

Queenscourt Hospice Role Description	
Post:	HR and Volunteering Manager
Responsible for:	Volunteers Administrators; Volunteers
Reportable to:	Head of HR and Volunteering
Accountable to:	Corporate Services Director
Grade:	Band D

Role summary:

This role has two key areas of responsibility which in brief involves the line management and leadership of the Volunteering team to ensure it provides an effective volunteering service for the benefit of Queenscourt's patients and their families while keeping the volunteers safe and ensuring a meaningful and enjoyable volunteering experience. The role is also responsible for providing professional human resources advice, guidance and support to all, particularly in the application of HR policies and procedures. With the support of the Head of HR and Volunteering, taking the lead on key HR and volunteering projects to ensure the delivery of the HR and Volunteering Strategy.

The post holder will be CIPD qualified with previous experience in a human resources advisory role which includes some line management or mentoring experience. The post holder will also have exceptional communication skills with the ability to effectively communicate at all levels inclusive of volunteers, employees, management and at director level.

Main Duties and responsibilities

1. Review HR and Volunteering practices, policies and documentation (including job descriptions) as and when required ensuring they are fit for purpose and in line with current employment legislation. Research best practice.
2. Network with other organisations and external agencies as appropriate such as hospices and employment law specialists to ensure commitment to achieving best practice working across both HR and Volunteering.
3. Supporting investigating officers and hearing panels in employee relations cases. Ensure due process is carried out consistently and correctly and in line with relevant Queenscourt policies. Provide advice and guidance as required including the preparation of investigation reports.
4. Facilitate the Corporate Induction for staff and volunteers.
5. Ensure appropriate and accurate records are kept in relation to employees and volunteers and including key documents e.g. version control
6. Facilitate staff and volunteer training as required, for example, training on the application of a new or revised policy and/or procedure

7. With support from the Head of HR and Volunteering, take the lead on the delivery of key HR & Volunteering projects, such as: Wellbeing programme; staff and volunteer engagement; reward and recognition; identifying and developing a volunteer core training programme
8. Cover for team absences to ensure the continuous provision of an outstanding HR and Volunteer service
9. Lead the volunteering team by providing line management support to the volunteer administrators. With a supportive and empowering approach, guide the team to develop the service wherever possible
10. Take responsibility for dealing with complaints or queries escalated appropriately to you by the volunteer administrators, carrying out difficult conversations when required.
11. Ensure all staff and volunteer communication methods are professional and up to date, for example, website content, volunteer handbook, newsletters
12. Remain up to date on all relevant legislation and best practice in relation to both employment and volunteering.
13. Provide regular support to Queenscourt Managers to ensure they have the appropriate knowledge and skills to nurture their volunteers, particularly in the creation of any new volunteer roles. Support with the structure of role descriptions, risk assessments, advertising, induction and training. Ensure appropriate documentation is completed and returned to volunteering for filing.
14. On occasion, support colleagues on a recruitment interview panel, providing advice and guidance on the shortlisting and interview process.
15. Deputise for the Head of HR during periods of absence in relation to the booking of team annual leave; carrying out return to work meetings, being a point of contact for the team and responding to day-to-day queries and/or escalating as appropriate

Line Management Responsibilities

16. Provide support on a daily basis to the Volunteering Administrators.
17. Carry out regular one-to-one supervision of the Volunteering Administrators.
18. Carry out the annual appraisal of the Volunteering Administrator including a six monthly review.
19. Working with the Head of HR & Volunteering, set appropriate, challenging and achievable objectives for the Volunteering Administrators in line with the overall HR & Volunteering Team strategy.

Policies and Procedures

20. Understand and comply with the policies and practices of Queenscourt.
21. Participate in an annual development and review process.
22. Attend statutory training in accordance with Queenscourt requirements.

Health and Safety

23. 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. Staff must use all equipment provided to undertake their role safely.

24. Responsible for acting on, as per the Health and Safety policy, any reports made to them by staff regarding health and safety concerns.

Other

25. Observe the highest standard of confidentiality in all areas of work.
26. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity.
27. Any other duties commensurate with the grade and post.

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 will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – HR & Volunteering Manager

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Educated to Level 5 (Degree Level) or equivalent experience Associate CIPD IT Qualification e.g. ECDL or CLAIT or equivalent experience of regular use of IT at a minimum of intermediate level 	<ul style="list-style-type: none"> Further study in relevant subject Project Management 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Previous experience of working in a HR role with working knowledge of employee relations, recruitment and capability Line Management or coaching/mentoring experience Experience of developing and implementing policies and procedures Experience of working to deadlines and seeing tasks through from conception to completion Experience of carrying out difficult conversations Experience of facilitating training or coaching Experience of providing effective support and guidance to a wide range of stakeholders e.g. from general public to Director level Experience of record keeping using bespoke database systems 	<ul style="list-style-type: none"> Experience of writing and/or delivering training Experience of working with volunteers and/or within a voluntary/charitable organisation Experience of working in a health care setting, particularly NHS or Hospice Project Management Experience of using CIPHR and/or Harlequin database systems 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Ability to stay calm under pressure and manage conflicting changing demands Exceptional communication, both written and verbal Ability to motivate and engage others along with great influencing skills Ability to establish and maintain good working relationships at all levels, both internal and external Excellent organisational and prioritisation skills and ability to work with a methodical approach Knowledge of employment law Strong IT skills including Excel, Outlook, Word, PowerPoint and databases Coaching and mentoring skills 	<ul style="list-style-type: none"> Understanding of charitable ethos Understanding of palliative care and/or the hospice movement 	Application Form Interview References Test
<u>Personal Qualities</u>	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.		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check		