

## People Operations Manager



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this 'outstanding' rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business. The post holder will be responsible for focusing on day to day improvement and project management of the people team operation.

**Permanent 30 Hours Per week – Band 6**

**Accountable to:** Head of People

**Direct Reports:** People Team Coordinator

### Main duties and responsibilities:

- Assist the Head of People in creating an environment in which people feel happy and proud to work at the Hospice
- Responsible for streamlining the people services team to work efficiently across departments and bridge the gap between employees and volunteers
- Support the Head of People to increase employee value through collaboration with the Director of Education & Research to develop our ethos as the Go-To-Place for growing your career
- Focus on succession planning building relationships with line managers and continuing discussions around future staff plans
- Work with the Director of Education & Research in providing training for employees, volunteers and external candidates on people related topics including unconscious bias, IPR and manager toolkits.
- Update and continue to develop people systems projects, taking the lead in collaboration with Finance and Education
- Ensure an integrated payroll function alongside Head of People and People & Payroll Advisor in relation to process and systems
- Support complex employee relations issues. Advise managers through the process of discipline and grievance, assisting with the completion of investigations, preparing for formal hearings, taking minutes, ensuring procedural compliance, and ensuring any resulting actions are recorded appropriately.
- Keep up to date with legislative changes
- Represent the Hospice and uphold the organisations reputation and values
- To support the organisations income generation activity

*\*The Hospice of St Francis supports flexible working, paid carers leave and job share*

<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Departmental &amp; Role Specifics</b>	<ul style="list-style-type: none"> <li>• Project manager with an operational focus on day to day team tasks</li> <li>• Initiate and execute special projects within the team related to improved processes</li> <li>• Aim to support services within the Hospice with employee life cycle ensuring timely and efficient processes are in place</li> <li>• Partner with team leaders on talent and succession planning, job/career development and performance reviews</li> <li>• Provide employee relations advice and support as and when required assisting with complex issues including investigations and disciplinary alongside Senior People Advisor (Employees)</li> <li>• Review and lead on absence management cases alongside Senior People Advisor (Employees) as and when required</li> <li>• Continue our development of the 'Go to place for growing your career' in collaboration with Education team, including skill sharing through volunteering, apprenticeships, practice placements, internships &amp; links in to national employment and training schemes</li> <li>• Have an overview of mandatory training for staff and volunteers, lead and support People Team Coordinator to ensure compliance</li> <li>• Active member of TIG – providing feedback and actions to the People Services Team</li> <li>• Delivery of People Services related training courses Hospice wide including Unconscious Bias, IPR &amp; Induction with support from People Team Coordinator. Research and continually develop training material with links to Education Team</li> <li>• Support People Events and commitments</li> <li>• Key focus on day to day operations of the People Services team, continually reviewing, researching and analysing current processes and making recommendations for improvement i.e. recruitment and induction processes for staff and volunteers</li> <li>• Evaluate and analyse data to ensure effectiveness of people team operations</li> <li>• Continue to lead on People Service systems projects with a focus on continuing to improve Healthbox HR &amp; SharePoint, supported by People Team Coordinator</li> <li>• Responsible for line managing People Team coordinator, setting objectives and monitoring</li> <li>• Maintain established relationships with Hospice departments, with a focus on continued support for the IPU team and Catering, providing advice, guidance and attendance at team meetings</li> <li>• Work with People &amp; Payroll Advisors to ensure timely processes for payroll and pay related changes</li> </ul>
<b>Qualifications, Skills, Experience, Knowledge &amp; Approach</b>	<ul style="list-style-type: none"> <li>• Previous experience in similar operations manager role or HR position at a senior level</li> <li>• CIPD qualified (minimum level 5) or equivalent experience</li> <li>• 3 &lt;years generalist HR experience in all key areas; resource planning, recruitment, training, performance management, systems management, employee relations &amp; policy and procedures</li> </ul>

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

	<ul style="list-style-type: none"> <li>• Line management experience and skills</li> <li>• Excellent customer service skills</li> <li>• Knowledge of payroll processes and procedures</li> <li>• Excellent project management skills</li> <li>• Experience of using and developing HR databases</li> <li>• Good IT skills with ability to digest and use new information.</li> <li>• Experience of developing &amp; delivering training and development interventions</li> <li>• Degree level education or equivalent</li> <li>• Ability to work independently, maintain levels of motivation, be self-starting and have a genuine commitment to helping the Hospice grow its supporter base.</li> <li>• Experience of using databases and accurate record keeping</li> <li>• Outstanding project management skills, able to multitask and work to tight deadlines</li> <li>• Diplomacy and well developed negotiation skills, critical thinking and analytical skills</li> </ul>
<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills using a variety of media/tools</li> <li>• Excellent listening skills &amp; interpersonal skills</li> <li>• Excellent customer care skills – understands importance of good customer engagement &amp; able to build strong working relationships</li> <li>• Good team player who is willing to support others/learn new skills</li> <li>• Able to communicate sensitively and understand boundaries of working with volunteers</li> <li>• Respectful, confident persuasive communicator</li> <li>• Solution focused and self-motivated</li> <li>• Provide exceptional customer service when assisting internal employees and external contacts</li> </ul>
<b>Internal &amp; External Contacts</b>	<ul style="list-style-type: none"> <li>• Staff and volunteers</li> <li>• Board of Trustees</li> <li>• Executive Team</li> <li>• Patients and Families</li> <li>• Bank staff</li> <li>• People Team</li> <li>• Head(s) of Service</li> <li>• Key donors and suppliers</li> <li>• Professional bodies/networks</li> <li>• Relevant regional &amp; national peers</li> <li>• People Database Support Desk</li> <li>• Recruitment agencies and advertising media contacts</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality at all times</li> <li>• Good level of numeracy and the ability to problem solve</li> <li>• Strong attention to detail and ability to drive multiple projects concurrently.</li> <li>• The ability to be flexible and adaptable</li> <li>• Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks access and engagement (desirable)</li> </ul>
<b>Mental and Physical Consideration. Working Conditions &amp;</b>	<ul style="list-style-type: none"> <li>• Commitment to the aims and ethos of the Hospice</li> <li>• Continually strive to improve the business</li> <li>• Development of others to succeed</li> <li>• Keen to develop self within role</li> <li>• Able to follow instructions as well as manage own time</li> </ul>

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<b>Environment</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise in the best interests of the organisation as a whole</li> <li>• Willing and able to work as part of a team and independently using own initiative</li> <li>• Skilled in managing competing demands and expectations</li> <li>• Work with pace and accuracy</li> <li>• Ability to manage various administrative tasks in a timely manner</li> <li>• Self-motivated and able to fulfil the job role with minimal supervision</li> <li>• Task driven – able to see processes through to completion</li> <li>• Continually strive to improve the business</li> <li>• Skilled in supporting people operating in senior positions in an organisation</li> <li>• Excellent keyboard skills</li> <li>• Ability to concentrate for sustained periods of time</li> <li>• Confident under pressure</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply with all Health and Safety, Fire and Infection Control regulations</li> <li>• Complete all mandatory training and ensure compliance of direct reports and contractors</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis</li> </ul>

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