

LOCAL HOSPICE LOTTERY LTD

JOB DESCRIPTION

JOB TITLE:	Director of HR
DEPARTMENT:	Human Resources
LOCATION:	Based at H/O in Felsted, Essex, with flexible home working
RESPONSIBLE TO:	Chief Executive Officer
ACCOUNTABLE TO:	Chair of the Board of Directors
RESPONSIBLE FOR:	HR Advisors and other HR Staff

OVERALL PURPOSE OF JOB:

To drive the achievement of LHL's People and Culture (P&C) Strategy and support the implementation of the overall strategic business plan, by having people at the heart of the organisation to deliver significant growth, by attracting, motivating and retaining top talent.

To work in line with LHL values which are to be Supportive, Fair, Professional and Ambitious. You will be expected to live the values of LHL in all that you do, whilst engaging all others to do the same, to demonstrate that you are supportive to all staff and customers, being fair in all interactions, always acting professionally and courteously, whilst helping LHL achieve its ambitious commercial growth plans alongside your own personal career ambitions.

KEY RELATIONSHIPS:

Chief Executive Officer; Board of Directors; Leadership Team, Regional Fundraising Managers, HR team and Staff across all Departments.

MAIN RESPONSIBILITIES:

1. To be a member of LHL's leadership team, contributing to the company's overall strategy and development through the leadership team and attendance at board meetings.
2. To lead Local Hospice Lottery's (LHL) HR Department, supporting the CEO, Leadership Team and Board with the provision of expert advice on matters affecting Human Resources, ensuring the effective development and delivery of HR Services across the company.
3. To be responsible for up-dating and implementing LHL's P&C Strategy, to be a champion of change and agree future developments and objectives in conjunction with the Chief Executive Officer.

LEADERSHIP RESPONSIBILITIES:

4. To lead by example demonstrating behaviours at all times that align with LHL values of Ambitious, Fair, Supportive and Professional, whilst engaging others to do the same.
5. As a member of LHL's Leadership Team to accept corporate responsibility for decisions and to demonstrate exemplary leadership.

6. To be a collaborative member of the Leadership Team (LT), contributing effectively at Leadership Team meetings, acting as a mentor and coach in managing senior HR matters and cultural change, encouraging joint LT ownership of the P&C strategy, advising on employment law, compliance and risks and supporting the overall business development of Local Hospice Lottery as a whole.
7. To produce relevant reports to the Chief Executive Officer and Board on HR KPIs, key strategic HR matters and company-wide cultural change initiatives and otherwise as necessary.
8. To work with the Director of Marketing and Account Management and other members of the Leadership Team to ensure internal communications support the development of high quality employee relations.

HR RESPONSIBILITIES:

9. Ensure the P&C strategy and company culture is continually aligned to achieving the overall business strategy via periodic reviews and putting in place KPIs and reporting mechanisms so success can be measured with any adjustments made as necessary, to support a culture of 'continuous improvement'.
10. To be responsible for ensuring that the five main elements of the P&C strategy are achieved over the next 4 years (2021 – 2025), as follows:
 - a. Making LHL the best place to work and an employer of choice
 - b. Maintaining a healthy inclusive and compassionate culture by further developing values based on initiatives to define and enhance culture
 - c. Enabling great development and fulfilling careers
 - d. Ensuring everyone has a voice and influence
 - e. Offering pay/reward and benefits to help attract and retain top talent
11. To be responsible for the detailed planning, resourcing, budgeting, prioritising and overall roll out of the P&C strategy reviewing new and existing HR policies and initiatives, together with associated business activities and processes, to achieve the P&C strategy.
12. To lead on workforce analysis, planning and development at strategic level, providing advice and guidance to managers and ensuring an effective recruitment strategy is in place to support the organisation's ambitious plans for growth.
13. To work closely with Managers and staff across LHL to successfully embed the P&C strategy consistently amongst 'new' and 'longer serving' employees, generating a 'one team' ethos. To ensure remote workers are fully supported and engaged and liaise closely with Head Office and vice versa.
14. To be responsible for embedding LHL values and behaviours into all HR processes throughout the employment cycle and assisting other leaders to do the same in their areas of responsibility
15. To ensure effective HR systems, procedures, record keeping, policies and practices are in place and fit for purpose to ensure compliance with legislation, and enable the timely provision of accurate management information.
16. To be responsible for strategic and senior HR input and advice for all general HR matters across the business to help achieve the business strategy and work closely with the CEO, LT and other management to manage and deliver key senior HR projects.
17. To be responsible for providing sound and up-to-date employment law advice, HR best practice and/or other appropriate options. To manage risk and compliance, when handling senior or complex sensitive employee relations or other HR matters, using experience and

insight to gain a satisfactory outcome, balancing commercial needs with that of individuals. To offer guidance, support and assistance with these difficult situations and conversations.

LINE MANGEMENT RESPONSIBILITIES:

18. To provide effective leadership, recruitment, performance management and motivation, together with complex HR and employment law advice to the HR Department; ensuring operational tasks are delegated.
19. To be responsible for the line management of the HR Team, motivating and developing them to not only assist with supporting the P&C strategy and offering advice and support, especially when workloads peak.
20. To support the career development of the team by being a mentor and coach.
21. To be responsible for ensuring the HR team structure is fit for purpose, working with the CEO and Director of Finance and Operations to agree the budget for the HR Department, such that operational HR matters are progressed effectively by the HR Team to their client groups.

LEARNING, DEVELOPMENT AND CULTURAL CHANGE RESPONSIBILITIES:

22. To take the lead responsibility for learning, development and cultural change, particularly to ensure that the P&C Strategy is clear and well understood by all, so alignment between the vision, values, HR activities and general working practices are interwoven to achieve the overall business growth and development plans.
23. To lead on the analysis of employee feedback and data, including taking responsibility for the annual workforce survey, recommending changes and enhancements to the CEO and communicating subsequent actions across the organisation with the aim of creating a better working environment and improved culture.
24. To be a role model for cultural change by designing, delivering and running change workshops and other training or communication forums, and/or facilitating continuous improvement/task and finish cross functional project teams to improve cultural awareness
25. To work collaboratively within and outside LHL, exchanging ideas and sharing best practice, changing working practices or reviewing policies or HR initiatives in order to improve areas of the business, make working lives more efficient and effective to help achieve the ambitious growth plans.
26. To assess, design, run and commission development courses and deliver an up-skilling programme across the UK for middle managers to improve leadership, management and people skills to improve performance. Ensure other appropriate CPD, training and development activities are assessed, provided and evaluated for all staff across LHL, in agreement with company plans, the CEO and LT.
27. Overall, act as a mentor of change to build this experience in the HR team, LT, Regional and middle managers and find other key influencers to develop into internal change champions to integrate change and ensure the P&C strategy is embedded into every day working lives to improve the business performance for all.

GENERAL RESPONSIBILITIES:

28. To undertake any other duties or general tasks as may reasonably be required and to work in other locations within the organisation.

Notes:

- i) You will be expected to produce work to a high standard and to promote quality at all times.
- ii) You will be expected to adhere to the policies and procedures of Local Hospice Lottery Limited, in particular those relating to Health & Safety and Security.

- iii) The post holder may have access to confidential data. Disclosure of confidential information to any unauthorised person may lead to disciplinary action which could ultimately lead to dismissal.
- iv) You will be expected to participate in a staff appraisal scheme for yourself and staff you manage.
- v) If you are a member of a professional/regulatory body you will be required to abide by the relevant professional Code of Conduct
- vi) Smoking is not permitted while on duty or in uniform
- vii) Employees must be prepared to work flexibly to meet the changing needs of the organisation.
- viii) The above job description does not purport to be an exhaustive list of duties and responsibilities. The post-holder will be expected to undertake additional duties as the requirements of the post change.

EQUAL OPPORTUNITIES

Local Hospice Lottery operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity policies in relation to employment and service delivery.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your line manager at the time the change occurs and agree any permanent substantial change. You may be required to carry out other duties as reasonably required of you commensurate with your grade/level in the organisation.

Date of Job Description:

Post-holder in receipt and agreement of job description:

Signature

Name (please print).....

Manager's Signature

Name (please print).....

Review date

PERSON SPECIFICATION – Director of HR

	SELECTION CRITERIA - ESSENTIAL	SHORTLISTING VIA
	EDUCATION AND QUALIFICATIONS	
E1	Educated to degree level or equivalent relevant experience	Application
E2	Management level membership of Chartered Institute of Personnel & Development (CIPD)	Application

	SKILLS AND EXPERIENCE	
E3	Significant experience at Director or Head of HR level with experience of working with Senior Management, Leadership and Board level Teams	Application/Interview
E4	Excellent Leadership qualities with significant experience of managing and developing teams and people to support the scale up for growth	Application/Interview
E5	Experience of driving organisational and cultural change with a track record of implementing a values and behavioural framework for all relevant processes.	Application/Interview
E6	Experience of strategic planning and establishing an effective vision and sense of direction to design and implement successful HR strategies	Application/Interview
E7	Wealth of experience across the employee lifecycle including track record of recruiting and retaining top talent, developing initiatives for the retention, motivation and engagement of all staff and implementing effective performance review processes in line with objectives and values	Application/Interview
E8	Experience of the design and deliverer of training and facilitation and running of cross functional projects,	Application/Interview
E9	Proven track record in dealing with all employee relations matters effectively e.g. performance management, conduct, D&G, OD and restructures, exit strategies, changing terms and conditions, complex absence issues, etc.	Application/Interview
E10	Used to up-dating HR policies & processes and pay and grading structures to ensure their legal compliance and fit for purpose to meet needs of a growing business in line with values	Application/Interview
E11	Well-developed and effective verbal, written, presentation and interpersonal communication skills, in both formal and informal situations	Interview
E12	Excellent negotiation skills, ability to gain the confidence and respect of staff and stakeholders, recognising individual value & potential.	Application/Interview
E13	Significant recent experience in Windows packages and experience of working with and being responsible for electronic HR systems	Application/Interview
E14	Demonstrable intellectual ability to understand and analyse complex situations and apply innovative and creative approaches to their solution	Interview
E15	Excellent time management skills and project management experience with ability to prioritise competing demands across a heavy workload	Application/Interview

	KNOWLEDGE	
E16	Good understanding of employment law, compliance and how risks should be assessed against commercial needs. Fully understands the employment tribunal system and conflict resolution options	Application/Interview

E17	Understands 'continuous improvement/lean/agile/task and finish' or similar cross team working techniques to improve efficiencies, team work and culture by participating in or setting up	Application/Interview
E18	Understanding the process and importance of risk management	Application/Interview
E19	Good knowledge of different pay grading policies and benefits schemes and job evaluation techniques, together with market salary benchmarking e.g LWF, Croner, HAYS	Application/Interview

	ADDITIONAL REQUIREMENTS/INFORMATION	
E20	Ability to work flexibly, outside of normal office hours	Application/Interview
E21	Current driving License and vehicle available for work	Application
E22	Able to travel across the UK with expectation of some overnight stays	Application/Interview
E23	Ability to demonstrate empathy with Local Hospice Lottery's Values.	Application/Interview

	PERSONAL ATTRIBUTES	
E24	A capable leader able to deliver in the spirit of achieving a 'one company culture' which celebrates success and learns from mistakes without blame	Interview
E25	A team player with a can do positive, hands-on approach	Interview
E26	Your style will be collaborative and supportive, engaging and ambitious to achieve goals, professional and fair	Interview
E27	Ability to successfully coach and mentor others to up-skill and transfer cultural change management knowledge	Interview
E28	Self-reliant, well organised and resilient	Interview

	SELECTION CRITERIA – DESIRABLE	SHORTLISTING VIA
	QUALIFICATIONS, SKILLS AND EXPERIENCE	
D1	Fellow of CIPD	Application
D2	Experience of achieving a people management accreditation e.g. IIP or similar and knowing what it takes to be awarded and maintain the 'highest/gold' standard	Application/Interview
D3	Used to conducting effective staff surveys and implementing outcomes as appropriate	Application/Interview
D4	Past experience of conducting equality and diversity audits and implementing appropriate diversity and inclusive strategies to improve same	Application/Interview
	KNOWLEDGE	
D5	Working with Trade Unions or other similar staff forum bodies and representatives	Application/Interview
D6	Understanding of how apprenticeship levies operate	Application/Interview
D7	Some understanding or past working with the not for profit/charity sector is useful, as is knowledge of volunteer strategies & policies	Application/Interview
D8	Understanding of implementing Well Being strategies to improve Health and absence	Application/Interview