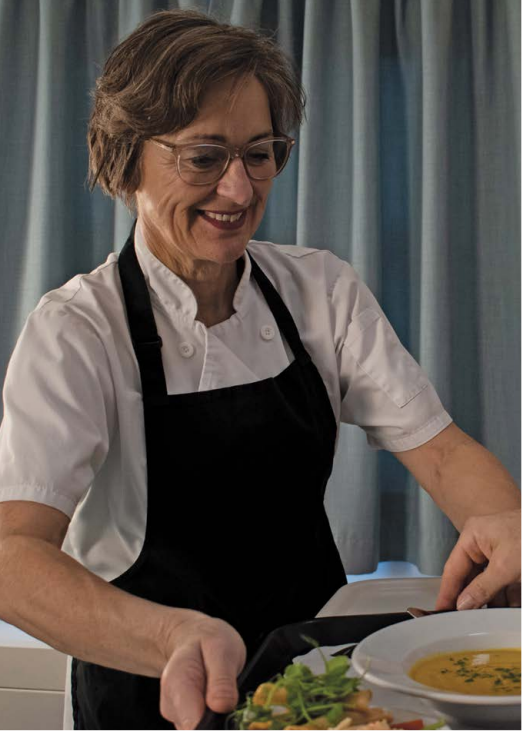











Weldmar Hospicecare

Weldmar Hospicecare Candidate Pack



A message from Caroline Hamblett, Weldmar's CEO

Thank you for your interest in this vacancy at Weldmar Hospicecare. Weldmar's vision is that all adults in Dorset who have a life limiting illness are able to access the palliative care services they need, when and where they need them. To achieve this, we need great people in our team, whether that is a nurse administering care to a patient, a maintenance engineer ensuring our buildings and equipment are in tip top condition, or a charity shop assistant providing excellent customer service.

As a local charity, Weldmar has evolved over the years, ever since the doors of our Inpatient Unit first opened in 1994. We are very proud that we continue to develop our services to meet the needs of the local community in Dorset. Most recently this has included developing groundbreaking new sessions for the wellbeing of patients and their loved ones, the introduction of our hospice at home service which continues to grow, and our 24 hour telephone advice line.

Although we are a local charity, we are in a strong financial position thanks to the ongoing support of the local community. We have also started investing in refurbishing our charity shops, which provide a solid source of income.

As you will discover within this pack, we are a professional, friendly, Values based organisation. Our four Core Values are to be Welcoming, Caring, and Adaptable, and have Integrity at all times. Staff members and volunteers alike have the opportunity to be heard, as we strongly believe that every person makes a difference. You will also discover the importance that we place on education and development for staff in all areas of the charity.

I wish you all the very best with your application.

Caroline

Contents

3 – About Weldmar Hospicecare

4 – Our Vision, Mission & Values

5 – Income generation

6 – Working at Weldmar: Pay & Employee Benefits

8 onwards – Job Description, Person Specification, How To Apply

About Weldmar Hospicecare

Weldmar Hospicecare is an independent local charity that cares for people living with a life limiting illness, such as cancer, heart disease, or motor neurone disease. We also support the loved ones of our patients. Our individually tailored care – where we focus on the person, not just their symptoms and illness – takes place in patients' own homes, in community hospitals and care homes, and at our Inpatient Unit in Dorchester.

Weldmar supports more than two thousand people across the north, south, and west of Dorset each year. All our care is provided free of charge. We help people live as good a life as possible when their illness cannot be cured.

Our team of staff includes specialist nurses, doctors, physiotherapists and occupational therapists, counsellors, chefs, maintenance engineers, complementary therapists, retail professionals, and experts in fundraising, marketing, finance, human resources and more. We are supported by a number of dedicated volunteers in many aspects of our work.

As an independent charity, we rely on donations, fundraising events and our charity shops to fund our work.

We have been providing our care for the people of Dorset since 1994.





Our Vision

All people in Dorset living with a life limiting illness being able to access the palliative care services they need, when and where they need them.

Our Mission



- To provide the highest quality care for patients living with a life limiting illness.
- To offer support to families and others affected by the patient's illness.
- To be an active and constructive partner in the health and social care community in Dorset.
- To provide our services free of charge.
- To provide excellent working conditions and development opportunities for our staff and volunteers.

Our Values



- We **care** for the people we support, who support us, each other and ourselves.
- We act with **integrity** by building relationships based on being honest and fair with open communication.
- We are warm and **welcoming** to everyone.
- We are **adaptable,** always seeking ways to improve and develop as a charity and as individuals.



Income generation

As a local charity, Weldmar Hospicecare is well supported by the communities that it serves across Dorset. Just 17% of our funding is provided by the NHS, and we must raise in excess of £27,500 every day to keep our services going.

Fundraising

We have a dedicated fundraising team that supports individuals who want to hold fundraising events, take on a challenge, or simply make a donation. One in three people that we care for is directly as a result of gifts left to Weldmar in wills, and we have our own Make A Will Month every October. We have the facility for supporters to write a free will.

We organise our own fundraising events throughout the year, including our Summer Fete, which is held at our Inpatient Unit, and an annual Overseas Challenge. Our community of supporters raise funds through their own sponsored events – everything from bake sales to quizzes to opening up their gardens – or by taking part in challenges such as the London Marathon.

We encourage people to support us on a regular basis by making an affordable donation, or by playing Your Hospice Lottery in support of Weldmar. There are also ways that people can remember a loved one with a gift, such as purchasing a leaf on our Memory Tree installation at our Inpatient Unit.

Retail

We have a chain of busy charity shops across the county, as well as larger outlets that sell furniture. We also sell pre-loved items on eBay, and our own range of greetings cards, Christmas cards, calendars and diaries on our own website and in our shops. We are currently rolling out a refurbishment programme for our retail sites, to create a more modern shopping environment for customers, staff, and volunteers.



Working at Weldmar:
Pay & Employee Benefits

There are lots of reasons to consider a career at Weldmar Hospicecare, and here we have outlined a number of the benefits for employees, and well as information about pay, your wellness, education and development opportunities, and more. You can see further details on these benefits and more at **weldmarhospicecare.org/benefits**

Salary

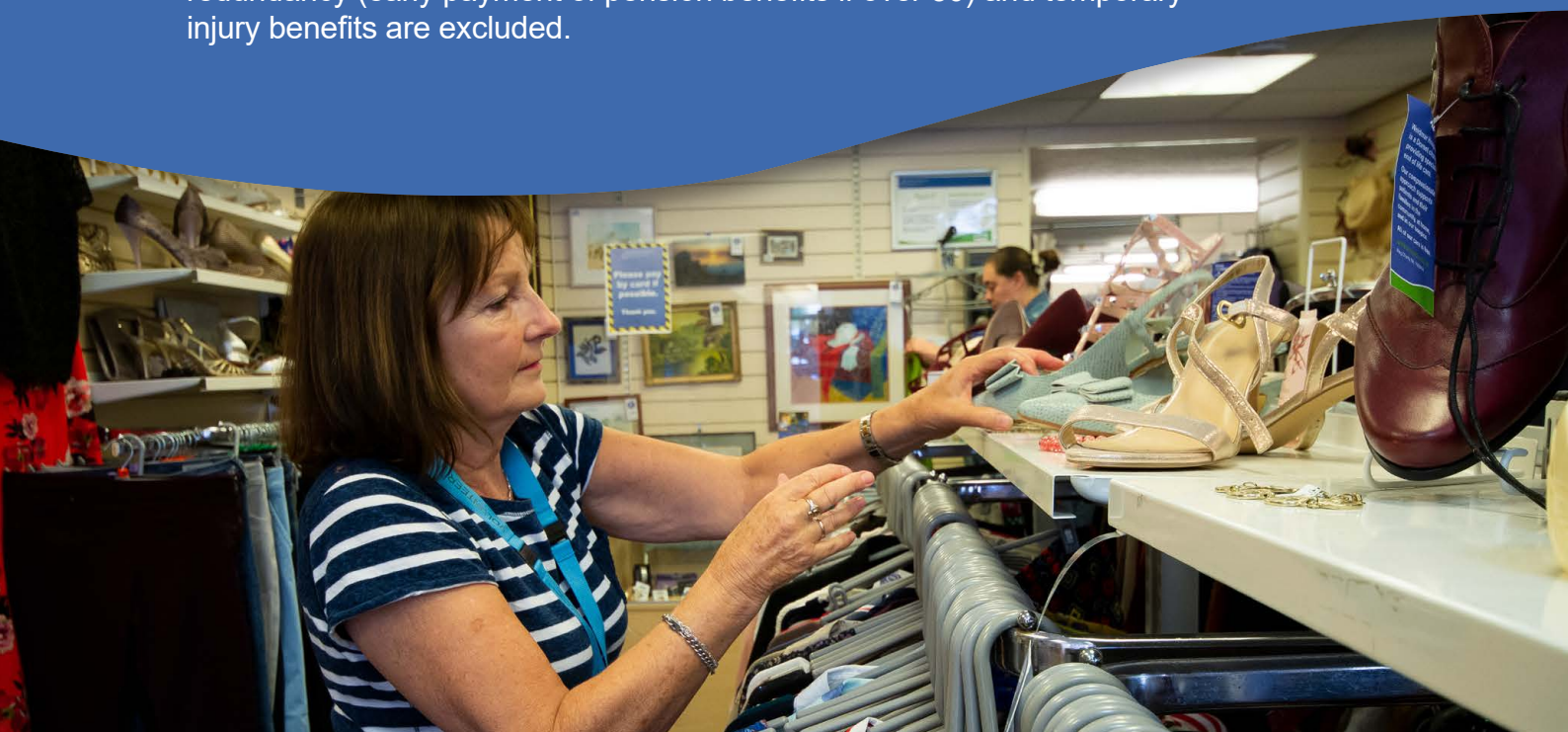
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is similar to arrangements in the NHS.

Weldmar is committed to providing consistency, fairness, and legal compliance within its pay practice. Job evaluation considers pay practice within the NHS, other comparable bodies and market rate when reviewing pay scales ensuring that we comply with equal pay for work of equal value legislation and the best principles of equity.

Pension

We want to help you save for the future. The Employer's Pension Scheme is available after three months' service. Employees who are eligible, will be automatically enrolled into the workplace pension scheme with Standard Life. Contributions are 5% employee and 4% employer. Employees also have the option of contributing a higher amount.

For Clinical employees transferring from the NHS who are members of that scheme, or have been members within the last twelve months, then the provisions of that scheme will apply. However, the provisions covering redundancy (early payment of pension benefits if over 50) and temporary injury benefits are excluded.



Working at Weldmar:
Pay & Employee Benefits *(continued)*

Annual Leave

Basic paid annual leave entitlement is 27 days plus bank holidays. Part time staff will receive a pro-rata entitlement for both annual leave and bank holidays.

On completion of 5 years' service the entitlement will increase by 2 working days (pro rata) and after 10 years by another 4 working days (pro rata). The annual leave year is from 1 April to 31 March. Continuity of Service from NHS and other hospices is recognised in respect of annual leave for clinical roles.

Education and Development

Weldmar Hospicecare is committed to creating a working environment where staff and their line managers work in partnership to ensure that staff are supported, and enabled to give their best. This begins with a good induction which includes training plans, online and face to face training as well as learning the job and meeting key colleagues and shadowing others.

Our Education and Development Team deliver programmes of training each year and work with employees and volunteers to develop a learning culture, with a particular emphasis on specialist knowledge.

Your Wellness

The wellbeing of our employees is very important to us and we have a variety of initiatives, activities and support services to promote Staff Wellness. A Wellness section of our Intranet has a lot of useful tips and information, and signposts employees to guidance to support their mental and physical wellbeing, such as our own Staff Counsellors and Mental Health First Aiders.

Further benefits include:

- Free parking at our Inpatient Unit in Dorchester, and Weldmar Offices in Poundbury
- Eligibility for the Charity Workers Discount initiative
- Financial incentives such as our Suggestion Scheme and Refer A Friend
- Flexible working arrangements where possible
- Cycle to work initiatives

Job Description

Job Title: People Advisor

Location
IPU/ Hybrid

Hours
37.5

Pay band
Weldmar Salary Scale

Salary
£31,313

Reports to
People Partner

Responsible for
N/A

Job Purpose

Work in collaboration with the People Services Team, to support the delivery of a professional and efficient People Services provision in line with legislation and Weldmar's strategic plans and operational priorities.

Understanding that our people are our most valuable resource and integral to the success of Weldmar's Strategy. You will be responsible for delivering a responsive, people-focused HR service that supports employees, volunteers and managers across Weldmar.
This role combines operational HR support with a strong focus on engagement, wellbeing, and positive workplace culture.
Build effective working relationships with the wider team and key stakeholders to promote best practice in people management. Providing guidance on people policies and procedures, as well as coaching and support, ensuring a consistent, fair, and inclusive experience for all.

Scope and Limits of Authority

Reporting to the People Partner, and in collaboration with the Volunteers Services Lead, you will support the People Services function in the coordination and delivery of a professional support and advisory service.

Provide first-line advice and guidance to managers, employees and volunteers on a wide range of people-related matters, including contractual terms, absence, performance, pay and benefits, conduct, engagement and culture development. Escalating to People Partners, Volunteer Services Lead or Director of People Services where appropriate.

Responsible for:
Super user of Weldmar's HRIS, payroll and benefits platforms
• Instructing the Payroll on all aspects relating to pay
• Administrator of NHS and Standard Life pension schemes
• Operational aspect of people management within own limits of authority

Job Description

Support & Advisory:

• Act as a first point of contact for people-related queries, ensuring a consistent and professional service.

-related queries.

• Ensure that pension schemes are administered in line with statutory requirements in line with legislation, ensuring data integrity of information in the HRIS and communicated to payroll

• Provide timely, accurate, and practical first line advice to managers, employees and volunteers on policies and procedures.

• Support case management including absence management, performance, conduct, and relationship concerns.

• Work with People Associates to ensure excellent management of all aspects of the employee and volunteer lifecycle, increasingly enabling this through technology as it develops.

• Ensure all advice aligns with current employment legislation, internal policies and best practice.

• Understand the employment market including supply, demand and trends in recruitment, employee benefits and any other approaches of interest to Weldmar

• Produce and track key People Services performance KPI's i.e. sickness absence, recruitment and retention, equal opportunities data to identify any trends and anomalies for analysis and strategic planning.

• Responsibility for employee records, data entry, data validation and retention on the HRIS, payroll and benefits platforms, electronic folders and paper files in line with General Data Protection Regulation (GDPR) and other legislation.

Engagement and Collaboration:

• Build effective working relationships across Weldmar at all levels.

• Proactively engage with managers, People Partners and Volunteer Services Lead.

• Promote a positive employee experience throughout proactive communication and support.

• Provide coaching, guidance and training to support people management capability.

• Supports effective talent management by partnering closely with People Partners and Volunteer Services Lead to coordinate development initiatives, monitor succession pipelines, and retain key talent across the business.

• Contribute to wellbeing, engagement and inclusion initiatives and action plans.

• Lead in identifying areas for service development.

• Influence and support employment branding initiatives, including front-end materials, website development.

• Work collaboratively with the wider People team and lead on delegated projects and continuous improvement initiatives, meeting agreed reporting timelines.

Person Specification

Qualifications and Knowledge

CIPD level 3 qualification, or equivalent experience
- Knowledge of HR practice, including pension and benefits
- Knowledge of UK employment law
- Knowledgeable and skilled in all aspects of the employee lifecycle
- Understanding of the value and contribution of volunteers
- Good working knowledge Microsoft Office applications, Applicant Tracking Systems (ATS) and HR Information Systems (HRIS)

Experience

- Proven experience in an HR advisory role
- Experience of administering pensions and benefits
- Experience of administration management
- Experience of collating and drafting information and report writing
- Experience of analysis, compiling and presenting statistical information
- Experience of managing own tasks using judgement when required
- Experience of working with volunteers (desirable)

Skills and Abilities

- Excellent interpersonal skills, including networking, influencing and persuasion
- Approachable and people focussed, with a passion for improving employee experience and engagement
- Ability to build positive relationships with others built on mutual trust and respect
- Highly organised, able to prioritise a demanding workload and conflicting deadlines, remaining efficient under pressure and flexible to unexpected demands
- An ability to concentrate throughout various interruptions and ensure high levels of accuracy and attention to detail
- Team player and ability to work supportively and collaboratively with colleagues
- Respect for professional boundaries and ability to maintain confidentiality at all times
- Able to identify suitable solutions to support specific needs of the service.

Other Requirements

- A Basic Disclosure and Barring Service (DBS) Check: which will disclose any unspent convictions or conditional cautions.
- Commitment to the values and ethos of Weldmar Hospicecare
- Act as an advocate and ambassador for the Charity
- Commitment to and understanding of equality and diversity and how this translates into good practice
- Understands and conforms to Weldmar Hospicecare infection prevention and health and safety policies and actively promotes best practice at all times.
- Commitment to own continued personal development
- Ability to travel which requires a full valid driving licence and business insurance (if applicable)

How to apply

Please complete the online application form, which can be found on the relevant job advert at **weldmarhospicecare.org/jobs.** You don't have to complete it in one go, you can save and come back to it later. Follow the instructions at the bottom of the form. A paper application form can be sent on request.

If you wish, an informal conversation with the line manager can be arranged, or even a visit. Please speak to a member of our People Services team if you would like to arrange this.

When applying for a role with us, we suggest that you:

- Research Weldmar Hospicecare beforehand. This will help you think more widely about the work we do, how the role you are applying for fits in, and what we look for in our people.
- Read the job description in this document to learn more about what the role involves.
- After reading the job description, carefully match your own qualifications, knowledge, experience, skills and abilities with those needed to fill the requirements of the role. Think of examples that you can use to demonstrate them.
- Think about why you are applying for the role, and want to work for Weldmar Hospicecare. Weldmar's core Values are Welcoming, Caring, Adaptable, and Integrity. Think about what they mean to you, and how you demonstrate them.
- Think about who will provide a reference for you. We need two – one must be from your current or most recent employer.

If you have any specific questions about the role, please contact the People Services Team.

You can contact us at **recruitment@weld-hospice.org.uk** or call **01305 269898** during office hours.



Weldmar Hospicecare

Thank you for your application.

Keep up to date with our latest news on social media

weldmarhospicecare.org

Registered Charity No. 1000414