

# People Advisor – JOB DESCRIPTION



## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

<b>JOB TITLE</b>	People Advisor (12 Month Fixed Term Contract)
<b>GRADE</b>	5b
<b>REPORTS TO</b>	Head of OD, Inclusion and Engagement
<b>KEY RELATIONSHIPS</b>	Public, Volunteers, Prospective Employees, Workforce, Managers, Heads of Service, Directors, Trustees, External Organisations
<b>RESPONSIBLE FOR</b>	This role does not have line management responsibility

#### JOB SUMMARY

To support the People and Culture team and People Partners in the delivery of a high-quality, professional, proactive and efficient service through the consistent application of Hospice policies, employment legislation and best practice.

This role supports Employee Relations case work, recruitment, HR administration, payroll processes, HRIS maintenance, and provides advice and guidance to managers and the workforce. The postholder contributes to People Strategy delivery through project work and ensures effective communication across the organisation.

#### MAIN DUTIES AND RESPONSIBILITIES

##### Recruitment

- End-to-end recruitment processes, from advertising to onboarding.
- Support planning and coordination of shortlisting and interview panels.
- Conduct ID checks for DBS rechecks and ensure Safer Recruitment compliance.
- Process employment and reference enquiries accurately and on time.

##### Advice and Guidance

- Provide professional advice to managers and staff on terms and conditions, policies and procedures.
- Advise managers of people implications of decisions, identifying risks and offering solutions.
- Deliver training to managers and workforce on HRIS and people-related topics.

##### Employee Relations

- Provide first-line advice to managers and employees on ER matters including conduct, performance and grievances.

- Support early identification and management of ER concerns, ensuring consistent and fair application of policy.
- Coach managers to navigate people issues confidently, enabling early intervention and effective conversations.
- Support formal ER processes including preparing documentation and note-taking.
- Escalate complex or high-risk cases to the People & Culture Partner with appropriate detail.

#### **Sickness Absence Management**

- Provide advice on the application of the sickness absence policy.
- Coach managers on short- and long-term sickness processes including RTW and attendance reviews.
- Review sickness trends using HRIS data and highlight risks or actions needed.
- Support development of improvement plans and reasonable adjustments.
- Liaise with Occupational Health and other stakeholders to support safe return to work.

#### **Manager Coaching & Support**

- Act as a trusted point of contact for people-related queries, offering practical and solution-focused guidance.
- Build manager capability through informal coaching and support.
- Deliver or support training sessions on sickness management, documentation and effective conversations.

#### **HRIS Reporting and Maintenance**

- Provide data and reports for KPIs measuring People & Culture performance.
- Build and produce ad hoc reports to inform business decisions.

## **ADDITIONAL REQUIREMENTS OF POSTHOLDER**

**SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with individuals in our care, their loved ones and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

**CONFIDENTIALITY:** The post holder must maintain confidentiality, security and integrity of information relating to individuals and their loved ones, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

**DATA PROTECTION:** It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

**EQUAL OPPORTUNITIES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

**HEALTH AND SAFETY:** All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

**HOSPICE IDENTITY BADGES:** Hospice ID badges must be worn at all times whilst on duty.

**SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

### **REGISTRATION COMPLIANCE/CODE OF CONDUCT:**

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**WORKING TIME REGULATIONS:** The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.*

*In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

## PERSON SPECIFICATION

### People Advisor

E = ESSENTIAL	D = DESIRABLE
<b>Demonstrating the Hospice Values – Collaborative, Compassionate, Creative</b>	
<b>Compassionate</b> – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.	<b>E</b>
<b>Collaborative</b> – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	<b>E</b>
<b>Creative</b> – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	<b>E</b>
<b>Qualifications &amp; Training</b>	
Degree level qualification or equivalent level of demonstrable experience in Human Resources and People functions	<b>E</b>
CIPD Level 5 qualification	<b>D</b>
Evidence of continued professional development.	<b>E</b>
An understanding of Equal Opportunities and valuing Diversity	<b>E</b>
<b>Skills/Abilities/Knowledge</b>	
Comprehensive knowledge and understanding of preemployment checks and UKBA requirements; sufficient to be a point of escalation for resolution of queries and concerns.	<b>E</b>
Understanding of key employment legislation applicable to the role.	<b>E</b>
Excellent communication skills face to face or in writing complex/sensitive/contentious/confidential information.	<b>E</b>
Proficient in the use of Microsoft Office including Word, Excel, Power point and Outlook to competently compose letters, reports, excel spreadsheets/charts, presentations and data input often within tight time frames.	<b>E</b>
Ability to prioritise and meet deadlines; sustaining medium and long term priorities	<b>E</b>
<b>Experience</b>	
❑ Demonstrable experience of working in people function and recruitment delivering high volume end to end recruitment campaigns and supporting managers to develop and implement plans.	<b>E</b>
❑ Experience of undertaking compliance audits on recruitment activity, analysing data and providing assurance reports to ensure best practice and quality governance.	<b>E</b>
❑ Experience of using computerised and web based HR information systems, e.g. DBS, NHS Jobs and website maintenance.	<b>E</b>
❑ Experience providing first-line ER advice to managers	<b>E</b>

<input type="checkbox"/> Experience supporting sickness absence management including RTW processes	<b>E</b>	
<input type="checkbox"/> Ability to coach and build manager capability on people practices	<b>E</b>	
<input type="checkbox"/>		
<input type="checkbox"/>		
<b>Other Requirements</b>		
<input type="checkbox"/> Experience of working with and supporting Volunteers		<b>D</b>

I confirm that I have read the Job Description/Person Specification, and the duties contained therein and accept the conditions of this role.

**NAME:**

**SIGNATURE:**

**DATE:**