

Job Description

Job Title	Grade/Salary
Group Director of People and Governance	£71,277 (FTE)
Accountable to	Responsible for
CEO	Teesside: People and Governance Officer, Volunteer Operations Manager and Volunteer coordinator Butterwick: HR Director and line reports
Location: Office/Hybrid	Hours: Full Time (37.5 hours per week) with flexibility options.

Job Purpose and Role

The Group Director of People Governance is a key strategic leader responsible for shaping and implementing Teesside Hospice Group’s people strategy, compliance with data protection legislation and charity governance regulations, ensuring alignment with business objectives. The role provides leadership in employee relations, workforce planning, learning and development, and organisational culture, fostering an inclusive and high-performance work environment. The postholder will also oversee HR policies, talent acquisition, and well-being initiatives for both employees and volunteers.

Main Duties and key result areas

General duties	<p>Strategic HR Leadership</p> <ul style="list-style-type: none"> • Develop and implement a people strategy, aligning with organisational goals and strategy timeline. • Lead on organisational development, workforce planning, and succession planning. • Foster an inclusive, diverse, and high-performing workplace culture. • Use HR analytics and metrics to inform decision-making and enhance effectiveness. • Provide strategic guidance to the Senior Management Team on people related matters. • Hold responsibility for the People team budget. • To take the lead on all HR/People projects as required in line with Department and Organisational strategy. <p>Employee Relations & Compliance</p> <ul style="list-style-type: none"> • Ensure compliance with employment laws, health & safety regulations, and organisational policies and procedures along with industry and sector best practice. • Ensure compliance of all areas of HR in relation to the required standards under all statutory and regulatory regulations which impact on the organisation.
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- Serve as the expert HR advisor for leadership, staff, volunteers on employment matters.
- Oversee all employee relations matters including but not limited to conflict resolution, mediation, and grievance procedures.

Talent Management & Workforce Development

- Lead on recruitment, onboarding, and retention of employees and volunteers.
- Develop and oversee apprenticeship and trainee programs.
- Work with managers to implement performance management frameworks.
- Promote continuous learning by designing training and development programs.
- Develop and implement effective Succession and talent management programmes.

Learning and Development

- Lead on strategic oversight of the organisation's learning and development programme/s, ensuring it aligns with organisational priorities, workforce planning, and regulatory requirements.
- Set direction for skills development, leadership capability, and mandatory training, while assuring the quality, impact, and value for money of learning interventions.
- Monitor performance and outcomes through appropriate governance and reporting arrangements, promotes a culture of continuous learning, and ensure that learning and development provision supports employee engagement, talent retention, and organisational effectiveness.

Diversity, Equity & Inclusion (EDI)

- Champion EDI initiatives, ensuring policies and workplace culture reflect inclusivity.
- Partner with internal stakeholders to promote best practices for diverse hiring and leadership development.

Well-being & Engagement

- Implement and oversee a comprehensive employee well-being program.
- Work with senior leaders to embed organisational values and a positive workplace culture.
- Lead internal communications related to people policies and initiatives.

HR Operations & Policy Development

- Oversee HR functions, including collaboration with payroll, benefits, and reward systems.
- Manage HR policies, procedures, and employment contracts to ensure consistency.
- Optimize HR processes to improve efficiency and effectiveness.
- Manage external partnerships, including legal, health, and well-being consultants.

Governance

- Operate as the Group lead for data protection and information governance, ensuring strategic compliance with all associated best practice and legal requirements.
- Hold responsibility for ensuring all governance meetings are convened and recorded in alignment with the requirements of the Group's governing documents, using digital systems where appropriate.
- Responsible for providing strategic leadership and expert oversight of the organisation's corporate governance framework, ensuring compliance with statutory, regulatory, and best-practice requirements. This position oversees board administration, policy development, risk and assurance reporting, and stakeholder engagement, while driving continuous improvement in governance practices to support organisational objectives and public trust.

Miscellaneous

- Deputise for the CEO as required.
- Undertake other duties, commensurate with the post, as directed by the CEO.

Delivering to our Values

Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice Group's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

Skilled

- Having and showing the knowledge, ability or training to work well
 - Seeking opportunities to learn from a wide range of sources
 - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

All employees are expected to:

- Live Teesside Hospice Group values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets

- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

This job description provides an overview of the role’s responsibilities and requirements. The successful candidate will be expected to contribute to an evolving and dynamic people strategy to support the organisation’s mission and vision. The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role. Teesside Hospice Group reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed **Date**

Print name



Person Specification

Attribute	Detail	Essential or Desirable
Qualifications & Experience	CIPD qualification or equivalent experience.	E
	Proven experience in a senior HR leadership role .	E
	Strong background in employee relations, workforce planning, and organisational culture .	E
	Experience working with volunteers and understanding their motivations (Desirable).	D
	Track record of implementing learning and development programmes .	E

	Experience in managing complex HR projects and change management.	E
	Experience of leading learning and development across an organisation/function	E
	Experience of successful strategic planning and delivery	E
	Experience of compliance with data protection and information governance legislation and best practice	E
Skills & Competencies	Outstanding leadership and influencing skills.	E
	Excellent knowledge of employment law and HR best practices .	E
	Ability to analyse HR data and apply insights to organisational strategy .	E
	Effective problem-solving and conflict resolution skills.	E
	Strong interpersonal skills with the ability to build relationships at all levels.	E
	High level of integrity, empathy, and professional ethics.	E
	Understanding of best practice of organisational governance in a regulated body	E
	Understanding of best practice and legislation regarding data protection and information governance	E
Personal Attributes	Team Working	E
	Managing the Customer Relationships	E
	Commitment to equality, diversity and inclusion	E
	Excellent decision making	E
	Excellent written and verbal communication skills are essential	E
	Excellent IT Skills, specifically Microsoft Word, Excel	E
	Communication and Influencing	E
	Attention to Detail	E
Other	Ability to travel independently across the geography covered by the Hospice Group.	E