# **Sobell House Hospice Charity Ltd**

**People Manager**

**job description and person specification:**

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| **Job title:** | **People Manager** |
| **Department:** | Administration |
| **Reports to:** | CEO |
| **Salary:** | £33,000 to £35,000 |
| **Hours of Work:** | 37.5 (Full time) |
| **Holiday entitlement:** | 36 including 8 Bank Holidays |
| **Pension:** | 7% employer pension contribution |
| **Sick pay:** | 6 weeks in any rolling 12 months after probation completed |
| **Additional Benefits:** | Employee Assistance Programme, Death in Service, Cycle to Work |
| **Maternity/paternity pay:** | Statutory entitlement |
| **Type of Contract:** | Permanent |
| **Place of Work:** | Sobell House Charity Office Headington and travel to shops with some home working (to be agreed) |
| **Probation period:** | Six months |

**Main Purpose:** To work closely with the senior leadership team support the development of a ‘people first’ approach to HR within Sobell House Hospice Charity and to to provide professional, efficient and effective HR support and administration. This is a standalone role that will require the postholder to run the HR system, carry out all HR admin, and advise managers on HR related matters including, but not limited to, recruitment, onboarding and payroll. To take overall responsibility for the recruitment, training, support and retention of fundraiaing and retail volunteers.

**Tasks and Responsibilities:**

**HR: ‘people first’ culture development and implementation of policies and procedures:**

* Keeping an up-to-date and accurate knowledge of employment law, and acting as an advisor to line managers to oversee matters relating to this, covering, but not limited to, the employee and volunteer recruitment cycle, employee grievances and disciplinaries, and employee benefits and best practice in employment matters
* Working closely with our external HR consultant and the senior leadership team to review and develop company policies and procedures and the handbook, to support a ‘people first’ culture and to keep all documentation up-to-date
* Supporting the Senior Leadership team to oversee training and development across the organisation
* Reporting to Trustees on a quarterly basisCarrying out HR projects

**HR admin including, but not limited, to:**

* Ensuring data on People HR (HR management software) is consistently entered and kept up-to-date, including individuals’ HR records (including documentation, leave, sickness, time and attendance montoring and reporting)
* Reviewing key metrics on People HR and making any appropriate recommendations – for example, in relation to retention and absence
* Supporting recruitment by reviewing job descriptions, pay bands, employee benefits and carrying out recruitment, new starter and leaver admin, ensuring GDPR compliance and best practice in promoting and achieving equity
* Working with agencies

**Volunteer coordinator:**

* Assessing organisational needs to decide what volunteers are required across retail and fundraising
* Consulting with colleagues to create descriptions for all volunteer positions
* Managing volunteer recruitment by advertising for available positions, interviewing candidates, and matching them with appropriate roles
* Supporting volunteers’ induction and training by preparing induction materials, policies and proedures and designing and implementing a volunteer training programme
* Monitoring volunteers during their appointments to retain or replace candidates
* Meeting with volunteers to assess their progress and satisfaction, as well as to conduct performance evaluations or skills audits
* Cultivating a positive and supportive atmosphere by recognising volunteer efforts
* Communicating frequently with volunteers, working with colleagues to find appropriate ways to do this
* Maintaining a database of volunteers, including roles, length of service, training and other relevant information.

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| **PERSON SPECIFICATION** | **Essential (E) or**  **Desirable (D)** | **How assessed?**  **Application (A)**  **Documentation (D)**  **Interview (I)** |
| **Education** | | |
| GCSE English and Mathematics (or equivalent) | E | D |
| CIPD qualification Level 5 (or equivalent) | E | D |
| **Knowledge** | | |
| Knowledge of employment law | E | A, I |
| Knowledge of GDPR as it relates to HR | D | A, I |
| **Experience** | | |
| Experience of working in an HR role | E | A, I |
| Experience of managing HR records | E | A, I |
| Experience of managing or supporting volunteers | D |  |
| Experience of coaching and guiding managers through HR issues | D |  |
| Proven experience of working at both operational and strategic level | D |  |
| Experience within similar industry | D | A |
| Stand-alone experience desirable | D | A |
| **Relevant Skills/Abilities** | | |
| Ability to discuss confidential and sensitive issues with empathy, confidence and professionalism | E | A, I |
| Excellent interpersonal skills | E | A, I |
| Good IT skills | E | A, I |
| Highly organised with demonstrable attention to detail | E | A, I |
| Can-do attitude, with good problem-solving skills | E | A, I |
| **Other** | | |
| Understanding of and commitment to our mission, vision and values | E | A, I |
| Commitment to promoting equity, and reviewing and changing HR systems and structures to support this | E | A, I |
| Right to work in the UK | E | D |
| Full, clean driving licence | D | D |
| Experience within similar industry | D | A |
| Stand-alone experience | D | A |