

## JOB DESCRIPTION

**'Happy to talk about flexible working'**

<b>Job title:</b>	People Partner
<b>Department:</b>	People Team
<b>Hospice band:</b>	Corporate Band D
<b>Reports to:</b>	People Team Manager
<b>Responsible for:</b>	No direct reports
<b>DBS required</b>	Basic

### Job Purpose

- Working closely with the People Team Manager and the wider People team, the People Partner will deliver a comprehensive solution-focused People service that is value adding in nature; and is in line with our strategic aims, objectives, and business plans. They will provide advice, coaching and support to our managers and staff across the breadth of the employee lifecycle and undertake project work. The post holder will apply our People policies, procedures and best practice to deliver effective People solutions.

### Main Duties and Responsibilities

#### Operational

- Responsible for the provision of high quality, solutions focussed advice and coaching to line managers on all employment issues. Maintaining the ER case tracker and taking legal advice when needed.
- Manage an ER caseload, advising and coaching managers in dealing with employee relations issues such as disciplinary, capability and grievance issues; this will include supporting investigating managers.
- Develop People policies, processes and standards to reflect changing legal requirements and best practice.
- Provide advice and support to managers in cases of organisational change
- Advise managers in the effective management of attendance, including advice on management of short-term absence and providing full support to staff with long term illnesses. Liaise with the Occupational Health team as required, ensuring they work in line with our SLA
- Produce high quality reports on a range of People metrics to a range of internal and external stakeholders including the Board of Trustees, People Committee, the Leadership team and the CCG.

- Using the integrated HR/Payroll system (CONNECT), maintain excellent data integrity in order to provide meaningful and accurate data to the business that will assist with informed decision making.
- Facilitate mediation meetings as and when required
- Coordinate Hospice wellbeing initiatives
- Conduct leaver interviews and review leaver questionnaires, analysing the feedback to identify themes, feeding back to the People Team Leader and department leads to develop solutions to address issues as well as building on areas of good practice with a view to reducing turnover.
- Support recruitment processes as and when needed.

### **Strategic**

- Participate in the development of a People Strategy for the Hospice and take responsibility for implementing agreed elements of this
- Contribute to the development and continual improvement of the People Department.
- Support with wider Hospice initiatives such as Wellbeing, Engagement and Diversity

### **Administrative**

- Undertake initial investigation of complaints on behalf of the People Team Manager as needed.
- Undertake project work that is relevant to the department.

### **Learning and Education**

- Participates in the Corporate Induction programme, delivering some modules and coordinating and supporting other presenters.
- Deliver presentations, design and deliver training sessions and share information on new and existing People initiatives to staff and managers.
- Coaching managers to enable their increased insight and solutions development.

### **Communication**

- Ensures a high standard of customer service is delivered to all stakeholders, in line with our People Promise.

### **Personal**

- To agree objectives and a personal development plan in order to ensure that a broad range of competence is developed and demonstrated

## General Duties

### Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

### Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

### Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

### Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and that they understand how this affects them in their role.

### Professional Development

- All employees must participate in an annual appraisal and develop personal development plan with line manager
- All employees must maintain their statutory and mandatory training.

**Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**

**PERSON SPECIFICATION**

<b>Job Title:</b>	People Partner
<b>Department:</b>	People Team
<b>Hospice Band:</b>	D

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to CIPD level 5 or equivalent, or specialist underpinning theoretical knowledge supported by considerable relevant practical experience.</li> <li>• Evidence of continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD level 7 qualified</li> <li>• Accredited coaching qualification</li> </ul>	AF, C
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Considerable generalist human resources experience at People Advisor level, with particular experience of ER case work such as conduct, capability, sickness absence, change management, grievance</li> <li>• Considerable experience of delivering a high quality People customer service within a complex and diverse organisation</li> <li>• HR knowledge across key aspects of the CIPD profession map incorporating People policy, performance management, well-being and diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of delivering training programmes</li> <li>• Experience of undertaking mediation and facilitated conversations</li> <li>• Experience of i-Trent and Business Objects reporting tool</li> </ul>	AF, I, T

	<ul style="list-style-type: none"> <li>• Up to date knowledge of employment legislation, case law and HR best practice and it's practical application</li> <li>• Experience of developing organisationally fit People policies and processes that enable managers and minimise bureaucracy</li> <li>• Considerable experience of People information systems</li> <li>• Understanding of diversity issues and promoting diversity within the workplace</li> </ul>		
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Can quickly establish credibility</li> <li>• Ability to develop and maintain effective working relationships, gaining commitment through collaboration, influencing and information sharing</li> <li>• Can use a coaching approach with managers in the resolution of people issues</li> <li>• Ability to problem solve, generate new ideas and solutions</li> <li>• Effective facilitation skills, supports in delivering clear and engaging presentations and development sessions.</li> <li>• Ability to develop and implement new ways of working, systems and procedures to ensure that own work and that of the team is carried out effectively</li> <li>• Excellent verbal communication skills which includes having difficult conversations</li> <li>• Good written skills in order to produce high level reports</li> <li>• Ability to interpret and analyse data, identifying trends and themes, and use data to make informed decisions</li> <li>• Digitally competent and able to use a variety of software packages including Microsoft Word, Excel, and Outlook</li> <li>• Flexible attitude and approach, responsive to change</li> </ul>		AF, I, T

	<ul style="list-style-type: none"> <li>• Ability to remain calm in difficult situations</li> <li>• Good prioritising and planning skills to ensure that deadlines are achieved under pressure.</li> </ul>		
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**AF = Application form**

**I=Interview**

**T=Test**

**C=Certificate**

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Kindness



Togetherness



Positivity



Openness



Respect



Innovation