

Role Profile

*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	People Adviser
Department	People Team
Reports to	Head of HR
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

The role of the People Department is unique in that it works with all departments across the organisation, at all levels and on a broad range of issues. It supports both employees and volunteers, totalling approx. 650 people.

Job Summary

Provide high quality advice and guidance across the full range of the people lifecycle and activity, ensuring a legally compliant and best practice approach.

Key Accountabilities & Responsibilities

Resourcing

- Advise managers on recruitment and selection policy and process.
- Coordinate the recruitment process from advertising through to on-boarding.
- Utilise a variety of recruitment strategies and approaches.

Pay and Benefits

- Advise managers on pay policy.
- Advise on job evaluation process and prepare for job evaluation panels.
- Support the implementation of the annual pay review process.
- Support employees with HR related pension queries.
- Monitor workplace trends in relation to workplace benefits.

Employee Relations

- Provide comprehensive and practical advice and support to managers and employees in line with organisational policies, procedures, and legal requirements.
- Support the management of disciplinary, grievance and capability cases and act as note taker throughout internal processes.
- Manage casework relating to sickness absence, providing advice and support to managers, monitoring absence, attending case review and capability meetings, liaising with Occupational Health and medical professionals.
- Champion best practice in performance development processes.

Employee Engagement

- In conjunction with the marketing team, ensure that HR material, such as the website, is consistent, up to date and in line with the organisation's policies and values.
- Support the Head of HR in the analysis of key people data.
- Conduct 'stay' and 'exit' interviews with new starters and leavers, providing feedback and insight to the Directorate.

Employee Health and Wellbeing

- Support the Head of HR in the delivery of the wellbeing strategy.
- Plan and deliver hospice wide employee health and well-being initiatives.
- In absence of Head of HR, chair Employee Wellbeing Champions meeting.
- Conduct risk assessments relating to specific situations e.g. pregnancy, young persons, work station, stress management etc.

HR Systems

- Support the People Administrator in the maintenance of the HR Information System (Compass).
- Contribute to the continuous improvement of HR systems and practices.

- Provide cover for the People Administrator in the implementation of payroll.
- Oversee compliance levels in relation to core HR documentation i.e. DBS, driving documentation and qualifications.

Learning & Development

- Support the development and delivery of the organisation's learning and development strategy
- Carry out training needs analysis in partnership with line managers and HR colleagues
- Contribute to talent development, succession planning and career pathways
- Promote a continuous learning culture across the organisation

Other

- Support the implementation of ad hoc people project work i.e. job evaluation

Job Scope

Decision making level	<ul style="list-style-type: none"> • How to respond to employee or manager feedback, concerns and requests for advice and support. • Knowing when to escalate feedback or concerns to the HR Operations Manager or the direct line manager. • Deciding most appropriate recruitment methods for individual roles.
Financial resources	<ul style="list-style-type: none"> • Awareness of budget when committing to expenditure i.e. recruitment advertising, OH referrals.
Other resources	
People management	
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Supports, managers and facilitates all formal people management matters in a manner that is legally compliant and minimises risk of employment tribunals or unfair dismissal claims.

Person Specification

Knowledge, qualifications and experience

- CIPD accreditation (level 5)
- Experience of managing ER casework
- Sound knowledge of employment law and its practical application
- Experience of managing recruitment processes across a breadth of disciplines
- Experience of producing and presenting quality reports and a range of correspondence to a high standard.

Skills and abilities

- The emotional intelligence and communication skills to work with a wide spectrum of people to achieve the best outcome.
- Strong HR advisory and coaching abilities
- Innovative and flexible approach
- Highly organised with ability to prioritise and manage multiple tasks
- Works well both as part of a team and independently

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**