, statutory training and individual learning needs
* Owning the Personal Development Plan process for all staff (PDP’s) and ensure the PDP’s are used on an ongoing basis as part of good management practice
* Assisting the Senior Management Team with ownership of Rowcroft’s values by all its staff and continued reinforcement of the Rowcroft culture
* Assist with the development of succession planning with the Senior Management Team
* Ensure that Rowcroft Hospice promotes and welcomes diversity in all parts of the organisation and in all services
* Review the hospice’s reward structure, job evaluation and employee’s benefits ensuring they are fit for purpose
* Development and implementation of HR and Volunteers initiatives and policies and procedures in line with best practice and which support organisational objectives
* To provide leadership and management of a professional HR department. Including, talent acquisition and management, learning and development, training, employee engagement, compensation & benefits
* To maintain and develop a positive and constructive employee relations’ climate
* Actively promote excellent Human Resources practices throughout the organisation
* To be seen as the expert by providing support and advices across the organisation including:
  + Organisational change
  + Employee relations and communications
  + Employment law, disciplinary, grievance and capability procedures
  + Performance management, training and development
  + Recruitment and selection
  + Staff support and benefits
* Manage and develop the HR and Volunteers team ensuring best practice and excellent customer service. Ensure compliance with all internal and external standards
* Managed dispute and conflict situations and experience in coaching managers through this and leading where necessary.
* Lead on recruitment and retention initiatives, and responsibility for the process of recruitment and selection for all staff from designing and placing advertisements through to compiling contract of employment and ensuring pre-deployment checks are completed. In particular lead on Senior recruitment positions.
* Lead in the implementation and subsequent analysis of all employee feedback and data (currently an annual review), with the aim of creating a better working environment
* Ensure the hospice keeps up to date with all employment legislation and statutory requirements and remains compliant – including standards as laid out by the Care Quality Commission
* Be the responsible person for the Disclosure and Barring Service (DBS) and ensure compliance with the DBS and any other contracts for which the Head of HR is accountable
* Be responsible for all Lone Worker devices deployed across the hospice
* Be responsible for the ensuring the hospices HR, volunteers and training database and personnel and volunteer records, are held and maintained for all staff and volunteers accurately and appropriately (in accordance with GDPR and Care Quality Commission Standards) and ensure the computerised system (NaturalHR) is fully utilised enabling analysis and reporting to the board in a timely manner to inform key management decisions
* To create and manage the HR department’s annual budget, and manage any HR related third party relationships (for example Simplyhealth)
* To act upon findings of Care Quality Commission inspections on HR issues
* Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and take responsibility for reporting risks and managing risks as appropriate
* Attend own statutory training and participate in annual development and review process
* Provide meaningful analysis across HR and organisational development (including monthly board reports) to guide the decision making of the board

**4. COMMUNICATION AND WORKING RELATIONSHIPS**

Internal:

Trustees

Chief Executive and the Executive Team and Senior Management Team

Line Managers

All Hospice employees and Volunteers

External:

Employment Law Specialists

Employment agencies/Head-hunters

HR Networks

SW Hospice HR Forum

**5. AUDITS**

Carry out an audit annually within the HR department to monitor and improve existing processes.

**6. TERMS & CONDITIONS**

**Holiday:** 27 days plus bank holiday increasing after 5 years of service

**Hours:** Full-time, Monday to Friday (37.5 hours per week). The job holder will be expected to attend external and internal meetings and events outside of these hours and on a regular basis

**Pension:** The hospice operates two pension schemes which all employees are eligible to join after 3 months service: either

* The Hospice Pension Scheme which has an employer contribution rate of 7% of the salary and the employee a minimum of 3%; or

Death in service benefit of 4 times salary is also provided

* Auto enrolment scheme offers a hospice contribution of 2% and employees contribution of 3%

Subject to certain conditions it may be possible to continue to contribute into an existing NHS pension.

**Location:** Rowcroft Hospice, Avenue Road, Torquay, TQ2 5LS

**Probation:** 6 months

**Notice:**  3 months

**7. PERSON SPECIFICATION**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications, special training and general intelligence** | Full membership of Chartered Institute of Personnel and Development (CIPD) | Degree in organisational development or equivalent  Evidence of recent continuing professional development |
| **Knowledge and skills** | Excellent professional Human Resources Management expertise  Ability to formulate and implement HR policies, initiatives and procedures  A sound HR generalist with in-depth knowledge of employment law and best practice  Excellent organisation skills with the ability to prioritise and respond flexibly to changing demands  Proven track record in operational leadership  Good negotiation and presentation skills  Business focussed and pragmatic with an open and communicative style - effective and persuasive communicator both verbally and in writing with proven ability to adapt own communication style to meet the audience  A coaching style and approach to working with others, with excellent interpersonal skills  Excellent record keeping skills and attention to detail and accuracy  Ability to work with discretion, sensitivity and maintain confidentiality  Ability to influence at all levels of the organisation  Ability to plan and manage initiative and programmes  Ability to think strategically and to analyse issues, identifying and implementing creative solutions | Strategic leadership |
| **Experience** | Substantial senior management experience as an HR professional with diverse stakeholders  Experience in developing, implementing and monitoring HR strategy which is aligned to organisational strategy  Experience of developing, leading and delivering successful change projects  Experience of developing and delivering effective staff engagement strategies  Experience of leading on effective reward and benefits strategies  Proven experience in developing and implementing well-being initiatives  Experience of designing and delivering training  Experience of managing budgets, being both financially aware and financially astute  Proven experience of leading and motivating high performing teams  Evidence of having a passion for working with people and working beyond the confines of the job description | Experience of working in a healthcare environment / charity  Experience of working with, and supporting, volunteers  Recent experience of advising and leading on employee relations cases |
| **Other requirements** | Credible and confident, possessing the presence as well as the depth of HR experience to inspire and drive change  Creative, energetic and resourceful with the ability to influence  Intellectually strong and commercially astute Emotionally intelligent with the ability to relate to a wide range of people and specifically within a hospice setting  Passionate about learning and knowledge sharing  Resilient and able to work in a fast paced and evolving environment  Sense of humour  A high degree of personal integrity, honesty and openness  Enjoy working as part of a team  Professional and personable disposition  Effective IT skills – Microsoft Office Packages  Ability to travel around South Devon & Torbay |  |

DATE: October 2018

**ORGANISATION CHART - CURRENT**

Head of Human Resources

HR Administrator

HR Officer

Support Specialist

Volunteer Services

Co-ordinator

**Chief Executive**

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| PA to Head of Human Resources |

To be reviewed to meet HR Strategy