

Role Profile



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 Team 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 approximately 600 people.

Job Summary

Provide high-quality, practical advice and support across the employee lifecycle, enabling managers to handle people matters confidently, fairly and consistently. Manage a varied employee-relations caseload, support the delivery and continuous improvement of People services, and provide effective line management to the People Administrator. Ensure that advice and activities are legally compliant, evidence-based and aligned with the Hospice's policies, values and operational needs.

Key Accountabilities & Responsibilities

Recruitment & Onboarding

- Advise managers on recruitment and selection policy and process.
- Coordinate the recruitment process from advertising through to onboarding.
- Identify and utilise appropriate recruitment methods and approaches to attract suitable candidates.
- Support fair, inclusive and safer recruitment practices, ensuring that required pre-employment checks are completed.

Pay, Benefits and Job Evaluation

- Ensure employee changes and other People information are submitted accurately and on time for payroll, providing appropriate cover for the People Administrator when required.
- Support the People Administrator with the calculation, processing and communication of deductions relating to sickness absence.
- Advise managers on the organisation's pay policy and procedures.
- Advise managers on the job evaluation process, attend job evaluation panels and provide feedback to line managers.
- Support the implementation of the annual pay review process.
- Support employees with HR-related pension queries and liaise with Finance on the administration of pension changes.
- Monitor external trends in employee benefits and make recommendations where appropriate.

People Advice & Employee Relations

- Manage a varied employee-relations caseload, including disciplinary, grievance, capability, attendance and other formal processes, providing practical and legally informed advice to managers.
- Attend and support formal meetings, ensuring that processes are fair, consistent, well documented and completed within appropriate timescales.
- Coach and support managers to resolve people matters effectively and at the earliest appropriate stage.
- Identify risk and escalate complex, sensitive or high-risk matters to the Head of HR.

Employee Engagement

- Work with the Marketing Team to ensure that People-related communications and information, including website content, are accurate, accessible, up to date and consistent with the Hospice's policies and values.
- Support the Head of HR with the analysis and reporting of key people data.
- Conduct exit interviews with leavers, analysing themes and providing relevant feedback and insight to the Directorate.

Employee Health and Wellbeing

- Support the Head of HR in the delivery of the wellbeing strategy.
- Advise employees and managers on the effective management of sickness absence, make referrals to occupational health and support managers to consider and implement appropriate recommendations.
- Plan and deliver Hospice-wide employee health and wellbeing initiatives.
- In the absence of the Head of HR, chair meetings of the Employee Wellbeing Champions.
- Facilitate risk assessments relating to individual circumstances, including pregnancy, young workers, workstation requirements and work-related stress.

People Systems, Data & Compliance

- Support the People Administrator in the maintenance of the HR Information System (Compass).
- Monitor compliance with employment and role-specific documentation requirements, including DBS checks, right-to-work evidence, driving documentation and professional qualifications, escalating gaps and supporting timely remedial action.

Learning & Organisational Development

- Support the identification of learning and development needs through discussion with line managers and analysis of organisational and workforce information.
- Design and deliver People-related briefings and training for managers and employees, where required.
- Monitor completion of mandatory and role-specific training, working with managers to address gaps.

Line Management

- Provide effective day-to-day line management to the People Administrator.
- Hold regular one-to-ones, set objectives, review performance and development, support wellbeing, and manage workload and priorities.

Projects & Continuous Improvement

- Contribute to the continuous improvement of HR systems and practices.
- Support the delivery of People projects and other organisational initiatives as required.

Job Scope

Decision making level	• Determine how to respond to employee or manager feedback, concerns and requests for advice and support. • Identify when feedback, concerns or potential risks should be escalated to the Head of HR or relevant line manager. • Determine the most appropriate recruitment methods for individual roles
Financial resources	• Consider budget availability and obtain appropriate approval when committing expenditure, including recruitment advertising and occupational health referrals.
People management	• Direct line management of the People Administrator.
Legal, regulatory and compliance responsibility	• Supports, manages and facilitates formal people-management matters in accordance with employment legislation, Hospice policies and good practice, identifying and escalating legal, employee-relations and organisational risks where appropriate

Person Specification

Knowledge, qualifications and experience

Essential

- CIPD Level 5 qualification, or working towards it, or equivalent relevant experience.
- Experience of providing People advice directly to managers.
- Experience of managing competing casework, priorities and deadlines.
- Experience of managing recruitment processes across a range of disciplines.
- Experience of producing high-quality reports and professional correspondence.
- Ability to interpret policies and employment legislation and translate them into practical advice.
- Confidence in handling sensitive and confidential information.
- Experience of using HR information systems.

Desirable

Experience of line management or supervising others.

Skills and abilities

- Emotional intelligence and strong communication skills, with the ability to work effectively with a wide range of people and reach appropriate outcomes.
- Strong People advisory and coaching skills.
- An innovative, pragmatic and flexible approach.
- Highly organised, with the ability to prioritise and manage multiple tasks.
- Able to work effectively both independently and as part of a team.

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.

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