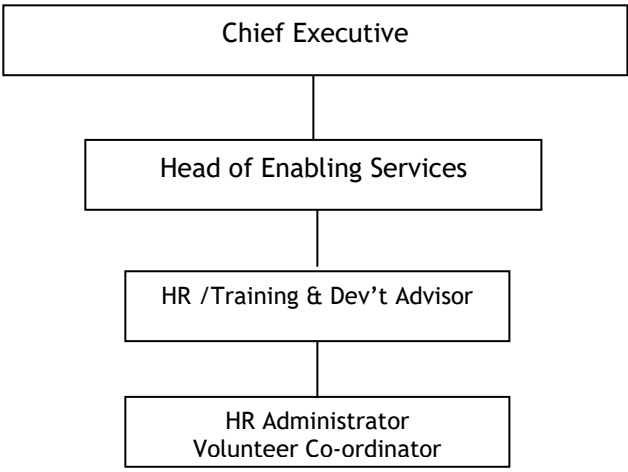


## JOB DESCRIPTION

*Making every day count since 1988*

1. JOB DETAILS	
<b>Job Title</b>	HR/Training and Development Advisor
<b>Department</b>	Human Resources Team
<b>Grade</b>	Hospice Grade 5
<b>Responsible to:</b>	Head of Enabling Services
<b>2. AIM</b> <ul style="list-style-type: none"><li>• To assist the Head of Enabling Services in providing comprehensive, proactive and professional HR advice and support on all aspects of HR, with a special focus on training and development</li><li>• To enable and assist managers in implementing the Hospice's HR policies and procedures in a manner which is consistent with the organisation's values.</li><li>• To support the continued development of a learning culture which helps us to innovate and increase our impact.</li><li>• To identify training needs of all staff in collaboration with service managers.</li><li>• To develop, co-ordinate and commission training which meets the needs of our diverse workforce.</li><li>• To plan and develop an annual training plan.</li></ul>	
<b>2. ORGANISATONAL CHART</b> <div style="text-align: center;"><pre>graph TD; CE[Chief Executive] --&gt; HES[Head of Enabling Services]; HES --&gt; HTDA[HR /Training &amp; Dev't Advisor]; HTDA --&gt; HRACV[HR Administrator Volunteer Co-ordinator];</pre></div>	

## **4. KEY RESPONSIBILITIES**

### **Communication and relationships**

- Reporting to the Head of Enabling Services, the HR and Development Advisor will line manage and provide day to day support for the HR Administrator and Volunteer Co-ordinator.
- Develop links with other Hospice sector education / learning and development advisors to identify and resource training and development opportunities for our workforce.
- Work closely with the Head of Clinical Services and Clinical Practice Development Nurse in identifying opportunities for the development of our clinical team members.

### **Analytical and judgemental skills**

- In liaison with the Head of Enabling Services and the Volunteer Co-ordinator, plan and organise training and development opportunities which meet the needs of staff and volunteers at the Hospice.
- Provide proactive advice and support to line managers on employee relations matters including disciplinaries, grievances, capability and sickness absence processes.
- Assist in the delivery of regular staff and volunteer surveys, analysing the findings and making recommendations based on the findings.

### **Planning and organisational skills**

- Propose the annual programme of learning and development activity to be delivered to staff and volunteers.
- Identify and ensure that new staff and volunteers receive appropriate induction.
- Co-ordinate the administration of in-house training events involving booking/registration, sending joining instructions, liaising with facilitators, communication of information, arranging venues and equipment, and evaluation
- With the Head of Enabling Services, develop the recruitment function to ensure a mix of approaches to attract the best talent to the Hospice and ensure safe recruitment practices are in place and regularly reviewed.
- Support and encourage and monitor continuing professional development (CPD) (lifelong learning) and professional self-regulation.
- Under the direction of the Head of Enabling Services, enable:
  - Clinical and non-clinical staff meet their annual mandatory training requirements.
  - Organisation targets for completion of annual appraisals to be met.
- Source high quality training providers and secure the delivery of training that meets the specific needs of the non-clinical work force.

### **Physical skills**

- Standard keyboard skills with attention to accuracy and detail.
- Significant experience of using HR systems, Microsoft Office and other similar software packages.

### **Patient/Client Care**

- Occasional incidental contact with patients, their families and those who care for them

### **Policy and Service Development**

- Develop, implement and review induction, mandatory training and learning and development policies and procedures ensuring best practice.
- Ensure compliance with all Hospice policies and procedures
- Obtain evaluations from all educational activities and take appropriate action to make further improvements. Participate in / lead audits as required.
- Ensure that all face to face learning activities that are undertaken reflect the Hospice policies and values.

- Maximise opportunities for digital learning provision whilst maintaining a high quality standard of delivery and achieved learning outcomes.

#### **Financial and Physical Resources**

- Manage the training budget for the Hospice ensuring equity of access across all departments to meet relevant training needs and organisational development.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.
- Promote the use of digital technology within the area of responsibility.
- Coordinate timely booking of education suite to meet the demands of training.

#### **Human Resources**

- Line management responsibility for the HR Administrator and Volunteer Co-ordinator.
- Participate in annual appraisal and personal development, undertaking training and mandatory training where appropriate.
- Compliance with Hospice policies and procedures and Health and Safety at Work Act.
- Support volunteers within the HR department with local induction, training and development activities.
- Arrange and facilitate regular induction programmes, evaluating their effectiveness.
- Manage requests and confirm approval and funding for external training events and conference attendance.

#### **Information Resources**

- Ensure records of learning activities are recorded on Staff Care
- Maintain adequate records, update administration systems and databases, generating quarterly reports as requested by the Head of Enabling Services.
- To assist the Head of Enabling Services in achieving and monitoring KPI's and targets, particularly in relation to the learning and development programme.

#### **Research and Development**

- Continually look for ways to improve the quality of the service provided by the HR team to internal customers (Trustees, SMT, staff, volunteers, managers)
- Continually look for ways to improve the quality of the service provided by the HR Team to external customers (including job applicants, people interested in volunteering, training providers)
- Keep abreast of developments in the Hospice and wider charity sectors and identify opportunities and threats that the Hospice needs to take account of.
- Involvement with the Hospices North East and North Cumbria to identify how collaborative working can support the achievement of the Hospice's strategic and operational goals

#### **Freedom to Act**

- Takes responsibility for their own area of work, being guided by occupational policies, procedures and codes of conduct.
- Having a flexible approach with the ability to work on your own initiative as well as working with other team members and volunteers.

### **EFFORT & ENVIRONMENT**

#### **Physical**

- A combination of sitting, standing and walking with little requirement for physical effort.

- There may be a requirement to exert light physical effort for short periods.

### **Mental**

- Attention to detail is an important part of the job role.
- Post holder will be expected to concentrate frequently. The work pattern is generally predictable.

### **Emotional**

- There is an occasional requirement to interact with staff and volunteers who are anxious, fatigued or distressed and to attend meetings dealing with disciplinary and grievance matters.

### **Working Conditions**

- Little or no exposure to adverse environmental conditions.
- The post is predominantly office-based, although there may be an occasional requirement for visits to other organisations and sites, and attendance at events.

### **Data Protection and Confidentiality**

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

### **Health and Safety**

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

### **Safeguarding**

- All employees within the Hospice have a responsibility for, and are committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

### **Infection Control**

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

### **Equal Opportunities**

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder. Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

**JOB DESCRIPTION AGREEMENT**

**Signature of Post holder:**

**Date:**

**Signature of Manager:**

**Date:**