

Job Details

Job Title: HR and Volunteering Manager, Florence Nightingale Hospice Charity (FNHC)

Job Reports to: Chief Executive

Direct Reports: Voluntary Services Assistant

Part-time 30 hours per week. Based at the Florence Nightingale Hospice in the grounds of Stoke Mandeville Hospital, but with some time spent at the Charity offices at Walton Lodge, Walton Street, Aylesbury, HP21 7QY, and regular travel across the areas the Charity covers.

Relationships:

- FNHC's 45 staff and c.500 volunteers
- Senior Management Team
- FNHC Board of Trustees
- Key stakeholders, including Buckinghamshire Healthcare NHS Trust and Hospice staff

Job Purpose:

To work as part of the Senior Management Team in contributing to the overall strategic direction of the Charity through the leadership and development of people (Volunteers and staff) and the ongoing development of relationships within the Hospice.

Florence Nightingale Hospice Charity Mission:

FNHC is an income-generating organisation whose purpose is to fund the provision of Palliative and End of Life Care. This service is provided by Florence Nightingale Hospice, both in their building at Stoke Mandeville Hospital and in the community in Buckinghamshire and parts of Bedfordshire and Oxfordshire. The Charity takes a dynamic approach in order to meet the evolving needs of our patients by supporting and funding new services, improving patient and family experience through upgrades to the Hospice environment and the provision of specialist equipment. The Charity is also committed to funding the professional development of Hospice staff and volunteers.

Key Accountabilities

Voluntary Services:

- Responsible for the recruitment, induction, training, engagement and recognition of all Volunteers.
- Continue to develop the Charity's Volunteer strategy to ensure that it is in line with the changing external climate.
- Develop and build upon relationships with external agencies to diversify volunteer profile, including schools, youth agencies, corporate partners, and other charities.
- Support line managers to help them effectively lead Volunteers in order to achieve their objectives and manage any performance or disciplinary concerns.
- Effective resource management by placing Volunteers into the right roles to maximise the use of their skills and experience. Also, maintain accurate Volunteer data to be able to best support customers.
- Ensure that Volunteer-related policies and procedures are up to date, and that all Charity, Buckinghamshire Healthcare NHS Trust (BHT) and regulatory guidelines are met and all Volunteers are aware of those relevant to them, paying particular attention to safeguarding measures where appropriate.
- Line management of Voluntary Services Assistant.

Human Resources:

- Manage relationship with external HR Provider.
- To lead on and implement HR projects in conjunction with external HR Provider.

- Offer HR support to the Chief Executive and Senior Management Team (including employee relation issues, recruitment, organisational development and change management).
- Maintenance of all HR Policies and Procedures, updating with current legislative guidelines.
- Take a lead role in organising annual engagement survey, staff engagement (e.g. staff meetings) and support staff development, where required.

Strategic:

- Member of two Trustee committees (Retail and Governance), with attendance at the Board of Trustees as needed.
- Be the FNHC representative at the Florence Nightingale Hospice (FNH), developing and maintaining productive relationships with managers and staff, through regular positive engagement and being available to answer questions or address concerns.
- Project-manage some Hospice-based capital improvements, maintaining effective relationships with BHT colleagues at FNH and within the wider Healthcare Trust.
- Work positively and collaboratively with all FNHC and FNH colleagues (staff and Volunteers).
- Safeguard the Charity's reputation and integrity through an awareness and understanding of FNHC brand. At all times, represent FNHC in a professional manner that engenders trust and loyalty, making the most of any appropriate opportunity to maximize awareness of the Charity.

Additional Information

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Demonstrate FNHC values, to be Professional, Caring and Committed.

To comply with all FNHC policies and procedures.

Attend relevant meetings, seminars, conferences.

Flexibility to work weekends and evenings as needed.

Manual handling and heavy lifting – not required for this role

Full current and valid driving licence - required for this role

Access to a vehicle that can be used for work purposes - required for this role

Car insurance, including business cover - required for this role

Disclosure & Barring Service check – required for this role

Job Experience, Skills & Qualifications

- Good level of education including literacy, numeracy and IT skills
- Demonstrable experience of managing successful relationships
- Demonstrable HR experience
- Experience of managing volunteers
- Excellent relationship management and customer service skills
- Highly motivated, professional and confidential
- Proven ability to deal with difficult situations and to be non-judgemental working with people of all abilities
- Demonstrable positive, solution-focused, 'can-do' attitude
- Highly organised with project management experience
- Presentation skills
- Excellent IT skills to include Microsoft packages. Training provided to be the lead user of the HR software package