

Job Description

Job Title	Grade/Salary
People & Governance Officer	£32,023 - £38,228
Accountable to	Responsible for
Group Director of People & Governance	Volunteers

Job Purpose and Role

The People Advisor will provide a comprehensive, professional and customer-focused HR generalist service to managers and employees across Butterwick Hospice. Working as part of the People team, the post holder will support the delivery of an effective people strategy, ensuring compliance with employment legislation, best practice and organisational values.

This is an exciting opportunity to contribute to the development of a shared People function as the hospice works towards a merged partnership with Teesside Hospice to create more efficient, resilient and collaborative support services. The role supports the full employee lifecycle, helping to ensure people policies and practices are applied consistently and in line with employment legislation and organisational values. Alongside providing day-to-day HR advice and support, the People Advisor will play an important role in developing the organisation's Learning and Development (L&D) provision, helping to build a consistent approach across the emerging group.

Main Duties and key result areas

People Generalist	• Provide timely and pragmatic HR advice and guidance to managers on a broad range of employee relations matters including disciplinary, grievance, absence management, performance management, capability, flexible working and family-friendly policies. • Support managers through formal HR processes, ensuring fairness, consistency and compliance with employment legislation. • Assist with recruitment and selection activities, including workforce planning, advertising, interviewing and onboarding. • Coordinate and support effective induction programmes for new employees. • Manage the employee lifecycle, including contractual changes, probation reviews, employee records and offboarding processes. • Maintain accurate HR records and employee data, ensuring confidentiality and compliance with GDPR. • Produce HR reports and workforce metrics to support operational and strategic decision-making. • Support policy development and ensure HR policies are implemented effectively and are up to date. • Contribute to employee wellbeing, engagement and communication activities. • Support payroll and benefits administration through accurate and timely HR processes. • Build effective working relationships with Trustees, leaders, employees and external stakeholders.
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Learning & Development	• Coordinate the review and improvement of the Group's existing Learning and Development provision. • Work with leaders to identify organisational, team and individual development needs. • Assist in developing a structured annual learning and development plan aligned to organisational priorities. • Coordinate mandatory training programmes and monitor compliance. • Evaluate the effectiveness of learning activities and recommend continuous improvements. • Help introduce consistent learning processes and resources across the merged hospice group. • Promote a culture of continuous learning, professional development and knowledge sharing.
Organisational Development and Change	• Support the People team during organisational change associated with the development of shared services. • Assist with consultation processes where required. • Contribute to projects that improve workforce efficiency, consistency and employee experience. • Champion organisational values and support effective communication throughout periods of change. • Participate in HR and cross-functional projects that strengthen collaboration across the hospice group.

Delivering to our Values

Community

We bring people together to create a caring and supportive community where no one faces illness, loss, or grief alone. Through connection, understanding, and shared purpose, we help people feel valued, included, and supported.

Care

We provide exceptional care with warmth, professionalism, and respect, placing the needs of each individual and their loved ones at the heart of everything we do. We strive to bring comfort, reassurance, and dignity to every moment.

Compassion

We lead with kindness and empathy, listening without judgement and responding with understanding. We recognise the courage of those we support and are committed to walking alongside them with compassion every step of the way.

Dignity

We honour the uniqueness of every person, respecting their wishes, choices, and beliefs. We are dedicated to ensuring that everyone is treated with dignity, respect, and compassion throughout their journey.

Compassionate

We offer strength, guidance, and encouragement to patients, families, carers, and those who are grieving. By providing support when it is needed most, we help people find comfort, confidence, and hope in difficult times.

All employees are expected to:

- Live the Hospice's 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.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to



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possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Butterwick Hospice 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
Skills & Abilities	Excellent interpersonal and relationship-building skills.	E
	Strong written and verbal communication skills.	E
	Ability to influence and coach managers.	E
	Good organisational and prioritisation skills.	E
	Analytical skills with experience interpreting HR data.	E
	Confident IT skills including Microsoft Office and HR information systems.	E
Knowledge & Experience	Experience in a generalist HR advisory role.	E
	Experience managing employee relations casework.	E
	Experience advising managers on employment legislation and HR best practice.	E
	Experience supporting recruitment and onboarding activities.	E
	Experience contributing to Learning and Development initiatives.	E
	Experience supporting organisational change or service improvement.	E
	Sound knowledge of UK employment law.	E
	Understanding of HR best practice and employee engagement	E
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	Knowledge of GDPR and confidentiality requirements.	E
	Experience within healthcare, hospice, charity or not-for-profit organisations.	D
	Experience implementing or improving Learning Management Systems (LMS).	D
Education & Qualifications	CIPD Level 5 qualification or working towards it (or equivalent HR experience).	E
	CIPD Associate Membership.	D
Personal Attributes/ Key skills	Collaborative and approachable.	E
	Resilient and adaptable.	E
	Professional with high levels of integrity and discretion	E
	Proactive with a continuous improvement mindset	E
	Committed to delivering excellent customer service.	E
	Able to work independently while contributing positively to a wider team	E

Other	Ability to work independently and as part of a team, demonstrating flexibility and adaptability	E
	Ability to travel independently across areas covered	E