

## JOB DESCRIPTION & PERSON SPECIFICATION

**Mary Ann Evans Hospice**  
**Eliot Way, Nuneaton, Warwickshire, CV10 7QL**

**Job Title:** People (HR) Advisor  
**Responsible to:** Associate Director of People and Business Services  
**Hours:** 22.5 hours (working pattern to be agreed)  
**Salary:** £29,969 - £36,483

### **Mary Ann Evans Hospice:**

Mary Ann Evans Hospice is an adult community hospice in northern Warwickshire. As an independent charity we provide palliative and end of life care and support to patients with life limiting illnesses and those that matter most to them.

Our services include Hospice at Home, Wellbeing Centre, Family Support and Bereavement, Lymphoedema care and Rapid Response (a shared service with South Warwickshire NHS Foundation Trust). We work closely with our community and hospital colleagues from the NHS, social services, local care homes and other voluntary providers. Our care is compassionate and inclusive for all who access our services.

### **Mary Ann Values: I Matter**

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "I Matter" stays at the centre of its ethos.

<i>Individual</i>	<i>Matter, important</i>	<i>Appreciated</i>	<i>Trusted</i>	<i>Time invested</i>	<i>Engagement</i>	<i>Respected</i>
-------------------	------------------------------	--------------------	----------------	--------------------------	-------------------	------------------

### **Job Summary:**

The HR Advisor will offer support to the Leadership Team regarding People (human resources) policies and procedures. The main duties will include offering guidance on employee recruitment and retention, evaluating employee performance and maintaining employee relations. This includes employee well-being and satisfaction, staff equity, diversity and inclusion and compliance.

### **Key Working Relationships:**

- Business Support services Team Lead
- Associate Director of People and Business Services

- Business Administrators
- Senior Leadership Team
- Quality Governance Manager
- Head of Marketing & Income Generation
- Board of Trustees
- Wider Hospice Team
- Volunteers
- External HR Advisors

### **Principal Duties & Responsibilities:**

#### **People / Human Resources (HR) Delivery**

1. Dealing with various HR queries throughout Mary Ann
2. Reviewing and updating job descriptions, person specifications and contract.
3. Advising managers on recruitment and selection processes and techniques
4. Assisting with and developing recruitment campaigns
5. Monitoring key recruitment metrics, such as turnover and retention rates
6. Providing advice and playing a major role in work reviews and change processes
7. Using HR information systems to access, input and compile data
8. Identifying development needs and discussing with Team Leads
9. Managing staff relationships, responding to any queries or problems that they have and managing their expectations
10. Researching and recommending performance evaluation methods (e.g. employee appraisal systems)
11. Monitoring, reviewing and updating all HR policies and risks ensuring these are in line with current legislation
12. Supporting the leadership team with any capability investigations, including grievance and disciplinary.
13. Work with the Associate Director of People and Business Support to ensure that all People related work is carried out in line with current data protection legislation and aligned with regulatory requirements.
14. Supporting the Business Administrator for People with their knowledge, learning and development

#### **Communication & Relationships**

1. To actively support other staff, as necessary, promoting an open and honest culture reflecting a "can do" attitude.
2. To actively contribute to Mary Ann and departmental meetings.
3. Actively participate in meetings with Line Manager ensuring information is shared in a timely manner.

#### **Education, Professional Development & Training**

1. Maintain membership of the Chartered Institute of Personnel & Development (CIPD) and practice continuous professional development.

2. Participate in informal and formal education and teaching as required including supporting staff with new administrative skills and use of digital technologies.
3. Undertake all mandatory and statutory training in a timely manner.

**Standard Requirements of all Mary Ann Staff:**

1. To be flexible and adapt to the needs of the department and your team.
2. To maintain strict confidentiality and always adhere to data protection policies.
3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures, and COSHH.
4. Mary Ann operates a strictly no-smoking policy whilst on duty and on the premises.
5. Exercise responsible stewardship of hospice resources.
6. Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
7. To have an understanding and demonstrate regard for Mary Ann's values, vision, mission, and strategic aims.
8. Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
9. To maintain an effective and collaborative working relationship with other members of staff and volunteers.
10. To participate in annual and quarterly performance appraisal, where the job description will be reviewed, and objectives agreed.
11. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann's Policy.
12. To participate in surveys and audits as required by the service in relation to your role.
13. Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
14. To accept temporary redeployment within any part of Mary Ann should the need arise ensuring hospice goals and objectives are met.

**This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.**

**Signed Employee:**

**Date:**

**Signed Line Manager:**

**Date:**

### Person Specification

	Essential	Desirable
<b>Qualifications and knowledge</b>	<ul style="list-style-type: none"> <li>HR Degree and/or CIPD level 5 and/or equivalent role-based experience.</li> <li>Up-to-date knowledge of employment law</li> <li>Evidence of ongoing CPD</li> <li>Fully aware of data protection and GDPR requirements and application of working with sensitive personal data.</li> </ul>	<ul style="list-style-type: none"> <li>Coaching or mentoring qualification</li> </ul>
<b>Skills &amp; experience</b>	<ul style="list-style-type: none"> <li>Excellent IT application skills e.g., Word, Excel</li> <li>Administration and management of an HR system</li> <li>Substantial experience of operating as a generalist HR Professional within an organisation.</li> <li>Experience in advising leadership teams on all people matters.</li> <li>Ability to problem-solve issues through a pragmatic and business-sound approach.</li> <li>Excellent communication skills and a proven record of influencing and building strong relationships to gain credibility and respect.</li> <li>Ability to work under the pressure of multiple priorities and to delegate effectively.</li> <li>Excellent organisational and prioritisation skills with good attention to detail</li> <li>Excellent written and verbal communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer engagement or management</li> <li>Experience working for a charity.</li> <li>Experience with YouManage HR system</li> <li>Experience in dealing with complex Employee Relations issues.</li> <li>Demonstrable experience of developing policies and procedures.</li> </ul>
<b>Professional Behaviours</b>	<ul style="list-style-type: none"> <li>Self-motivated, passionate, and confident</li> <li>Resourceful and creative</li> <li>High level of accuracy and attention to detail</li> <li>Ability to prioritise tasks</li> <li>Calm, caring, enabling and supportive manner</li> <li>Positive, encouraging, sensitive and discreet</li> </ul>	
<b>Other Job Requirements</b>	<ul style="list-style-type: none"> <li>Dress in a manner that conforms to accepted formal code of business dress</li> <li>Ability to work in non-smoking environment, being a non-smoker whilst on duty</li> <li>Ambassador for Mary Ann</li> <li>Able to work flexibly or additional hours on occasions</li> </ul>	