

People & Development 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.

Permanent 37.5 Hours Per week

Accountable to: Head of People

Direct Reports: People & Development Coordinator and People Team Volunteers

Main duties and responsibilities:

This is a hands-on role suited to someone who enjoys both strategic and operational HR work within a dynamic business environment. Responsible for line managing the People & Development Coordinator in facilitating 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. Train and guide managers in recruitment, on-boarding and employee life-cycle best practice.

- Support the full employee lifecycle including recruitment but also, onboarding, performance management, development, training and offboarding
- Arrange and facilitate new and revised role evaluations, including arranging evaluation panels and supporting the review of job description and person specifications
- Use the job evaluation process, salary benchmarking tools and relevant NHS pay scales to provide salary range recommendations to the Director of People & Head of People for new and revised roles
- Research best practice and best value to money rewards and benefits that meet the demographic and wellbeing needs of the Hospice of St Francis and support the Charity's strategic plans
- Draft cost proposals for revised or new reward and benefit options and take a lead implementation role on any that are agreed. Work with the Payroll Advisor in reviewing employee benefit schemes e.g. salary sacrifice
- 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 initiatives around employee engagement, wellbeing, and workplace culture.
- Develop and update HR policies, handbooks and procedures to support performance, engagement, and continuous improvement, alongside the Head of People.
- 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

- Provide professional HR support and accurate and appropriate advice, including advice on diversity, absence, grievance and disciplinary, to line management in accordance with current legislation.
- Supporting employee relations cases (absence, disciplinaries, grievances) with professionalism and empathy
- 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.
- Ensure leaver questionnaires are promptly sent and followed up on, including face-to-face follow-ups where relevant. Ensure accurate reasons for leavers are discussed with managers and tracked on Sage HR and communicated to Head of People to input on to associated KPI reports
- Keep up to date with best practice recruitment approaches through research and relevant training. Make recommendations for improvement to the Head of People and work together to better recruitment practices at the Hospice of St Francis.
- Create and deliver regular training for hiring managers on best practice recruitment and on-boarding (induction) practices working with the People & Education Coordinator.
- 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 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, 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 5 or above or equivalent relevant qualification desirable • Experience within a HR or recruitment role • Knowledge of reward frameworks and benchmarking • Previous experience of training and development • 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
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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.

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 • Communication of sensitive and confidentiality information
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
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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