# JOB DESCRIPTION

| | | | |
|---|---|---|---|
| **Job Title** | HR & OD Advisor | **Salary** | £26,000 pa (pro rata) |
| **Hours** | 30 hours per week | **Working hours** | Monday – Friday, 6 hours per day, excluding breaks |
| **Responsible to** | Director of HR and OD | **Department** | HR |
| **Location** | North Devon Hospice, Deer Park, Newport, Barnstaple, North Devon EX32 0HU | | |

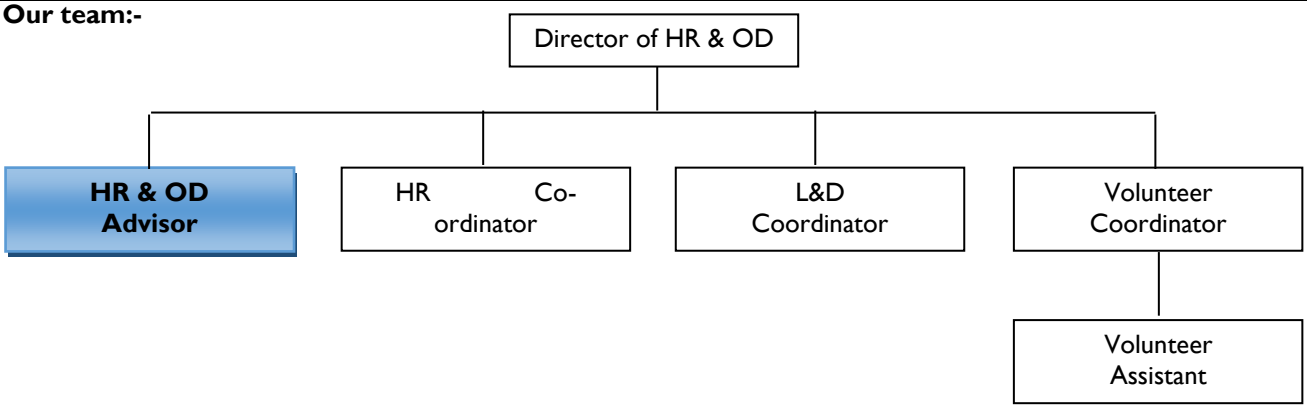
**The HR & OD Department Vision**

*As a dynamic team, to act as a highly skilled business partner that is collaborative, responsive, proactive, professional, solutions focussed and adds value to the hospice.*

*To work closely with managers and employees, providing simple policies and guidance, supported by slick admin and core processes and managing employee relations case work swiftly and effectively.*

*Coaching managers in people management practice is core to our approach.*

**Our team:-**




**HR & OD Advisor aims:-**

To be the HR business partner working alongside the leadership team, coaching managers to be excellent people managers.

To implement organisation development projects contributing to the achievement of the North Devon Hospice 5 year strategy.

**About the role:-**

1. To work collaboratively and proactively with the leadership team and team leaders to promote a positive organisation culture based on positivity, trust, compassion, learning, wellbeing and accountability.
2. To coach and support managers through informal, formal and complex HR and employee relations processes

including, grievances, disciplinary, sickness, capability and change management, including restructuring.
3. To contribute to the development and implementation of innovative, agile and responsive HR policies and procedures, ensuring compliance with relevant legislation, exploiting technology to add value to the organisation.
4. To work collaboratively with the HR team to review and develop agile and efficient HR admin processes.
5. To undertake a range of organisation development projects contributing to the achievement of the North Devon Hospice 5 year strategy e.g. health and wellbeing, equality and diversity, succession planning, reward & recognition and resourcing.
6. To work collaboratively with staff representatives, the Staff Consultative Forum and the wider workforce to engage teams in workforce matters.
7. To advise on the accurate application of hospice terms and conditions of employment, ensuring that contracts remain compliant with employment legislation.
8. To manage maternity, paternity and adoption leave, ensuring that accurate information is provided to payroll.
9. To oversee the use of agency workers, ensuring that all compliance and agency worker regulations are met.
10. To coordinate the work the HR Volunteer, ensuring that this role is valued and meaningful.
11. To act as authorised signatory up to £500.
12. To regularly measure the effectiveness of the HR Team, seeking customer feedback and learning from this to improve performance and add value.

**About you:-**

1. CIPD Level 5 or relevant degree or equivalent experience.
2. Generalist HR experience ideally gained in a number of organisations, together with the ability to understand how different HR models can enhance what we do.
3. A positive, trust-based and compassionate approach to people management, underpinned by learning, wellbeing and accountability.
4. An innovative and agile approach to HR practice, underpinned by up to date knowledge of employment law and HR policy / procedure frameworks.
5. A high level of emotional intelligence, as well as interpersonal and communication skills – including the ability to summarise information, sensibly discuss key issues, and make logical arguments and recommendations.
6. Experience of delivering front line advice and guidance to managers and staff on conditions of employment and employee relations issues including sickness absence, performance management, grievance and disciplinary investigations and organisational change.
7. Experience of successfully leading projects and implementing change.
8. Enthusiasm for and experience of exploiting technology to enhance business systems.
9. Ability to be proactive and actively engage and work collaboratively with all areas of the organisation.
10. Ability to be positive, creative and solutions focussed, even when under pressure.
11. Ability to critically review data and information and analyse and report on the findings.
12. An understanding of the key business issues and external factors affecting different organisations and the impact on HR.
13. An understanding of the components of employee engagement and how it contributes to a positive employment culture.
14. A strong customer focus and an understanding of how the HR function can be evaluated in terms of customer satisfaction, responsiveness and added value.
15. Ability to prioritise and respond to changing business needs.

**Your competency framework:-**

***Core Competencies***

- Act as an ambassador for the hospice.
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity.
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice.
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice.
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others.
- Show deep motivation to make a real difference to our patients and their families.
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles.
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate.

- Contribute to the performance and objectives of the team / service, in a positive way.
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised.

***Strategic Thinking and Setting Direction***

- Proactively promote and engage in change and model the changes expected.
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions.
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively.

***Sharing the Vision and Delivering the Service***

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues.
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team.
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources.
- Understand and interpret relevant legislation and accountability frameworks.

***Leading People***

- Pay close attention to what motivates individuals in his / her team so that he / she can channel his / her energy so they deliver their objectives.
- Employ strategies to manage conflict of interests and differences of opinion.
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them.
- Demonstrate that the health and wellbeing of his / her team are important to him / her.
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards.

**Additional Information**

- To attend statutory training in accordance with Hospice requirements.
- To participate in personal development and review processes.
- Adhere to all organisational policies and procedures.
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.

**This job description may be reviewed in consultation with the post holder and in light of any changing service requirements. The job description is not exhaustive; other duties commensurate with the post may be required from time to time.**

May 2019