

## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

<b>JOB TITLE</b>	People & Culture Partner
<b>GRADE</b>	7a
<b>HOURS OF DUTY</b>	Mon - Fri
<b>REPORTS TO</b>	Director of People and Culture
<b>KEY RELATIONSHIPS</b>	Staff, Managers, Heads of Service, Directors, Trade Union Representative, Pension services, Occupational Health, Payroll service, P&C system providers, External professional colleagues, Volunteers. Insurers and legal team.
<b>RESPONSIBLE FOR</b>	Line management of members of the People team which may include People Services Assistant, People Officer / or Payroll & Pension Manager

### JOB SUMMARY

To be responsible for the provision of a professional P&C service within Saint Francis Hospice enabling it to achieve the Hospice Strategy and delivery of the People and Culture Strategy. To work on own initiative and lead all aspects of P&C for the Directorates that are assigned. To project manage areas of improvement in respect of People and Culture service delivery that supports the Organisations strategy, Business plan and Directorate Business Objectives. To provide line management to other members of the People and Culture team.

### MAIN DUTIES AND RESPONSIBILITIES

- Advise Directors, HOD's and line managers within designated business areas on all people matters in accordance with policies, procedures, best practise, and legislation.
- Communicating and dealing with highly complex, sensitive matters and where there is significant challenge and barriers to understanding including restructuring, redundancy and employee relations matters.
- To make a proactive contribution to resourcing, service development, business planning and the management of performance against agreed objectives for designated areas.
- Support and coach management teams in improving their leadership and management competencies.

- Review the skills, on boarding and training of teams within designated directorates.
- Manage own complex caseload as agreed and determined with the Director of People and Culture ensuring all deadlines and professional standards are met.
- To manage, plan and deliver own project work as agreed with the Director/HOD and to support specific areas e.g., engagement, resourcing, medical staffing and organisational change.
- To work across directorates supporting the team and assisting colleagues, contributing expertise to complex and sensitive case work with high organisational risk.
- To work flexibly to maintain core standard hours for the P&C team and ensure a quality professional service is delivered.
- To support the resolution of employee relations matters as the trained expert in facilitated conversations and employee relations best practice.
- To champion principles of equality, diversity and inclusion, the Hospice values and provide appropriate challenge where necessary to the maintenance of the highest standards of conduct and behaviour.
- Contribute to strategic Organisational and Workforce planning initiatives.
- Directly contribute to the achievement of the key performance indicators regarding sickness, turnover and appraisals rates supporting Directorates.
- Be responsible for the review and suggested amendment of policies impacting workforce across the organisation, ensuring they are fit for purpose and in line with current legislation and to determine best methods to deliver communications.
- Design, deliver and evaluate training activities to support mandatory, organisational and staff developmental needs including EDI, wellbeing and leadership development.
- Support the delivery of workforce surveys and annual employee engagement activities contributing to their design, implementation and analysis of results of assigned Directorates.
- To line manage members of the team including responsibility for 1:1 supervision, appraisal, performance and absence management.
- To deputise for the Director in their absence or unavailability.
- Manage queries escalated from payroll and recruitment functions to ensure staff queries are responded to in a timely manner.
- To produce and support in providing appropriate workforce information and reports for Board, Corporate Governance, Executive Team, and Heads of Department meetings.

- Analyse workforce information to provide judgment on trends, risks and mitigated actions including gender pay gap, EDI and workforce planning.

## **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 patients, their families 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 patients, 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 documents 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 PARTNER

E = ESSENTIAL	D = DESIRABLE	
<b>Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning</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>Education &amp; Training</b>	<b>E</b>	<b>D</b>
┆ Degree or demonstrable significant equivalent level of experience	<b>E</b>	
┆ CIPD qualified	<b>E</b>	
┆ Post graduate qualification or equivalent level of experience in a P&C specialism		<b>D</b>
┆ Evidence of continuing professional development within P&C and OD	<b>E</b>	
<b>Skills/Abilities/Knowledge</b>		
┆ Good knowledge P&C systems and processes	<b>E</b>	
┆ Knowledge of supporting employee relations investigations and outcomes	<b>E</b>	
┆ Good knowledge of payroll systems and processes		<b>D</b>
┆ Good knowledge of recruitment systems and processes	<b>E</b>	
┆ Good knowledge of pension services and pensions procedures		<b>D</b>
┆ Good knowledge of NHS clinical and medical staffing and commercial areas		<b>D</b>
┆ Ability to formally present difficult challenging issues	<b>E</b>	
┆ Ability to communicate clear and concise messages to a variety of audiences	<b>E</b>	
┆ Ability to deal with conflict and emotional situations with sensitivity and professionalism	<b>E</b>	

‡ Ability to work on own initiative and manage own case/project work	<b>E</b>	
‡ Ability to analyse and assess risk and present a variety of options	<b>E</b>	
‡ Ability to work as a team member, being flexible and adaptive approach	<b>E</b>	
‡ Ability to be self-reflective and adapt to improve own self and improve outcomes for staff and the organisation	<b>E</b>	
<b>Experience</b>		
‡ Hospice / NHS P&C / Retail experience		<b>D</b>
‡ Experience of designing and delivering training interventions	<b>E</b>	
‡ Experience of complex P&C case work including complex grievances, redundancy and investigations.	<b>E</b>	
‡ Experience of producing policies to meet the needs of the organisation and that comply with legislation and P&C best practice	<b>E</b>	
‡ Experience of organisational change in a complex environment	<b>E</b>	
‡ To be able to demonstrate continued professional development, keeping up to date with legislative and best practice changes	<b>E</b>	
‡ Able to train and coach others and model this behaviour to line managers	<b>E</b>	
‡ Experience of applying current employment law to complex organisational changes and sensitive casework	<b>E</b>	
<b>Other Requirements</b>		
‡ Ability to travel independently to Hospice sites as required.	<b>E</b>	

Employees Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_