

JOB DESCRIPTION



Job title:	HR Advisor
Department:	Human Resources
Responsible to:	HR Manager
Grade:	MGT1

Job Purpose

Provide advice and guidance to managers and staff on effective ways of working, implementation of employment policies, and promoting compassionate, people-centred management across the Hospice. The postholder will support employee relations casework, ensuring issues are handled fairly, sensitively, and in line with policy. They will also manage contractual variations impacting terms, conditions, and pay, ensuring all changes are accurately documented, communicated to staff, and stored securely for audit purposes.

Main Duties and Responsibilities

Employee Relations (ER)

- Provide a supportive, customer-focused HR advisory service to all managers, employees and bank staff across the Hospice.
- Support managers with employee relations matters, including investigations, grievances, disciplinaries, absence management, and mediation where appropriate.
- Advise and guide managers on absence and health-related issues, including occupational health referrals, follow-ups, and facilitating the absence management process with sensitivity.
- Assist managers in managing performance concerns through coaching, mentoring, and facilitating performance improvement plans in a compassionate and constructive manner.
- Maintain the Employee Relations (ER) case tracker and provide timely reports to management as required.
- Ensure all confidential materials, both electronic and hardcopy, are securely stored.
- Maintain accurate, up-to-date employee files in line with Data Protection and data retention requirements.

HR Advisory & Policy Support

- Provide day-to-day HR advice and guidance to managers and staff on policies, procedures, and best practice.
- Support the implementation of HR policies across the Hospice, ensuring consistency and compliance.
- Regularly review and maintain HR documents, templates, and forms to ensure they reflect current legislation, best practice, and sector standards.
- Ensure timely processing of all contractual variations affecting pay, benefits, and working arrangements, clearly communicating changes in writing.
- Prepare and issue employment letters reflecting internal changes such as promotions, flexible working agreements, pay adjustments, or temporary duties.

Learning, Development & Training (L&D)

- Deliver HR-related learning, development, and training support to managers, enhancing people management skills and supporting compassionate leadership.

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Projects / Employee Engagement & Wellbeing

- Support the HR Manager in staff engagement activities, recognition initiatives, and wellbeing programs for employees, volunteers, and bank staff.
- Participate in HR projects, including reward initiatives, engagement surveys, and wellbeing programs.
- Promote positive employee engagement and wellbeing by developing collaborative relationships across the Hospice.

Data, Reporting & Analytics

- Prepare HR-related documentation and maintain accurate, confidential employee records in compliance with data protection regulations.
- Respond promptly to general HR and employee enquiries.
- Prepare monthly management information (MI) reporting for the HR KPI dashboard.
- Analyse HR data to identify trends in employee relations, absence, performance, and engagement (if applicable).

Compliance & Governance

- Ensure compliance with employment law, safeguarding, health and safety, and sector regulations.
- Support adherence to confidentiality, data protection principles, and mandatory HR governance requirements.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Eleanor Wilkinson, HR Manager	Date:	04-2026
Signed by employee:		Date:	