



## PERSON SPECIFICATION

<b>Post Title:</b> Senior People and Resources Manager		<b>Grade:</b> 7 Subject to job evaluation.	<b>Department:</b> People and Resources <b>Responsible to:</b> CEO	
<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	<ul style="list-style-type: none"> <li>• CIPD Level 7 with significant post-qualification experience.</li> <li>• CIPD Level 7 Advanced Diploma in People Management (or equivalent) OR</li> <li>• Demonstrable equivalent experience operating at a senior, strategic HR level</li> <li>• Evidence of continuing professional development.</li> </ul>	Application form and interview	<ul style="list-style-type: none"> <li>• Leadership or management qualification.</li> <li>• NEBOSH National General Certificate or equivalent Level 3 Health and Safety qualification.</li> </ul>	Application form and interview

<p>Experience</p>	<ul style="list-style-type: none"> <li>• Experience of providing specialist HR advice across an organisation, including complex workforce issues impacting multiple services</li> <li>• Experience of overseeing or working across multiple service areas, with responsibility for overseeing coordination, delivery and performance.</li> <li>• Experience of leading or supporting organisational change, service redesign or restructures</li> <li>• Experience of advising managers on complex employee relations matters.</li> <li>• Experience of managing staff.</li> <li>• Experience of organisational change or service improvement.</li> <li>• Experience of assessing and managing organisational or service risks, including identifying, mitigating and monitoring risks</li> </ul>	<p>Application form and interview</p>	<ul style="list-style-type: none"> <li>• Experience in a hospice, health or social care setting.</li> <li>• Experience of managing Managers in a team.</li> <li>• Experience of working in or managing Estates, Facilities, Health and Safety or Hospitality.</li> <li>• Experience of working with volunteers.</li> <li>• Experience of managing multiple projects.</li> <li>• Experience of managing health and safety</li> </ul>	<p>Application form and interview</p>
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<p>Skills and Knowledge</p>	<ul style="list-style-type: none"> <li>• Specialist knowledge of HR practice and employment law</li> <li>• Ability to analyse and interpret complex workforce information</li> <li>• Understanding of governance, audit and assurance processes, including the use of data and systems to monitor compliance and performance</li> <li>• Strong communication and influencing skills</li> <li>• Ability to develop and implement workforce initiatives</li> <li>• Strong organisational and problem-solving skills</li> <li>• Ability to manage competing priorities and work autonomously</li> <li>• Strong IT and digital capability, including experience of developing or managing systems to support workforce management, reporting and organisational processes</li> <li>• Understanding of how support services (such as estates, facilities and guest services functions) contribute to safe, high-quality care and service experience</li> <li>• Knowledge of health and safety principles to support oversight of estates, facilities and guest services functions</li> </ul>	<p>Application form and interview</p>	<ul style="list-style-type: none"> <li>• Knowledge of health and safety legislation</li> <li>• Understanding of organisational development approaches</li> <li>• Project management skills</li> <li>• Knowledge of facilities management and maintenance.</li> <li>• Knowledge of hospitality management (catering or housekeeping)</li> </ul>	<p>Application form and interview</p>
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Personal Attributes	<ul style="list-style-type: none"> <li>• Able to evidence behaviour consistent with the Hospice philosophy of care and values of respect, professionalism, compassion, choice, integrity, and reputation</li> <li>• Collaborative and supportive leadership style</li> <li>• Solution-focused and pragmatic approach</li> <li>• Strong interpersonal skills with empathy, tact and professionalism</li> <li>• Resilient and able to work under pressure</li> <li>• Adaptable and comfortable working with change</li> <li>• Ability to communicate and motivate at all levels</li> <li>• Ability to act on own initiative</li> </ul>	Interview		Interview
Special Requirements	<ul style="list-style-type: none"> <li>• Ability to work flexibly, including occasional evenings and weekends</li> </ul>	Interview		Interview

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

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