

## JOB DESCRIPTION

<b>JOB TITLE:</b>	HR Business Partner
<b>REPORTS TO:</b>	Director of People and Corporate Services (with a dotted line to Retail Operations Manager)
<b>DIRECT REPORTS:</b>	None

### JOB PURPOSE

Work in close partnership with operational managers, primarily in our retail operation, to manage proactively emerging employee relations casework including dispute resolutions, performance, disciplinaries, grievances, attendance and change management.

Support the delivery of the Hospice's operational delivery and business plan, working closely with operational leaders to identify and deliver people initiatives that will support our culture and performance. Partner and coach managers to lead their teams and address issues proactively and effectively.

Support the Director of People and Corporate Services with the development and implementation of HR processes, policies and procedures to drive performance and maximise employee experience.

### JOB SUMMARY

The job summary and responsibilities below are to outline the main duties and accountabilities of the role, however we ask all employees to be flexible in their role and to ensure that we are always delivering our objectives and purpose.

#### HR Operational Support

Manage emerging and established employee relations cases proactively and effectively to ensure an appropriate approach to opportunity and risk, ensuring that advice is clear, compliant and focussed on meeting organisational objectives.

Take a hands-on approach to the resolution and prevention of employee relations or employee experience issues across the organisation, which may include conducting investigations and meetings.

Coach and support managers to develop their leadership skills and their ability to manage opportunities and issues proactively and confidently.

Identify people initiatives to support the effective leadership and development of our staff and volunteer teams, including designing and running development programmes to upskill managers and build confidence.

Foster a positive and inclusive working environment with all St. Rocco's team members.

#### Volunteer Services Support

Work in partnership with Retail Operations and Voluntary Services to design and deliver tools to support the volunteer journey in our shops

### **Internal Communications and Engagement**

Support effective communication through the sharing of key information and updates and 'myth busting' as required.

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Coach staff to access and engage with our internal communications channels to ensure that they are well informed and able to share their ideas and feedback.

Support the continuous development of internal communications solutions and the engagement of staff across the organisation, particularly in harder to reach roles.

### **Process Improvement**

Provide input to optimise HR processes and ways of working to deliver excellent employee experience, efficient ways of working and data to support decision making.

### **Data and Insight**

Support the development and delivery of people metrics that are insightful and help us to identify where to focus our people initiatives and solutions.

### **HR Systems**

Work collaboratively with the People Team to ensure that HR systems and processes are designed and deployed to meet the needs of operations. Support the continuous improvement of our HR technologies to ensure that our managers and staff get maximum value from them

### **Continuous Improvement**

Maintain a network and external focus to benchmark our effectiveness and support continuous improvement.

Act consistently as a role model and support the development of a high performing culture across the Hospice.

Be responsible for own personal development, particularly in keeping up-to date in current HR thinking and best practice.

## **SUPPORTING THE FUTURE OF OUR HOSPICE**

St. Rocco's Hospice is a registered charity, not part of the NHS and it costs over £5 million to run the Hospice every year. We rely on support from the community of Warrington, both through volunteering time and donating goods and money to enable us to provide our palliative and extended care services.

For this reason, it is expected that all members of staff will also support the fundraising activities of the Hospice. Every staff member will be encouraged to help at, participate in, or support our fundraising activities throughout the year. Opportunities to support fundraising activities vary and could include taking part in any of our events, supporting shop events, raising sponsorship or attending cheque presentations. Staff members will be asked as part of their annual appraisal in what ways they have supported the future sustainability of our hospice.

## **POLICIES AND SAFEGUARDING**

It is an expectation of all roles at St Rocco's that staff will adhere to policies and procedures as published on the company drive, requirements detailed in the Staff Handbook and other reasonable management requests.

It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. The post holder is responsible for ensuring they complete the appropriate level of safeguarding training according to their role.

**GENERAL DATA PROTECTION REGULATIONS, DATA PROTECTION ACT 2018: and any relevant data protection legislation in force at any given time.**

All staff must at all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.

Where any processing of information takes place (paper records or electronically) you must ensure that the data is of good quality, accurate and relevant for its purpose.

All employees must adhere to our policies on Information Governance which provide guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer-generated information, which detail your obligations and include references to current legislation.

## **HEALTH AND SAFETY**

We are dedicated to the health, safety and welfare of all our staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

## **CHANGES TO THIS JOB DESCRIPTION**

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

As roles and responsibilities will change and evolve over time, you have a responsibility to discuss any significant job changes with your line manager at the time the change occurs and agree any permanent substantial change.

The above can not represent an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

## Person Specification

**JOB TITLE: HR Business Partner**

**DEPARTMENT: People Services**

FACTOR	ESSENTIAL	DESIRABLE
<b>Education and Qualifications</b>		CIPD Level 5 Qualifications (desirable)
<b>Knowledge and Expertise</b>	<p>A strong understanding of UK employment law and its application</p> <p>A comprehensive understanding of HR policies and best practice</p>	
<b>Experience</b>	<p>HR Business Partnering Experience: A proven track record developing capability and handling casework, building operational people knowledge and skills in the line through greater education and confidence.</p>	<p>Operational HR experience in retail</p> <p>Some experience of culture change and organisational development programmes would be helpful</p> <p>Experience of working in a third sector organisation</p>
<b>Skills</b>	<p>Interpersonal Skills: strong communication and relationship-building skills are necessary to collaborate with managers, staff and volunteers</p> <p>The ability to influence and advocate for change and support the delivery of change projects</p> <p>The ability to diagnose and identify solutions to operational challenges and lead the delivery of those solutions.</p>	<p>Analytical Skills: proficiency in analysing data to inform decision making and drive HR initiatives</p>
<b>Values and Behaviours</b>	<p>Customer Focus: A commitment to understanding and addressing the needs of the Hospice, its staff and volunteers</p> <p>Flexibility and Adaptability: The ability to work autonomously and as part of a team, managing conflicting priorities effectively.</p> <p>Proactive Approach: A self-starter who takes initiative in identifying operational needs and implementing solutions.</p>	



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	<p>Results-Oriented: A focus on achieving outcomes that align with organizational goals and enhance employee and volunteer engagement and performance.</p>	
<b>Additional Requirements</b>	<p>A full driving licence and a vehicle for business use</p> <p>A flexible approach to working hours, including working occasional weekend days if necessary to support the retail operation</p>	