

**Workforce & Organisational  
Development Manager (P/T)**  
Recruitment Pack  
September 2023



# Welcome from our Chief Executive, Steve Curry

Thank you for your interest in joining Harlington Hospice as Workforce & Organisational Development Manager.

This recruitment pack provides information about the role and the charity, which we hope you find helpful to your application.

It is an exciting time to join our Executive Team, you will be a key member involved in the shaping of our new strategic plans, and hold overall responsibility for the hospice workforce, developing and implementing a people strategy.

You will work closely with line managers, advising and assisting them to develop and manage their teams. Working across the organisation to bring the strategy to life within the workplace.

I do hope you are interested in this opportunity, if you have further questions and you feel you have the drive, motivation and skills required, please feel free to contact me to have an informal discussion. To book a call, please contact Diane or Debs in our HR admin team on 020 8759 0453.

We look forward to receiving your application.



# A bit about us

The team at Harlington Hospice have been supporting local people living alongside serious or terminal illness since 1977. We believe that, even when confronted by the reality of death, everyone can still live each day to the fullest. We're here, alongside our community, at their time of need.

We take great care to get to know everyone who comes to us and work with each person to set their own goals for how to live well. Our approach is not one size fits all. Through our Inpatient Unit at Michael Sobell House, Hospice at Home, Wellbeing, Harlington Care, Psychological & Emotional Support, and Education & Information services, we're alongside people facing illness from the point of a diagnosis through to the end of life. We also support the people who are close to them throughout the whole experience, and into bereavement.

**Our purpose is** to support those in our community living with serious or terminal illness to live each of their days in their own way, to the fullest.

**Our vision is** to create spaces where everyone living with serious or terminal illness is treated as an individual and supported to live with their illness in a positive way.

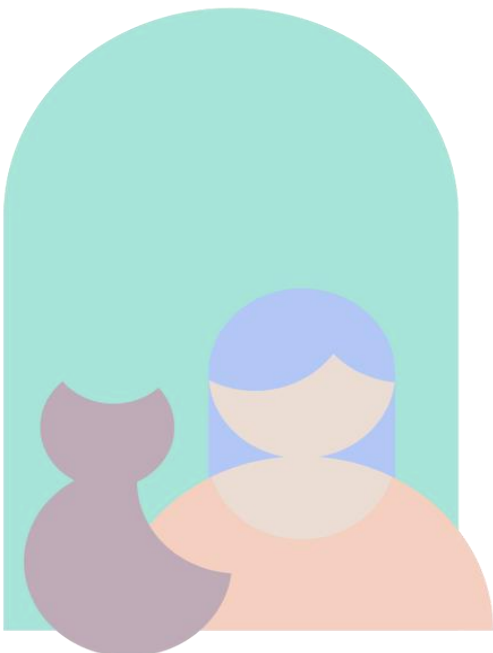
## We are ...

**Collaborative** - We're inclusive and diverse. And never overlook the value of other views and perspectives in creating more individualised care. We share our own, and learn from other's, best practice.

**Responsive** - We're embedded in our local community and exist to respond to their needs. We go above and beyond to find the right answers for whoever needs our help.

**Thoughtful** - We think not only about the most effective medical practice, but also about what is helpful for our patients.

**Courageous** - We're there at people's hardest moments in life. And we're a pillar of strength for them when they need us.



# Terms of appointment

<b>Job title:</b>	Workforce & Organisational Development Manager
<b>Contract type:</b>	Permanent
<b>Reporting to:</b>	Chief Executive
<b>Location:</b>	Lansdowne House, St Peters Way, Harlington, Hayes, UB3 5AB and Michael Sobell Centre, Mount Vernon Hospital, Northwood, 2RN HA6. <i>Semi-regular travel to both locations will be required. Primary working location to be agreed on appointment.</i>
<b>Working hours:</b>	Part time, 22.5 hours per week.
<b>Salary:</b>	£40,000 - £45,000 per annum, pro rata. (Some flexibility depending on experience).
<b>Ways of working:</b>	Hybrid – at least two days a week to be office based. To be discussed on appointment. Normal workings hours are from 09:00 to 17:00, Monday to Friday, with half an hour for lunch. Flexibility with regards to start and end times to the working day is available.
<b>Purpose of role:</b>	To lead the development and delivery of the People Strategy, to support the achievement of Harlington Hospice's vision and strategic objectives. And ensure these are delivered by motivated and appropriately skilled staff and volunteers whose values reflect those of the organisation.

*We are committed to equality of opportunity and applications from individuals of all backgrounds and circumstances are encouraged. Applicants must have the right to work in the UK.*

# Key responsibilities

## Transformational HR

- Lead the development and delivery of the Hospice's People Strategy that anticipates and supports the delivery of the Hospice's strategic goals and values.
- Respond to organisation priorities with creative people solutions.
- Provide expert advice and consultancy to the Trustees, Chief Executive, Strategic Management Team, and departmental managers on all aspects of operational and strategic workforce optimisation, development and transformation.
- Support staff and management in enhancing Hospice performance through improving the capability and motivation of their teams to ensure they achieve their best.
- Produce and report key people metrics to Workforce Sub Committee and Trustee Boards on a regular basis.
- Work collaboratively to create clear routes of communication with the workforce so that they remain engaged in the wider organisation and its work.
- Engage and proactively participate in external workforce groups, particularly within Health and Social Care Integrated Care System, in Hillingdon and at North West London hospice and charity sector groups, to stay abreast of developments and ideas that could benefit Harlington Hospice.

## Workforce/Organisation Development

- Develop a coaching and learning culture and support leaders and managers to create and maintain a positive working environment with high morale, engagement and productivity for all.
- Manage the small HR Team in the delivery of HR processes and systems, including recruitment, working with the Finance Team to ensure accurate salary payments.
- Work with the Education Team to ensure the provision of high quality, cost effective learning and development activities that contribute to the achievement of our goals and maintains high levels of engagement.
- Oversee when needed any complex employee relations cases and liaison with specialist employment legal advice.
- Ensure good governance relating to HR policies and procedures. Drafting and updating HR policies, procedures and guidelines.

## Other

In addition to the specific duties and responsibilities outlined in this job description, all Harlington Hospice employees should be aware of their specific responsibilities towards the following:

- Maintain confidentiality in all areas of work at Harlington Hospice.
- Participate in line management supervision sessions and appraisals with the line manager.
- Harlington Hospice operates a no smoking policy. The post holder should either be a non smoker or be prepared not to smoke in any charity premises, grounds or vehicles or when on Harlington Hospice business outside the office.
- Adhere to all health and safety and fire regulations and cooperate with the Charity in maintaining good standards of health and safety.
- Uphold ethical and professional standards and don't behave in a manner that is likely to bring the Charity into disrepute.
- To carry out your role in accordance with the Hospice's equal opportunities policy.
- To ensure compliance with the Equalities Act 2010 (Race Relations Amendment Act 2000, Disability Discrimination Act 1995, Human Rights Act 1998), Data Protection Act 2018, Caldicott, Health and Safety Policies, Procedures and other legislation and guidance.
- To be responsible for personal training and development and ensure appropriate upkeep of all aspects of the professional role.
- For designated roles, the post holder will be responsible for health and safety, business continuity planning and/risk management. (These responsibilities will be notified on appointment).
- Regularly attend team and other meetings as appropriate, contributing positively to discussions and debates and participating in shared decision making.
- Ensure effective communication, including the dissemination of information accurately and timely to support effective team working.
- Act as an ambassador for the organisation and maintain positive and effective communication both internally and externally in representing the service offered by the Hospice.

The above mentioned duties are neither exclusive nor exhaustive and the very nature of the developing organisation means that the post will change and develop over time. The post holder may be required to carry out other appropriate duties as required by the Chief Executive.

# Person Specification

Criteria	Essential	Desirable
Level 5/7 CIPD qualified and a Chartered Member of the CIPD or equivalent qualification with HRM.	✓	
Senior leadership and management experience of HR function or service.	✓	
Successful development of strategies and delivery of workforce related projects.	✓	
Proven ability to successfully deliver change.	✓	
Understanding of project management methodology and experience of its application.		✓
Experience of social entrepreneurship.		✓
Experience of developing plans and budgets and managing performance against these.	✓	
Excellent computer skills with proficiency in Excel, accounting software packages, Outlook and other MS Office products.		✓
Organisational development innovations.		✓
Excellent team working skills with the ability to successfully influence, negotiate and challenge peers and senior management.	✓	
Excellent and effective oral and written communication skills, to convey complex/or technical findings and concepts to non technical audiences.	✓	
Entrepreneurial thinker.	✓	
Driver/UK Driving Licence.	✓	
Desire to succeed and develop the role and service.	✓	
Understanding of the role of third sector organisations and a commitment to the goals of the organisations and sector.	✓	



Criteria	Essential	Desirable
Excellent interpersonal skills, able to work with multiple stakeholders, manage relationships, competing organisational priorities with diplomacy and integrity.	✓	
Willing to work flexibly across different locations	✓	





# Benefits



Harlington Hospice would not be able to be there for those who need us without the unwavering dedication of our employees. It is important for us to be able to offer our teams flexibility in order to maintain wellbeing, and opportunities to both gain skills and enrich their knowledge of how our work benefits people in our community.

## **Holiday entitlement**

Employees receive 25 days holiday per annum, plus bank holidays (pro rated for new starters and part time employees).

## **Pension**

We offer a 3% pension contribution to enhance the employee contribution of 5%.

## **Learning and development**

Employees are provided with regular opportunities to develop their skills and knowledge. This includes mandatory training (including around safeguarding) and learning sessions with our clinical teams about the different aspects of palliative care.

## **Employee Assistance Programme**

This is provided through Life & Progress.

## **Work life balance**

Flexibility surrounding working patterns, hours and remote working will always be considered.

## **Blue Light Card**

Membership payment provided.

# How to apply

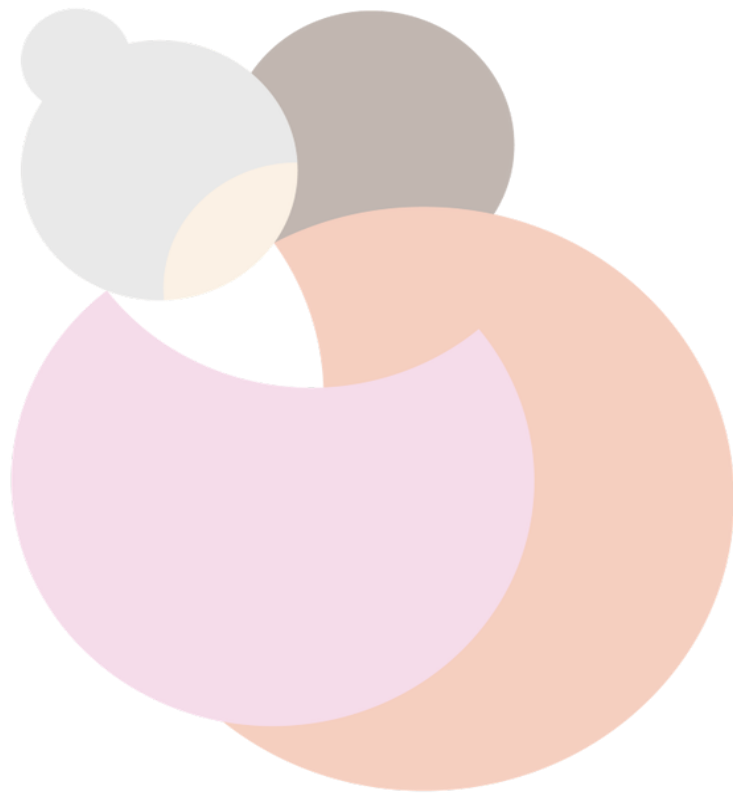
If you would like an informal chat about this role, please contact Steve Curry, Chief Executive. To book a call with Steve please contact Diane or Debs in our HR Admin Team by calling 020 8759 0453.

To be considered for this role, please write a covering letter of no more than 700 words, outlining your experience in relation to the person specification, why you would like to work with us and what you feel you can bring to the team. Please send this covering letter and your current CV to [jobs@harlingtonhospice.org](mailto:jobs@harlingtonhospice.org).

The closing date for applications is 6<sup>th</sup> October 2023. However, we encourage you to submit your application at the earliest opportunity as the closing date may be brought forward at any time.

We value diversity and are committed to creating an inclusive culture where everyone is able to be themselves and reach their full potential. Should you need any adjustments to the recruitment process, at either the application or interview stage, please contact our HR Team on [jobs@harlingtonhospice.org](mailto:jobs@harlingtonhospice.org).





**Thank you**

for your interest in this role