

JOB DESCRIPTION



JOB TITLE	Recruitment & Employee Services Team Leader
GRADE	6A
REPORTS TO	Director of People & Culture
KEY RELATIONSHIPS	Chief Executive Officer, Directors, Medical Staff, Heads of Department, All Hospice staff and volunteers, ICT Network Support Manager, Contractors, Suppliers, Members of the Public, Other Organisations
RESPONSIBLE FOR	Recruitment and Employee Services admin team

JOB SUMMARY

Leading developing and supporting the *recruitment and employee services team*, ensuring high performance delivering a focused and professional service.

Allocating tasks and monitoring progress to meet recruitment targets and all deadlines.

Fostering a collaborative and inclusive working environment aligned with hospice values

MAIN DUTIES AND RESPONSIBILITIES

The Team Leader will deliver an expert professional service, providing key advice on matters relating to recruitment and employee services.

Managing the team providing Recruitment and Employee Transactional Services including payroll and workforce data.

The Recruitment and Employee Services Team Leader will be responsible for supporting Saint Francis Hospice (SFH) Management with workforce and recruitment planning, to ensure attraction of high calibre candidates and timely onboarding.

The role acts as a key interface between People & Culture and all service users including hiring managers, ensuring excellent communications.

The Team Leader will manage the organisation's employment life cycle administration. This will include ensuring new starters and leavers are processed in a timely manner, managing the end-to-end recruitment for all recruitment campaigns and providing data and information monthly and as requested.

The role will support the recruitment of clinical (medical and non-medical) and non-clinical recruitment, including those at executive level.

The Team Leader will hold line management responsibilities for the recruitment and transactional services Team, ensuring that they have the required support and development to excel in their role.

Delivery of key objectives; ensure that KPIs are met in line with service-level Agreements.

Job responsibilities:

Recruitment:

- Manage the end-to-end recruitment for recruitment campaigns.
- Ensure the recruitment process is a positive experience.
- Ensure appropriate advice to managers on the drafting and placing of advertisements in accordance with agreed policies.
- Responsibility for DBS rechecking across the organisation.
- Produce Monthly Operational reports.
- Advise managers in the shortlisting, assessment, and interviewing of applicants.
- Line management responsibility for Recruitment Officers.
- Supervise and manage the workload of the recruitment team.

Administration:

- Ensure that all starters, leavers, and variations are processed in a timely manner.
- Ensure Payroll transaction are completed and managed to enable a smooth process.
- Support the creation and maintenance of up-to-date Employment records on our systems.
- To provide expert support to service management teams to meet all regulatory requirements relating to statutory bodies such as the Care Quality Commission (CQC) etc.
- To ensure governance process is in place for professional registrations, right to work and DBS. Provide written assurance to People & Culture Director of compliance and raise issues of non-compliance.

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.

Recruitment & Employee Services Team Leader

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

RECRUITMENT AND EMPLOYEE SERVICES TEAM LEADER

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Collaborative, Compassionate, Creative	
Compassionate – 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.	E
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	E
Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	E
Leadership skills.	
Ability to lead with honesty, integrity and care. Be able to develop, empower and delegate effectively to achieve change and generate a positive, inclusive, workplace. Be accountable for actions and bring creativity and innovation to inspire and motivate others. Be active in the creation and delivery of the Hospice strategy for the benefit of individuals and their loved ones, staff and our local community.	E
Qualifications & Training	
<input type="checkbox"/> CIPD qualification or equivalent.	D
Skills/Abilities/Knowledge	
<input type="checkbox"/> Project Management skills and ability to lead and motivate a team.	E
<input type="checkbox"/> Excellent communication and interpersonal skills	E
<input type="checkbox"/> IT Systems: Microsoft package included: O365, Outlook, Word, Excel, PowerPoint, SharePoint,	E
Experience	
<input type="checkbox"/> Experience in hospice or palliative care settings.	D
<input type="checkbox"/> Experience in a leadership role of similar scale and of working corporately to achieve goals.	E
<input type="checkbox"/> Proven experience in recruitment, ideally within healthcare, charity, or public sector.	E

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: