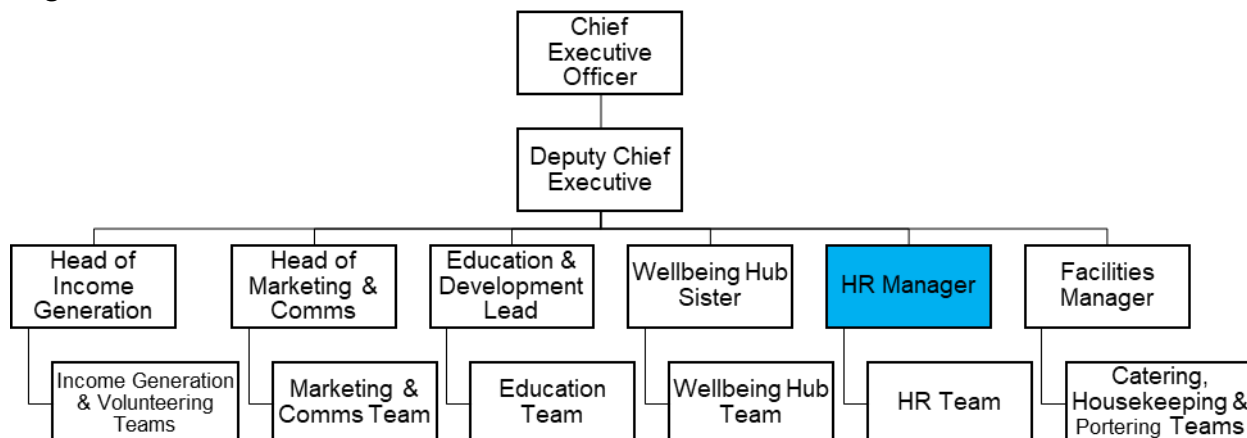


JOB DESCRIPTION

Job Title:	HR Manager
Department:	Operational Delivery > Human Resources
Post Holder:	TBC
Grade:	Admin 5
Reports to:	Deputy Chief Executive
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 support Bolton Hospice's senior leadership and management teams through the management and delivery of a highly effective HR service.</p> <p>To lead the development and delivery of Bolton Hospice's workforce strategy, in line with the organisation's strategic objectives.</p> <p>To provide clear and expert leadership of Bolton Hospice's HR function, driving forward continuous improvement and strategic change.</p> <p>To contribute to the strategic direction and day to day operational management of the hospice as a member of the management team.</p>
Key Working Relationships:	<p>HR Team</p> <p>Senior Leadership Team</p> <p>Service Leads / Managers / Team Leaders</p> <p>Education Team</p> <p>Volunteering Team</p> <p>Marketing & Communications Team</p> <p>Key external stakeholders and suppliers</p>

Role Responsibilities:

Strategy

- Lead the development and implementation of a successful workforce strategy to identify, prioritise and address current and future workforce challenges, in line with the organisation's strategic objectives.
- Attend HR & EDI Committee meetings, preparing and presenting reports as required.

Operations

- Ensure senior leaders, service leads, managers and team leaders are provided with appropriate HR advice, support and training in relation to the effective management and development of their teams.
- Lead the effective recruitment, onboarding and induction of employees.
- Work with the senior leadership team to facilitate effective workforce and succession planning, aligned to the hospice's strategic objectives.
- Lead on workforce projects as required by the senior leadership team.
- Lead on workforce equality, diversity and inclusion to continually develop inclusive practice.
- Effectively manage employee relations cases in a fair, consistent and timely way.
- Lead on the preparation and co-ordination of potential employer tribunal cases through effective liaison with the hospice's legal representatives.
- Oversee the offboarding process, including reviewing exit interviews to ensure issues are identified and addressed, supporting continuous improvement to the employee lifecycle.
- Oversee staff change and flexible working processes to ensure consistency and fairness for staff across all areas of the organisation.
- Lead on pay and benefits, facilitating any annual pay awards, providing benchmarking data to the senior leadership team as requested, encouraging a fair and transparent approach to pay across the organisation and ensuring that robust procedures for role grading are in place.
- Ensure accurate information is sent to payroll / staff benefits providers in a timely manner and liaise with providers to continuously improve the processes and procedures involved.
- Lead on staff surveys and other employee engagement initiatives, working collaboratively across the organisation to develop and deliver action plans to continuously improve employee engagement.
- Oversee the effective and appropriate management of attendance, ensuring that managers are supported in reducing absence within their teams.
- Oversee the provision of health and wellbeing support to the workforce, including a suitable employee assistance programme, wellbeing initiatives and interventions that target any areas of concern identified.
- Lead the organisation's approach to performance management and appraisal, including the provision of documentation, policies and support to line managers to ensure employee performance is effectively and consistently managed across the hospice.
- Act as the UK Visa & Immigration service key contact in respect of sponsorship of employees' skilled worker visas, ensuring all sponsor duties are adhered to.
- Lead on the provision of HR support in relation to restructures and employment contract changes.
- Research and implement new innovations and technology to support the continued

improvement of the HR service.

- Provide regular performance reports to the Deputy Chief Executive as directed.

Leadership and Team Management

- Provide clear and visible leadership of HR team staff.
- Provide overall long-term direction and set performance objectives including specific targets and KPIs for the team.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across the team.
- Promote and embed a culture of high performance and professionalism to ensure team staff are effective, efficient, responsive and accountable.
- Lead in the recruitment and selection of new team staff and arrangement of suitable induction programmes.
- Effectively manage, develop and support direct reports, including regular 1-2-1 supervision with support and advice, performance reviews, annual appraisals and personal development planning.
- Review the composition of the team on an ongoing basis and allocate responsibilities to team members as appropriate to their skills and experience.
- Ensure that team work well collectively and individually and that there is co-operation and interaction between team members.
- Foster good communication within the team and wider organisation through holding regular team meetings and other briefings.
- Ensure that team staff are aware of their responsibilities and adhere to relevant policies, procedures and guidelines.

Teamwork and Collaboration

- Work with leaders and managers across the organisation to provide specialist HR advice and support as required.
- Work with the Education & Development Lead to ensure all staff have access to appropriate learning and development opportunities, and on the management and delivery of certain L&D activity e.g. apprenticeships, mandatory training.
- Work with the Volunteering Development Manager to share relevant knowledge and ensure staff and volunteer policies and procedures are co-ordinated.
- Work with the Marketing & Communications team to ensure HR activities benefit from effective marketing and communications support, particularly in relation to recruitment and employee engagement.
- Be a proactive and effective member of the Management Team, contributing to the strategic direction and day to day operational management of the hospice.
- Build relationships across the organisation to ensure effective integration of the team with the wider hospice and vice versa.
- Be involved in the Greater Manchester hospices HR leads group / other hospice HR networks for peer support, benchmarking and for the exchange of knowledge and best practice.
- Work as an integral part of the hospice team, being sensitive to the needs of the whole organisation and supportive of other colleagues.

Systems, Quality and Compliance

- Maintain knowledge and awareness of employment and other relevant legislation and regulations, ensuring that the hospice remains compliant and that any changes are incorporated into policy and practice.

- Develop, review and update HR policies and procedures as required.
- Ensure processes are in place for monitoring of DBS disclosures, professional registration and indemnity.
- Monitor workforce KPIs, ensuring that key information is available to relevant managers / teams to support a collaborative approach to improving performance where needed.
- Undertake HR-related audits as required.
- Ensure relevant data and information is provided to meet necessary reporting and regulatory requirements, e.g. Office of National Statistics, Care Quality Commission.
- Oversee the contractual aspect and monitoring of third party service level agreements and secondment agreements where the hospice has outsourced provision of services, e.g. occupational health, shared roles between hospices.
- Operate with discretion and maintain an appropriate level of confidentiality in relation to all HR matters, in accordance with data protection legislation.
- Ensure all team activities are undertaken safely, with due consideration given to safeguarding and the Health & Safety of staff, service users, supporters, volunteers and members of the public.
- Identify potential HR / workforce risks, work with relevant managers to mitigate and manage these on an ongoing basis, escalating matters to the Senior Leadership Team where necessary.
- Effectively deal with any complaints or incidents that arise from the team's areas of work and ensure that appropriate reflection and learning takes place.

Other

- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Deputy Chief Executive or Chief Executive Officer.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

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.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by 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.

Disclosure & Barring Service Check

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

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.

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.

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.



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. This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	HR Manager
Department:	Operational Delivery > 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	<p>Significant HR generalist experience, including working at a high level in a complex organisation.</p> <p>Demonstrable experience of working on both operational and strategic HR issues.</p> <p>Line management experience.</p> <p>Experience of strategy and policy formation, implementation and monitoring.</p> <p>Experience of day to day and complex casework, covering the full employment lifecycle.</p> <p>Development and implementation of wellbeing support programmes.</p> <p>Experience of providing HR advice to senior leadership teams.</p>	<p>Experience as HR Manager or HR lead for an organisation.</p> <p>Mediation experience or training</p> <p>Developing organisational learning and development plans.</p>	Application Form Interview
SKILLS	<p>Strong organisational skills, ability to adapt and deal with conflicting demands, problem solve and achieve deadlines.</p> <p>Ability to build positive relationships and networks with staff and external third parties at all levels.</p> <p>Highly effective communication skills, both written and verbal, able to communicate complex information using a variety of channels to effectively engage others.</p> <p>Values-led leadership style and ability to develop a high</p>	Presentation skills	Application Form Interview

	<p>performing team.</p> <p>Excellent negotiation and influencing skills.</p> <p>Project management skills.</p> <p>Analytical and research skills.</p> <p>Coaching and mentoring abilities.</p>		
KNOWLEDGE	<p>Comprehensive understanding of HR policies and procedures, including up to date knowledge of employment legislation and best practice in employment.</p> <p>Digitally literate - Microsoft Office and HR database management.</p>		Application Form Interview
OTHER	<p>A strong commitment to the vision and values of Bolton Hospice.</p> <p>Approachable and diplomatic.</p> <p>Creative and innovative approach.</p> <p>Resilient and able to effectively work under pressure.</p> <p>Effective problem solver and confident decision maker.</p> <p>Team player with a flexible approach to work.</p> <p>Self-motivated, able to use initiative and work autonomously.</p> <p>Committed to Continuous Professional Development.</p>		Application Form Interview