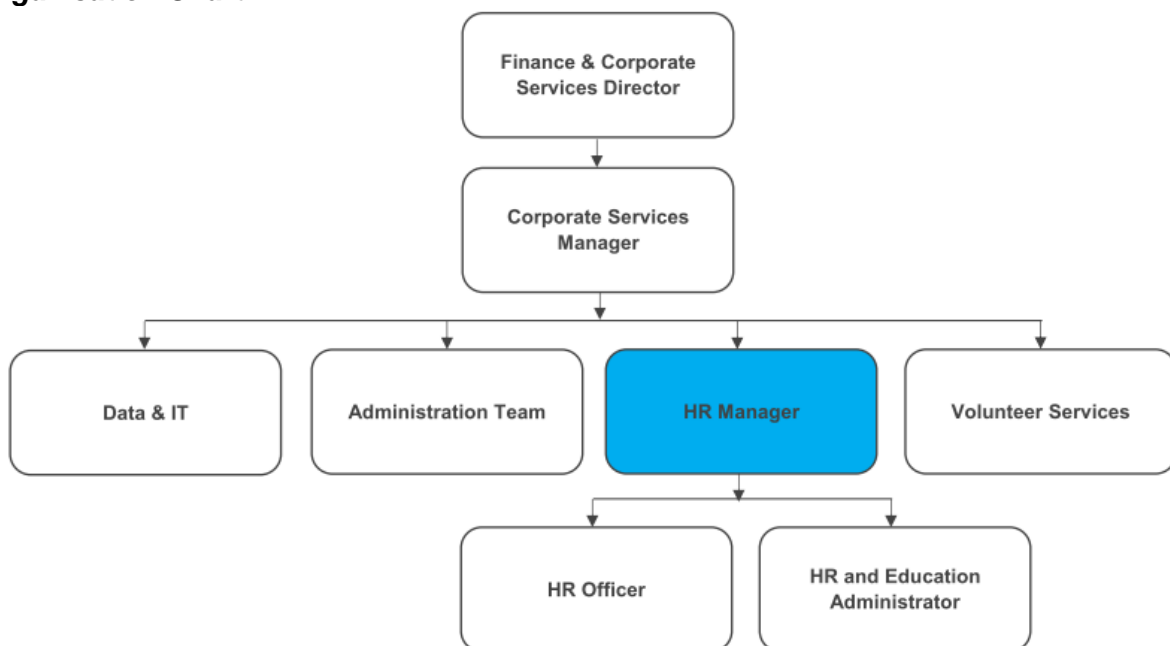


JOB DESCRIPTION

Job Title:	HR Manager
Department:	Human Resources
Post Holder:	TBC
Grade:	Admin 5
Reports to:	Corporate Services Manager
Responsible for:	HR Officer, HR & Education Administrator

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	<p>To lead on and deliver a high quality, comprehensive human resources service, which improves workforce experience and provides effective support and development for management teams, as well as professional advice on employment matters.</p> <p>To work closely with the senior management group and management team leaders, providing an expert and responsive service across a range of strategic and operational workforce issues.</p> <p>Maintain effective HR practices, ensuring that the hospice manages risk, is compliant with the appropriate legislation/standards and treats all staff fairly.</p>
Key Working Relationships:	<p>HR Officer</p> <p>HR and Education Administrator</p> <p>Corporate Services Manager</p> <p>Senior Management Group</p> <p>Service Leads / Management Team Leaders</p> <p>Line Managers</p>

Role Responsibilities:

Strategic Development

Ensuring services are supported and adequately staffed to meet the future needs of the hospice.

- Work with the senior management group to ensure a co-ordinated approach to workforce planning, aligned to the hospice strategy and vision.
- Lead, champion, drive and embed the workforce strategy and HR objectives within the service, ensuring it becomes integral to financial and business planning processes.
- Lead on the development and implementation of business focussed HR solutions within the team, whilst considering impact across wider hospice departments.
- Ensure effective provision of reporting to the workforce strategy group.
- Present written and oral reports in relation to strategic workforce activities when required.
- Provide professional advice and leadership to support transformational change programmes to achieve 24/7 working practices and associated workforce implications.
- Lead on various workforce projects alongside the senior management group, ensuring their delivery on time and within available resources.
- Ensure the hospice prioritises inclusion, engagement and wellbeing within its workforce.

Leadership and Management

- Provide advice and support on the development and management of the workforce to enable departments to deliver their objectives.
- Provide support to the senior management group, service leads and management team leaders, leading on employee relations issues and ensuring development of the wider HR team in supporting as appropriate.
- Responsible for the fair, consistent and timely implementation of HR casework.
- 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.
- Oversee the exit interview process and ensure concerns are identified and addressed accordingly, in order to continuously improve the employee lifecycle and reduce turnover.
- Lead on the preparation and co-ordination of potential employer tribunal cases through effective liaison with the hospice's legal representatives.
- Provide advice and support to senior managers on the management of equality and diversity in the workplace.

Legislation and Compliance

- Ensure HR policies, best practices and the requirements of employment law are developed, reviewed and implemented effectively.
- 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.
- Ensure the hospice adheres to national reporting requirements, e.g. Office of National Statistics.
- Oversee the contractual aspect and monitoring of third part Service Level agreements and Secondment agreements where the hospice has outsourced provision of services, e.g. occupational health, shared roles between hospices.
- In collaboration with the Finance & Corporate Services Director, annually review salaries in line with April review, the budget setting process and legal requirements, making proposals for change to the senior management group.

Culture, Engagement and Wellbeing

- Work with service leads and the senior management group to develop interventions to support leadership and culture change.

- Promote a consultative and participative work environment, i.e. organising working parties.
- Lead on and oversee workforce surveys, sharing the results appropriately with the workforce, senior management group and board and overseeing the action plans.
- Lead on the delivery of other workforce engagement initiatives, developing action plans and ensuring management engagement in plans to improve the experience of their staff.
- Oversee the development and implementation of an effective staff wellbeing strategy.
- Contribute towards the development and delivery of health and wellbeing interventions/events, which support staff and target areas of concern identified through workforce data.
- Ensure effective and appropriate management of absence, including management of occupational health contract, ensuring delivery of high quality, cost effective services to support the management and rehabilitation of employees.
- Drive forward the development of HR skills for managers, empowering managers to take responsibility for people management and ensuring consistency across the organisation.
- Ensure the induction of new staff and assist in the process of familiarising them with the methods, procedures and values of the hospice.

Departmental HR

Manage and develop a high performing HR team in line with internal policies, procedures and guidelines.

- Manage, develop and appraise HR staff, including managing underperformance in accordance with hospice policy and best practice.
- Ensure that appropriate emergency and business continuity plans exist for service line HR activities and contribute to the development of robust service line plans.
- To contribute positively to the effectiveness and efficiency of the HR team and its work streams.
- Ensure the effective recruitment of staff, in line with hospice policy and best practice.
- Identify and support any HR training needs in line with budget.
- Ensure a safe working environment for self and team by being aware of own obligations under Health & Safety legislation.
- Work with the HR Officer to ensure annual information is uploaded as required at set intervals, including annual leave rollover/carryover and salary awards.
- Oversee staff change and flexible working processes to ensure consistency and fairness for staff across all areas of the organisation.
- Ensure accurate payroll information is sent to the payroll department in a timely manner and liaise with the service provider to continuously improve the processes and procedures involved.
- Ensure accurate information is sent to the hospice's staff benefits providers in a timely manner and liaise with the service providers to continuously improve the processes and procedures involved.

Collaborative Working

- Work with all managers across the organisation to ensure an effective HR service is provided in relation to employee matters.
- Identify and support the delivery of ways to motivate and encourage the enthusiasm and commitment of hospice staff.
- Alongside the Education team, support the senior management group to ensure all teams have the necessary skills and abilities required for the future.
- Represent the hospice at the appropriate level within the hospice network, sharing working practices with other hospices and bringing development opportunities to the hospice.

- Work flexibly to meet the needs of the service, providing HR support outside normal working hours when required.
- Maintain confidentiality at all times, in accordance with the Data Protection Act, and be aware of the sensitivity of HR issues in all aspects of the role.
- Undertake any other duties appropriate to your skills and ability when required.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Employee Name:			
Employee Signature:		Date:	
Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	HR Manager
Department:	Human Resources
Grade:	Admin 5

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	CIPD Level 7 qualified (or working towards) or compensating work experience	Management e.g. ILM Employment Law	Application Form Certification
EXPERIENCE	Significant HR generalist experience, including working at a high level in a complex organisation. Experience as HR Manager or HR lead for an organisation Demonstrable experience of working on both operational and strategic HR issues Experience of strategy and policy formation, implementing and monitoring Experience of day to day and complex casework, covering the full employment lifecycle	Experience working in a multi-disciplinary environment Mediation experience or training Developing organisational learning and development plans Developing wellbeing package	Application Form Interview
SKILLS	Strong organisational skills, ability to adapt and deal with conflicting demands, problem solve and achieve deadlines Leadership and ability to build positive relationships and networks with staff and external third parties at all levels Highly effective communication skills, both written and verbal, able to communicate complex information using a variety of channels to effectively engage others Values-led leadership style, encouraging engagement and empowerment amongst workers and development of high performing teams Project management skills and experience of delivering organisational level HR projects	Presentation skills	Application Form Interview

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS	Excellent IT proficiency, including MS Office and HR database management Analytical and research skills Coaching and mentoring abilities		Application Form Interview
KNOWLEDGE	Comprehensive understanding of HR policies and procedures, including up to date knowledge of employment legislation and best practice in employment	Knowledge of the hospice sector, charity sector or NHS Able to demonstrate an awareness of hospice services and how they operate	Application Form Interview
OTHER	Approachable and diplomatic Team player with a flexible approach to work Committed to Continuous Professional Development Commitment to the vision and values of Bolton Hospice		Application Form Interview