

<b>Queenscourt Hospice Role Description</b>	
<b>Post:</b>	HR Advisor
<b>Reportable to:</b>	Head of HR & Volunteering
<b>Accountable to:</b>	Corporate Services Director

### **Role summary:**

Working as part of a team of Human Resources and Volunteering personnel to provide a high quality, proactive, responsive and professional HR and volunteering service by undertaking all advisory and administrative duties commensurate with the post.

A summary of tasks include advising and supporting line managers on low level absence queries; Assisting in the delivery of HR Bitesize learning sessions; holding HR Surgeries to cover general queries from employees and line managers on topics such as pay, wage slips, absence, accessing wellbeing initiatives; Producing a suite of analytics for various reporting lines such as Thymometrics staff engagement tool, HR KPI's inclusive of absence, turnover, etc.; Sitting on recruitment panels to ensure due process; Assisting the HR Administrator with the delivery of inductions; Covering for the HR Administrator during periods of leave to ensure the smooth running of Queenscourt's recruitment administration; Being a 'team-player' who is happy to offer their help and on occasion, take on tasks outside of their 'normal' remit as needed to support the smooth running of the team.

### **Main Duties and responsibilities**

#### **Support and Advisory**

1. Provide advice and guidance to employees and line managers on the practical application of all HR policies and procedures. This includes responding to adhoc requests for advice/support and supporting and/or advising staff through a HR process. Main area of expertise will be Sickness Absence
2. Be the 'go-to' for line managers on low level absence and performance (capability) processes. This is inclusive of all informal aspects of these processes and initial formal stages. It will include regular supportive and advisory meetings with the line manager and 'pre-meets' prior to any meetings with the employee. The aim is to empower the line manager to be more confident in dealing with these issues as well as ensuring due process is followed
3. Supporting line managers with the appropriate documentation for all HR processes, this includes but is not limited to: Performance Improvement Plans; Outcome letters from informal meetings; Return to Work Interviews. Ensuring appropriate documentation is kept on file and shared with the employee in appropriate timescales

4. Support the HR & Volunteering Manager on employee relations investigations, sometimes carrying out investigations on their behalf e.g., lower-level misconduct cases
5. Undertake HR Surgeries once a month for staff and line managers to use as a 'drop-in' on any matters relating to their employment, their health, their pay or the line management of their staff

### **Data Analysis**

5. Be the main point of contact for the production and provision of HR Data. This could range from adhoc requests by line managers for updated team sickness information, to scheduled reporting for the monthly, quarterly and yearly governance figures, to collating employee survey information
6. Be the lead on Thymometrics employee feedback tool. This will involve quarterly and annual reminders for staff to access the tool as well as; promoting and marketing the tool; allocating feedback that requires a response to the appropriate member of senior team; and analysing and reporting on the data on a quarterly and annual basis
7. Run reports from CIPHR for use within the HR Team on topics such as appraisals, probation to ensure the HR Team are up to date with documentation held on file. The HR Administrator will provide support in this area also.

### **Recruitment**

8. Sitting on recruitment panels to ensure due process is followed and offer advice as needed
9. Support managers with the review of job descriptions when needed
10. Provide advice and guidance to the HR Administrator in the organising of recruitment processes

### **Payroll**

11. Understand the full payroll process in order to support key parts of the process.
12. Work alongside the Finance Officer to investigation pay queries and resolve
13. Working with the HR Administrator to ensure all monthly payroll reports are run and action any changes accordingly e.g., closing absences, applying incremental progressions, amending allowances/payments
14. Cover for colleagues involved in the payroll process during periods of leave to ensure the smooth running of the payroll process e.g., collating and/or inputting timesheets and mileage, running paylink
15. Run the monthly sickness report for the external payroll provider, ensuring its accuracy in line with relevant sickness terms and conditions
16. Support the Head of HR with the annual review of pay spines within the HR and payroll system (CIPHR)
17. Maintain an excellent working relationship with the external payroll provider, liaising appropriately as and when required to deal with queries

### **Training & Development**

18. Work with the Head of HR to implement a Training Plan for Corporate Services staff
19. Carry out interviews with staff and their line managers to determine a RAG rating system of training needs to inform the Training Plan
20. Assist in facilitating the corporate induction session and any other HR training sessions as required
21. Ensure employee training records are up to date

### **General Administration**

22. Supporting the HR and Volunteering Manager on HR projects as and when needed e.g., Health and Wellbeing initiatives; Job Evaluation and Job Description research and preparation
23. On occasion, provide administrative support in the Volunteering team as and when required e.g., thank-you event, covering absences in the team
24. Any other duties commensurate with the grade and post

### **Other**

25. Understand and comply with the policies and practices of Queenscourt
26. To participate in an annual development and review process
27. To attend statutory training in accordance with Queenscourt requirements
28. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. The post-holder must use all equipment provided to undertake their role safely
29. Behave at all times with complete integrity, respect and professional dignity ensuring their actions enhance the reputation of themselves and the charity

**NOTE: Within this role, there will be a requirement for social contact with patients and/or patient families.**

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum this will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – HR Advisor

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Level 3 (A Level) or equivalent experience</li> <li>• IT Qualification e.g., ECDL or equivalent experience of regular use of IT at a minimum of intermediate level</li> <li>• Associate CIPD</li> </ul>	<ul style="list-style-type: none"> <li>• Level 5 Qualification</li> <li>• Further study in relevant subject</li> <li>• Coaching Certificate</li> <li>• MCIPD</li> </ul>	Application Form Certificates
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a HR advisory role inc. employee relations</li> <li>• Experience of supporting employees and managers</li> <li>• Experience of using a HR database such as CIPHR and running reports from said system</li> <li>• Experience of using the full Microsoft Office suite</li> <li>• Experience of analysing data and report writing</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a payroll setting</li> <li>• Experience of working with volunteers and/or within a voluntary/charitable organisation</li> <li>• Experience of working in a health care setting</li> <li>• Experience of recruitment and/or induction</li> <li>• Previous experience of working for the NHS</li> </ul>	Application Form Interview References
<b>Skills &amp; knowledge</b>	<ul style="list-style-type: none"> <li>• Good working knowledge of Employment Legislation</li> <li>• Ability to stay calm under pressure and manage conflicting changing demands</li> <li>• Excellent communication and influencing skills</li> <li>• Excellent listening skills</li> <li>• Coaching/mentoring skills in order to develop &amp; support the workforce</li> <li>• Ability to establish and maintain good working relationships at all levels, both internal and external</li> <li>• Excellent organisational skills and ability to work with a methodical approach</li> <li>• Strong IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching and mentoring skills</li> <li>• An understanding of Palliative Care and/or the Hospice movement</li> <li>• Knowledge of NHS Pensions</li> </ul>	Application Form Interview References Test
<b>Personal Qualities</b>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. An appetite for personal growth and continuous learning.		References Interview
<b>Disclosure and Barring Service (DBS)</b>	This post is subject to a disclosure and barring check		

