

People & Development Coordinator



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.

Permanent 25 Hours Per week Monday to Friday – £26,000 - £29,000 (depending on experience)

Accountable to: People & Development Manager

Direct Reports: People Team Volunteers

Main duties and responsibilities:

To facilitate pay, reward, recruitment and induction of employees so that vacancies are cost effectively filled with high caliber applicants. Provide first line employee query resolution and advice relating to HR policies and procedures. Manage and monitor staff database including holiday, sickness and all other absences.

- Co-ordinate recruitment administration for all permanent and fixed term vacancies from placing advertisements through to supporting interview arrangements
- Oversee end-to-end recruitment, onboarding, induction, training and probation review process, ensuring high-quality candidate and employee experience
- Provide guidance and advice for staff taking family leave and their managers, ensuring the right documents are recorded and relevant information is input on Sage HR and passed to Payroll Advisor
- Lead on absence management process with guidance and support from the Head of People & People & Development Manager. Monitor and analyse absence and liaise with managers to ensure effective management of absence, assisting in welfare meetings, return to work and provision of occupational health reports where required.
- Part of the People Team office cover answering telephone, email and in person queries or directing the enquiry to the right place to be resolved. This includes covering the HR & Absence inboxes
- Help provide first line advice and guidance on People policies and procedures
- Ensure the Right to Work, DBS, references and Occupational Health checks are completed and relevant evidence correctly retained for all new starters, keeping Sage HR records up to date. Keep up to date with any changes in legislation relating to Right to Work and DBS.
- Create accurate new starter records on Sage HR and input any subsequent changes to pay and contractual terms from receipt of a change form, liaising with the People & Development Manager and informing Payroll Advisor of changes
- Keep up to date with best practice recruitment approaches through research and relevant training. Make recommendations for improvement to the People Development Manager to better recruitment practices at the Hospice of St Francis.
- Support hiring managers to ensure all new starters have a pre-arranged thorough induction and welcome

to their role, department and the Hospice. Work alongside People & Education Coordinator to ensure details of new starters are shared and training is arranged

- Track the vacancy advertising, reporting to the People Development Manager weekly on recruitment status, proactively identifying any risks to roles or budgets
- Contribute to the regular review of the Hospice's recruitment materials including advertisement wording, website and social media recruitment content, helping to ensure it is regularly refreshed and worded to attract a diverse range of applicants
- Guided by the Head of People & Development, oversee GDPR compliant electronic filing and archiving/deletion of people data
- Learn the key elements of Sage HR and people policies and procedures, providing accurate cover in the team when required and specialist advice to Hospice employees

Qualifications, Skills, Experience, Knowledge & Approach	• CIPD level 3 or above or equivalent relevant qualification • Experience within a HR or recruitment role • Knowledge of reward frameworks and benchmarking • Strong communication and interpersonal skills • Proficiency in HR systems and Microsoft office • Experience in a healthcare setting (desirable) • Experience in working with confidential data and systems • GDPR knowledge in relation to HR records
Key Accountabilities, Responsibilities & Tasks	
Communication	• Strong communication skills • Excellent relationship building skills • Experience dealing with difficult queries and conversations sensitively • Ability to communicate at all levels •
Internal & External Contacts	• People & Systems Team • Executive Team • Trustees • Hospice of St Francis employees and volunteers • HR Network • Legal and professional external contacts
Decision Making	• Analytical thinker – ability to analyse data • Strong problem solver • Ability to advise on policy and processes
Mental and Physical Consideration. Working Conditions & Environment	• Commitment to the aims and ethos of the Hospice • Continually strive to improve the business • Development of others to succeed • Keen to develop self within role • Ability to work alone with guidance and support from manager • Frequent interruptions with unpredictable workload

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.

Health & Safety	• Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors
Safeguarding	• 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

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