

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**HR Manager REF: HR0824**

**Closing Date 18.08.24 | Interview Date 21.08.24**

If you have not heard from us by 21.08.24, please assume you have not been shortlisted.

## Contents

This pack contains the following sections:

**Our Hospice / Message  
Welcome from the CEO**

**About the Role**

**About Us**

- Our History
- What We Do
- Our Mission
- Our Vision
- Our Values
- Our Philosophy of Care
- Our Goals

**Why Work for Us?**

**Equality and Diversity  
Commitment**

**How to Apply**

**Job Description**

**Person Specification**



Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of HR Manager.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 9 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

We have an exciting opportunity for an HR professional to join our team. As HR Manager you will lead the HR team and develop our HR services, policies, and processes to help assure us we have the right people (staff and volunteers) who share our values and are committed to delivering the mission and vision of the Hospice.

Reporting to the Head of Enabling Services, you will manage the Hospice's HR function, which includes oversight of HR processes to ensure that the Hospice continues to provide a responsive service and is an employer of choice. You will support the continued development of a learning culture which helps us to innovate and increase the impact of everything we do. Educated to degree level and with CIPD accreditation, you will have experience of line managing a team as well as comprehensive HR generalist experience.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**Judith Weston, Head of Enabling Services, 0191 374 6174.**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



# Job Description

## HR Manager

**Department:** Enabling Services

**Grade:** 6

**Responsible to:** Head of Enabling Services

**Hours:** 22 – 30 hours per week

**Salary:** £32,134 to £42,282 per annum. (pro rata)

**Contract:** Permanent, Part Time

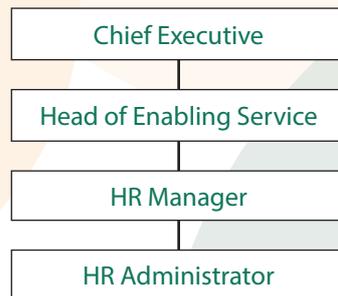
### Aim

PT to lead the HR team and develop our HR services, policies and processes to help assure us we have the right people (staff and volunteers) who share our values and are committed to delivering the mission and vision of the Hospice.

To manage the Hospice's HR function, which includes oversight of HR processes to ensure that the Hospice continues to provide an outstanding service and is an employer of choice

To support the continued development of a learning culture which helps us to innovate and increase the impact of everything we do.

### Organisational Chart



### Key Responsibilities

#### Communication and relationships

- Reporting to the Head of Enabling Services, provide a comprehensive, proactive, professional HR advice and support service on all aspects of HR and people management.
- Work closely with the Head of Clinical Services to ensure compliance with CQC regulations and standards
- Work closely with the Governance Manager to service the People and Resources Committee.
- Work closely with the Finance Manager to coordinate information for, and accuracy of, monthly payroll.
- Provide line management support to HR team members.
- Work with the Head of Enabling Services to develop an annual and three-year HR Operational Plan and work with other managers, staff and volunteers towards its successful delivery.
- Act as a business partner and trusted adviser to all Hospice managers.
- Develop and maintain effective working relationships across the organisation.

#### Analytical and judgemental skills

- Provide proactive advice and support to line managers on employee relations matters including disciplinarys, grievances, capability and sickness absence processes.
- Frequent and regular analysis of HR trends to inform Trustees and Managers as they consider workforce and succession planning and employee engagement.

- Review, develop and advise on contractual terms and conditions to ensure best value and both legal and regulatory compliance.
- Monitoring of agreed HR key performance indicators and provision of recommendations for meeting and exceeding them, as well as developing other appropriate measures of performance
- Identification of key HR risks (operational and strategic) and potential ways to mitigate and control them so that Hospice can achieve its goals.
- Lead on delivery of regular staff and volunteer surveys, analysing the findings and making recommendations based on the findings.
- Monitor feedback received from the Hospice suggestion boxes and evaluation and feedback received after training courses – escalating with key stakeholders as appropriate.
- Promote best use of all available resources.

## Planning and organisational skills

- Overall planning and co-ordination of all HR management functions, including recruitment, selection, employee relations, performance, health and well-being, workforce planning, organisational change, job evaluation, volunteering, and training.
- Lead and develop the recruitment function ensuring a mix of approaches to attract the best talent to the Hospice and ensure safe recruitment practices are in place and regularly reviewed.
- Lead the production of the HR operational plan annually.
- Establish and monitor HR KPIs that indicate how the HR team is enabling the achievement of the Hospice's strategic goals.
- Work with the Head of Clinical Services and the wider SMT to ensure staff have access to relevant and meaningful opportunities for continuing professional and personal development and in the service of the Hospice's strategic goals
- Advocate best practice at all times in relation to HR management, sensitive to the overall aims and objectives of the Hospice.
- Preparation of HR information for regulators and commissioners
- Ensure the development of systems and processes to maximise efficiency and effectiveness.

## Physical skills

- Standard keyboard skills are required
- 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
- Recognise that a number of customers, donors, staff and volunteers, may have require bereavement support and identify appropriate ways to recognise the need and deliver such support.
- Recognise that a number of customers, donors, staff and volunteers may feel uncomfortable talking about death, dying, grief and loss and identify appropriate ways to encourage conversations about these subjects.

## Policy and Service Development

- Support with staff and structure changes and reorganisations.
- Responsible for the development and updating of HR policies and procedures.
- Comply with all Hospice policies and procedures

## Financial and Physical Resources

- Responsible for the Hospice HR budget, including the central training and volunteering budgets.
- Produce regular reports for the HR Sub-Committee of the Hospice Trustee Board.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Implement environmentally friendly practices within the area of responsibility.
- Promote the use of digital technology within the area of responsibility.

## Human Resources

- Responsible for all day to day management relating to the HR team (staff and volunteers), including recruitment, induction, training, appraisal and the early stages of discipline.
- Responsible for the delivery of a range of HR services and act as an advisory service to managers in relation to, for example, terms and conditions and contract variations, recruitment and selection, equal opportunities, performance management and staff development and training.
- Provide training and support for managers to ensure they understand and work in a way consistent with Hospice HR policies and procedures.
- Co-ordinate the development and delivery of the Hospice induction and training programme.
- Actively promote volunteering and arrange appropriate methods for the acknowledgement of the contribution of volunteers.
- Be responsible for reviewing, developing and communicating the Hospice's employee benefit and well-being offer
- Champion the values of the Hospice.
- Take the lead for the Better Health At Work Award, for which the Hospice has 'Maintaining Excellence' accreditation.
- Attend appropriate training when mandatory and when identified and agreed at appraisal.
- Ensure HR Team staff and volunteers undertake and complete mandatory training as required.

## Information Resources

- Responsible for managing and prioritising the ongoing development of the Hospice HR systems, including SMI Staff Care
- Preserve confidentiality of all personal and sensitive information regarding staff, volunteers, patients and the business of the Hospice and ensure that employee and volunteer records are accurate, up to date and relevant
- Responsible for reviewing and checking own data held on the SMI is up to date and accurate and report any inaccuracies to the HR department.
- Ensure the accuracy and quality of information produced by the HR department
- Responsible as the Information Asset Owner for all information assets relating to HR

## 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)
- Ensure the best use of systems to eliminate and reduce unnecessary tasks.
- Support any audits, surveys or investigations taking place in any operational area.
- 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 to identify how collaborative working can support the achievement of the Hospice's strategic and operational goals

## Freedom to Act

- Work within the agreed annual budget and HR policies and procedures
- Provides HR services to a range of managers, is a lead specialist in their own field.

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## 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

- The nature of HR work is such that a high level of attention to detail is required.
- As there can be frequent interruptions good concentration and prioritisation skills are essential

## 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

- Exposure to unpleasant or hazardous working conditions is rare
- The post is predominately office-based, although there is 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 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 post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

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.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer.

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### **Job Description Agreement**

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> HR Manager		<b>Grade: 6</b> <b>Department:</b> Enabling Services		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	<p>Relevant degree in HR or business management or related area (or equivalent)</p> <p>CIPD qualified achieved through a relevant post-graduate level HR professional qualification (or significant relevant experience)</p> <p>Evidence of CPD</p>	Application form and interview	<p>Mediation training</p> <p>Coaching qualification</p>	Application form and interview
Experience	<p>Experience of line managing a team</p> <p>Comprehensive HR generalist experience</p> <p>Experience of employee relations casework</p> <p>Experience of working with multi-disciplinary teams across levels</p>	Application form and interview	<p>Experience of managing volunteers</p> <p>HR experience in a hospice or healthcare context</p> <p>Experience of implementing new HR systems and reporting.</p> <p>Familiar of implementing and supporting the Better Health At Work Award</p>	Application form and interview
Skills and Knowledge	<p>Knowledge of best practice HR in recruitment, performance management, employee relations, employee engagement and well-being, HR policy and L&amp;D</p> <p>Practical understanding of the application of current employee law and case law</p> <p>Working knowledge of data protection principles and their application in this role</p> <p>Able to deal with sensitive and confidential matters</p> <p>Experience of training needs analysis, and co-ordinating training requirements.</p> <p>Skilful at balancing conflicting priorities</p> <p>Able to act as an Ambassador for Volunteer/HR function</p> <p>Knowledge of organisational development and quality improvement principles and practice</p> <p>Knowledge, experience and confidence using relevant computer software packages</p> <p>Partnership working and negotiating skills</p>	Application form and interview	<p>Knowledge of SMI: Staff Care</p> <ul style="list-style-type: none"> <li>• Coaching skills</li> </ul>	

Skills and Knowledge	Effective influencer and communicator • Advanced writing skills			
Personal Attributes	Able to evidence behaviour consistent with the Hospice values Pro-active and uses own initiative Tactful and diplomatic Excellent interpersonal skills with an ability to relate well to a diverse range of people and demonstrate empathy and understanding Solution-focussed and customer-focussed Positive outlook and approach to change and comfortable working with ambiguity. Natural collaborator and team player Ability to work flexibly and cope with a varied workload Able to command respect both as a leader and as a manager	Interview		
Special Requirements				

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission  
as a Charitable Incorporated Organisation.  
Charity Number: 519767 VAT Number: 997305770.  
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF