



St Cuthbert's Hospice

Making every day count since 1988

JOB DESCRIPTION

1. JOB DETAILS	
Job Title	HR & Training Officer
Department	Human Resources Team
Grade	Hospice Grade 5 (Subject to Job Evaluation)
Responsible to:	HR Manager
2. AIM	
<ul style="list-style-type: none">• Reporting to the HR Manager, to provide comprehensive, professional advice and support for staff and volunteers, with a focus on training and development• Line manage and provide day to day support for the HR Administrator and Volunteer Co-ordinator• Provide advice and support to managers on employee relations matters including arranging and attending disciplinary, grievance, capability and sickness absence meetings, referring more complex cases to the HR Manager• Identify training needs of all staff and volunteers and develop, co-ordinate and commission training which meets the needs of the Hospice• To assist the HR Manager in achieving and monitoring KPI's and targets, particularly in relation to ensuring a high percentage of staff and volunteers complete all statutory and mandatory training in a timely manner	

4. KEY RESPONSIBILITIES

Communication and relationships

- The HR and Training Officer will provide day-to-day line management to the HR Administrator and Volunteer Co-ordinator.
- Develop links and network with other Hospices/Charity sectors and education / learning advisors to identify and resource training and development opportunities for staff and volunteers.
- Work closely with Service Managers in identifying opportunities for the learning and development of staff and volunteers.
- Develop and maintain effective working relationships across the organisation.

Analytical and judgemental skills

- Provide advice and support to managers, staff and volunteers to ensure specific issues are dealt with in a timely and supportive manner, which may involve providing and receiving sensitive information, or where there may be barriers to understanding.
- Advise on a range of HR policies and procedures and their application, ensuring advice is consistent with current legislation
- Analyse workforce development needs and interpret data to inform decisions on training priorities and programme design.

Planning and organisational skills

- Source and implement training and development opportunities which meet the needs of staff and volunteers at the Hospice.
- Manage the administration of training events involving booking/registration, sending joining instructions, liaising with facilitators, communication of information, arranging venues and equipment, and evaluation.
- Coordinate induction programmes for new staff and volunteers, involving collaboration with managers across departments.
- Coordinate timely booking of education suite to meet the demands of training.

Physical skills

- Advanced 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

- Assist the HR Manager to develop, implement and review HR and Volunteer policies and procedures to ensure they are compliant with legislation and best practise.
- Review and evaluate training activities, ensure that all learning activities that are undertaken reflect the Hospice policies and values.
- Assist the HR Manager to develop and implement staff and volunteer surveys, analysing the findings and making recommendations based on the findings.
- Assist the HR Manager, to 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
- Develop and implement a wellbeing programme, including arranging and communicating events and activities.

Financial and Physical Resources

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Coordinate timely booking of education suite to meet the demands of training
- Manage training requests in line with the training request procedures and monitor the training budget.

Human Resources

- Hold line management responsibility for the HR Administrator and Volunteer Coordinator, including supervision, workload allocation and checking, performance management, and supporting professional development (e.g., conducting appraisals and identifying training needs) as well as dealing with the initial stages of grievance and discipline.
- Support staff and volunteers within the HR department with local induction, training, and development activities (e.g., ensuring new starters receive a comprehensive induction and mandatory training).
- Deliver HR advice across a range of subjects, providing guidance on issues such as recruitment, grievance, disciplinary matters, and employment law, referring complex cases to the HR Manager
- Arrange and facilitate regular Orientation and Engagement events to support new starter induction programmes, evaluating their effectiveness.
- 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.

Information Resources

- To assist the HR Manager with the review, improvement and development of HR and Volunteer information systems, including SMI Staff Care, to maximise efficiency and effectiveness.
- To promote the use of digital technology within HR and Volunteer Services.
- Ensure records of learning activities are accurately recorded on Staff Care and that performance dashboards accurately reflect the data.
- Maintain adequate records, update administration systems and databases, generating quarterly reports as requested by the HR Manager.

Research and Development

- Regular research into the training and development opportunities that may support the workforce to improve their impact and meet development needs.
- Look for ways to improve the quality of the service provided by the HR team to internal and external customers (Trustees, SMT, staff, volunteers, managers, job applicants, training providers etc).
- 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 own area of work, being guided by occupational policies, and procedures
- Having a flexible approach with the ability to work on own initiative as well as working with other team members and volunteers.

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
- The postholder 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.

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.

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:**