



Position	Human Resources Adviser
Department	People Services
Reports to	Human Resources Lead
Direct report(s)	People Services Administrator
Pay band	Band 5
DBS check	Basic

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

ROLE PURPOSE

To apply specialist knowledge to provide comprehensive generalist human resources advice and guidance to employees and line managers on all aspects of the employee life cycle (including but

not limited to employee relations, performance management, recruitment, complex case work, employee engagement and policy interpretation), ensuring alignment with our organisational goals and compliance with employment legislation.

To work collaboratively with the People Services Administrator and HR Lead to ensure that all HR queries are addressed in a timely manner and to deliver an HR service that acts as a partner to the organisation by educating and empowering colleagues on all areas of people management.

To contribute towards making St Peter & St James Hospice a diverse, safe, stimulating, empowering and fair workplace for all employees.

PRIMARY DUTIES AND KEY RESPONSIBILITIES

Recruitment & Selection

- Advise line managers on recruitment processes from advertising, sourcing, screening and interviewing candidates to making a formal offer.
- Assist with and develop recruitment campaigns in collaboration with the Marketing department, including attending relevant fairs and analysing return on investment.
- Review and update job descriptions to ensure they are fit for purpose and consistent across the organisation.
- Guide and assist the People Services Administrator in completing prompt, compliant and efficient on and off-boarding processes.

Performance management & Employee Relations

- Assist line managers to monitor and manage attendance, absenteeism, performance and other employee relations matters and ensure best practice is followed and accurate records updated in a timely manner.
- Advise Heads of Departments and line managers on capability, grievance and disciplinary investigations and hearings, escalating more complex cases to the HR Lead and/or People Director.
- Advise line managers and liaise with the Occupational Health Practitioner to manage absence and ensure employees' mental and physical wellbeing is suitably supported throughout their employee cycle.

Employee engagement & Employer brand

- Co-host the monthly Welcome Induction for Employees and Volunteers
- Chair the Employee Forum, driving initiatives to raise awareness, engagement and improve employee benefits etc.

- Assist in organising and attending employer branding initiatives (attending schools, job fairs, EDI events as and when necessary)
- Organise bi-annual employee engagement events in collaboration with the Employee Forum
- Organise quarterly recognition events for new starters, leavers, promotions , long service and Employee/Manager going the extra mile awards
- Conduct Stay and Exit interviews

Compensation and benefits

- Support the HR Lead in the Job Evaluation of all new and existing roles when reviews are required.
- Alongside the People Services Administrator, liaise with Payroll to ensure all changes of Ts & Cs, one-off payments, new starters and leavers are processed before the payroll cut-off date.
- Assist line managers with Family Friendly processes (e.g. Flexible Working Requests, Maternity/Paternity/Parental/Adoption Leave etc.) and produce associated variation of contract documentation

PERSON SPECIFICATION

Qualifications, skills, experience and knowledge

Essential

Desirable

Qualifications, skills, experience and knowledge	Essential	Desirable
CIPD Level 5 qualified/part qualified (or equivalent)	✓	
Substantive experience of delivering an efficient and effective generalist HR service, partnering and empowering line managers to take ownership of their team's management.	✓	
Experience of providing professional advice and support to managers and employees across all areas of HR.	✓	
Working knowledge of employment legislation and regulations as well as their application.	✓	
Strong understanding of HR best practice	✓	
Excellent organisational, prioritisation, multi-tasking and time management skills.	✓	
Proficient in fit-for-purpose ER note-taking.	✓	

Strong IT skills with the ability to become proficient in the use of a variety of platforms (eg. Microsoft 365, Iris Cascade, LMS)	✓	
Ability to use problem solving, analytical and communication skills to identify and provide solutions to issues.	✓	
Experience of delivering comprehensive induction programmes		✓
Experience and knowledge of HRIS Cascade		✓
Personal qualities	Essential	Desirable
Personable with strong communication and relationship building capabilities across all levels of the organisation	✓	
Confidentiality and discretion in dealing with sensitive and personal information	✓	
Operates with discipline and complies with all legislation, policies and procedures.	✓	
Must be a self-starter with the ability to complete job duties and projects with minimal supervision.	✓	
Strong attention to detail	✓	

JOB DESCRIPTION ADDENDUM

Other Duties

You are required to undertake other duties appropriate to your job grade as may reasonably be required of you. The list of responsibilities is, therefore, not exhaustive or exclusive. The Trust reserves the right to update your job description to reflect changes in your job role.

Right to Work

To be employed in this job role, you must have the right to work in the UK and have provided the necessary documentation.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Peter & St James policies and procedures, accessed via our intranet.

You must undertake relevant compulsory training, (including e-learning modules) as required to fulfil your post requirements and comply with statutory regulations.

When managing staff and or volunteers, it is your responsibility to ensure your team is aware of and understands the policies and procedures relevant to their work, and are compliant with compulsory training requirements.

Information Governance and Confidentiality

Employment by St Peter & St James often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential, and you can not disclose this to anybody, other than when acting in an official capacity.

Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence. In the case of computerised data could result in prosecution for a crime or action for civil damages under the Data Protection Act 1998.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults. All safeguarding concerns must be recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Equality, diversity and Inclusion

The Trust is committed to equality for everyone, and diversity is valued, respected and embraced. We are committed to eliminating any form of discrimination and require you to familiarise yourself with our Policies and Procedures and ensure you conduct yourself in a manner which supports our commitment to equality, diversity and inclusion of all.

Health and Safety at Work Act

You have a personal responsibility to take care of your health and safety and that of others who may be affected by your actions at work. Please ensure that you observe all Health and Safety procedures, and carry out your role as instructed.

Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You

should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable ‘Health-Care Associated Infection’.

Conduct

Employees are ambassadors for St Peter & St James, each responsible for promoting, maintaining and upholding St Peter & St James’ reputation at all times in line with our values.

I have read and understood the role and responsibilities detailed in this job description. I also appreciate this outline is to provide an overview of the duties of the position and that as the job holder, I need to work flexibly, responding to organisational needs and changes as they occur.

Employee’s signature Date