JOB DESCRIPTION

'Happy to talk about flexible working'

Job title:	Head of People
Department:	People
Hospice band:	
Reports to:	Director of People and Transformation
Responsible for:	Head of Volunteering, Head of Equality Diversity & Inclusion, Head of People Projects & Systems, People Operations Team (including Payroll)
DBS required	Basic

Job purpose

Reporting to the Director of People and Culture, the Head of People is responsible for helping to shape and deliver the Hospices people strategy, ensuring the hospice attracts, develops, and retains high-performing people while fostering a positive, inclusive, and high-trust culture. This role balances strategic leadership with hands-on delivery across the full people lifecycle.

Main duties and responsibilities

People Strategy & Leadership
• Assist in the execution of the people and culture strategy
• Act as a trusted advisor to Heads of Department organisational design, resource planning, and change management
• Collaborate with Heads of Department to understand their strategy, objectives and related people needs
• Champion company values and culture across the organisation •
Use people data and insights to inform decision-making

Talent Acquisition & Resource Planning
• Lead recruitment activity, developing a thorough understanding of roles, proactively sourcing candidates, and facilitating attraction and recruitment activity to support current and future hospice needs.
• Lead the attraction, recruitment and retention of volunteers • Support managers with effective hiring, onboarding, and resource planning

Learning, Development & Performance
• Oversee performance management frameworks
• Support leadership and management capability development
• Identify learning and development needs and implement appropriate programmes

• Support succession planning and career progression

People Experience & Engagement

• Drive initiatives to improve people engagement, wellbeing, and retention
• Ensure a consistent, inclusive, and positive people experience from onboarding to exit
• Support engagement / culture surveys driving completion rates, exploring results, and developing action plans
• Act as an ambassador for the Hospices Values, ensuring that the link between culture and strategy is understood and that the values are embedded in every stage of the people life cycle

Employee Relations & Culture

• Provide guidance on employee relations issues, performance concerns, and conflict resolution
• Manage team to provide advice and guidance to people managers on employee relations issues, using a coaching style to develop their capability and encourage ownership, and ensuring that risks are identified and mitigated wherever possible • Ensure policies are fair, compliant, and consistently applied
• Promote diversity, equity, and inclusion across all people practices

Reward, Benefits & Policies

• Oversee payroll, benefits, and reward frameworks • Ensure compliance with employment legislation and best practice
• Maintain and evolve people policies and procedures People Operations & Compliance
• Oversee administrative people processes ensuring they are compliant, effective and accurate – continually looking for opportunities to make improvements and efficiencies.
• Manage payroll, contracts, and people records
• Ensure compliance with employment law and regulatory requirements

Deputise for the Director of People as required.

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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 that recognises and respects diversity in line with the appropriate standards.

- As a Disability Confident employer, we are committed to ensuring an inclusive recruitment process and will promptly consider and respond to requests for reasonable adjustments to support candidates throughout their recruitment journey.

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 understanding how this affects them in their role.

Professional development

- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining 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 expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role.

This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

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

PERSON SPECIFICATION

Job title:	Head of People
Department:	People
Hospice band:	

Requirements	Essential	Desirable	How identified
Education and qualifications	•	•	A, C A, C, I
Knowledge and experience	•	•	A, I A, I, I A, I
Personal skills and attributes			

A= Application form **I=Interview** **T=Test** **C=Certificate**