

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:**  | **Head of People & Culture (12 month position with the possibility of becoming permanent)** |
| **REPORTS TO:** | Chief Executive |
| **PAY BAND:** | Depending on Experience  |
| **LOCATION:** | Hospice Headquarters IOM |

**PURPOSE OF ROLE:**

The Head of People & Culture will be a true partner to the Chief Executive and Senior Leadership Team and will have significant experience in HR enabling Hospice to achieve our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment to support our people strategically in terms of their wellbeing and in their day-to-day impact, and driving the education plans for the delivery of Hospice Influenced Care.

You will be strong in HR and responsible for providing a comprehensive HR service to the organisation, covering all the people aspects that you would expect to see within a progressive employer on the Isle of Man i.e., Recruitment, Reward, Performance Management, Employee Engagement, Health & Safety etc. Responsible for all workforce HR policies and practices as well as training & development activities, including mandatory and professional requirements.

The job holder will be responsible for providing professional leadership and guidance to the team in respect of HR issues within the organisation. Provide direct support and guidance to the CEO and Leadership teams on HR matters and ensure effective and efficient delivery of people related objectives across the organisation.

Drive equality and diversity within the organisation and be a proactive champion for continued cultural change and improvement in people practices within Hospice.

Undertake and contribute to a variety of projects and people related activities within the organisation.

Work closely with the Director of Communications & Engagement on people engagement initiatives and the development of the Hospice culture

**KEY DUTIES- what you will do:**

* Manage the HR and training team to deliver outstanding service to the organisation
* Lead the attraction and retention of high calibre candidates for positions within Hospice IOM, to ensure our ability to meet service demands
* Work with the leadership teams and relevant committees to drive people satisfaction and moral across the organisation, which are measured on a regular basis to drive change initiatives
* Support and drive cultural and people engagement activities to enhance and improve Hospice IOM’s position as an employer of choice
* Drive continued learning and development opportunities for all Hospice people and ensure the effective and efficient utilisation of the opportunities available to us to maintain and build capabilities for Hospice Influenced Care
* Monitor and support any performance, sickness and disciplinary issues within the organisation to achieve required outcomes
* Ensure all employment laws and regulatory requirements are met by the team and fulfil our obligations and aspirations with regards to equality, diversity, risk, wellbeing and Health and safety
* Drive the embedding of the new HR system development, “Mie Trent”, to ensure we maximise its benefits and efficiency for the organisation
* Provide support and coaching to colleagues across the business
* Manage competing demands and prioritise workload on a daily basis

**Most challenging part of the job:**

* Driving consistency in people policies and practices across the organisation
* The nature of the services Hospice provides can be challenging and highly emotional and requires a high degree of personal emotional intelligence and resilience
* Taking others through the change curve and engaging them in the required change journey
* Managing a complex set of demands and requirements
* Requirement for concentration when preparing reports and coping with interruptions

**What we need you to have: our Person Specification**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| Educated to degree level or relevant professional/business qualification and CIPD level 5 or equivalent | **Essential** | **( A&D)** |
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| **Experience:** |
| Minimum 5 years’ experience as an HR professional in a similar level role in a complex organisation | **Essential** | **(A.I.T)****Operational managerial experience and capabilities** |
| In depth knowledge of legal and employment regulations  | **Essential** | **(A.I.T)****Experience and capabilities** |
| Ability to manage resources and to provide services within defined resource limitations | **Essential** | **(A.I.T)****Clear track record of delivery** |
| Proven track record of motivational leadership to staff and volunteers through an inclusive management style | **Desirable**  | **(A.I.T)****Clear track record of results and demonstrable leadership style** |
| **Skills/Competencies:** |
| Experience of driving and participating in change programmes | **Essential** | **(A.I.T)** |
| Excellent communication and presentation skills | **Essential** | **(A.I.T)** |
| Demonstrable commitment to and achievement of diversity and equality results | **Essential** | **(A.I.T)** |
| High levels of planning and organisational skills | **Essential** | **(A.I.T)** |
| Capability to work under pressure, meet deadlines and deliver organisational priorities | **Essential** | **(A.I.T)** |
| Ability and drive to work effectively with colleagues, other HR and external professionals and the Board of Governors | **Essential** | **(A.I.T)** |
| **Personal Qualities/Behaviours:** |
| Demonstrates commitment and willingness to go the extra mile to achieve the desired outcomes | **Essential** | **(A.I.T)** |
| Tenacious and confident  | **Essential** | **(A.I.T)** |
| Can do approach and inspirational style  | **Essential** | **(A.I.T)** |
| Collaborative willing to share knowledge and experience | **Essential** | **(A.I.T)** |
| Treats others with dignity and respect | **Essential** | **(A.I.T)** |
| Desire to continuously learn and develop as an HR professional | **Essential** | **(A.I.T)** |
| **Other:** |

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| **How we will assess you** |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical competence |