



## JOB DESCRIPTION

<b>JOB TITLE:</b>	HR ADVISER
<b>DEPARTMENT:</b>	HR
<b>CONTRACT TERMS:</b>	PERMANENT FULL TIME, 37.5 PER WEEK, MONDAY TO FRIDAY
<b>PAY:</b>	£25,000 TO £30,000 PER ANNUM, DEPENDING ON EXPERIENCE
<b>REPORTS TO:</b>	HEAD OF HR
<b>ACCOUNTABLE TO:</b>	DIRECTOR OF OPERATIONS, HR AND EDUCATION
<b>MANAGES:</b>	HR ADMINISTRATORS

**ellenor** Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley, and for children across West Kent and the London Borough of Bexley. The organisation has in-patient and outpatient and livingwell services at Northfleet, comprehensive Hospice at Home services and a range of out-patient and community services all supported and delivered through a multi-disciplinary team.

### Role Purpose

Under the guidance of the Director of Operations, HR and Education and Head of HR, the role is to provide excellent customer service along with high quality, effective and timely generalist HR advice to employees, managers and volunteers, including the provision of recruitment and onboarding process, education and training, and employee relations.

To be responsible for ensuring that policies and procedures are applied consistently, HR queries are dealt with promptly and reliably.

Jointly responsible for the supervising of the administrative function of the HR department.

### Main Duties and Responsibilities

- 1) Providing advice and assistance on policies, procedures, legislation and general HR queries, throughout the business either via phone or email.
- 2) Assisting with and developing recruitment campaigns and advising managers on recruitment and selection strategies, including advising on and administering adverts, job descriptions, person specifications and volunteer role descriptions in liaison with line managers, offering advice and practical assistance, ensuring that they are compliant with the job evaluation policy.
- 3) Monitoring key HR metrics such as turnover, absence, demographic and compliance rates.
- 4) Using HR information systems to access, input and compile data.
- 5) Managing staff relationships, responding to any queries or problems they have and managing their expectations.
- 6) Supporting the Director of Operations, HR and Education and Head of HR with disciplinary, grievance and capability investigations.
- 7) Contributing to the continuous improvement of HR systems and practices.
- 8) To advise staff on their leave entitlements, including maternity, paternity, adoption rights – as well as rights under other HR policies, including flexible working
- 9) To ensure that exit interviews are carried out and monitored.

- 10) To monitor and work with Managers on short-term sickness absence, to reduce and maintain low sickness absence. Further work with Managers on long term sickness cases, including occupational health referrals to resolve cases in the most appropriate and effective manner.
- 11) To represent the Hospice at meetings with external agencies regarding local initiatives e.g. recruitment campaigns.
- 12) To encourage staff to raise issue with line managers or senior managers in accordance with the grievance procedure.
- 13) Supervise the provision of data to NHS pensions in a timely fashion for pension applications or end of year processes.

**Finance**

- Administer invoicing and monitoring of Education department budget.
- Approve invoices for HR functions e.g. Adverts, DBS checks, OH referrals

**Governance**

- Update documentation and policies as required either from changes in employment law or our terms and conditions.
- To ensure that manual and computerised data is managed within the requirements of GDPR.
- To promote people equality, diversity and rights in all actions and activities.
- To assist in the checking of the payroll when required

**General:**

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- The work within own professional Code of Conduct at all times
- To be aware of the staff values of the ellenor and to behave as a fit representative.

**Health and Safety**

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

Postholder's Name .....

Postholder's Signature ..... Date .....

Manager's Name .....

Manager's Signature ..... Date .....

***This Job Description will be regularly reviewed.***

**PERSON SPECIFICATION  
HR ADVISER**

	Essential	Desirable	Application/ Interview
<b>EDUCATION AND TRAINING</b>			
HR Professional Qualification		x	App
CIPD Qualified level 5 or above	x		App
<b>EXPERIENCE</b>			
Previous experience or providing HR advice and support	x		App
Previous experience of working with a charity and volunteers		x	App
<b>KNOWLEDGE AND SKILLS</b>			
Up to date and comprehensive knowledge of HR practice, concepts and themes including employment law and employee relations issues.	x		App
Comprehensive knowledge of pay and conditions applicable to staff employed in the NHS and charity sector		x	
IT skills, particularly HR systems	x		App
Excellent Organisational Skills with the ability to prioritise work and work effectively under pressure	x		Int
Excellent verbal and written communication skills	x		App/Int
<b>PERSONALITY AND DISPOSITION</b>			
Must be able to work in team and be a team player	x		Int
Confident, articulate, professional attitude, analytical, organised	x		Int
Must be resilient in coping with complex and sensitive people issues	x		Int