

Pilgrims Hospices Job Description – Senior Human Resources Advisor

Main Purpose and Scope of the Job:

As a member of the HR function the Senior HR Advisor will support the Head of HR & Education in delivering a high quality, effective and efficient HR service.

Working in collaboration with key stakeholders, the post holder will lead on developing policies and procedures, and develop the skills and capacity of managers to empower them to manage people issues effectively and independently and in line with Pilgrims CODE.

This role will also be responsible for the operational oversight and development of our recruitment activities, adapting practice for the evolving marketplace.

DETAILS OF THE POSITION:

Reports to: Head of HR & Education

DUTIES AND KEY RESPONSIBILITIES:

Client Area

The Senior HR Advisor will be responsible for one or more internal “client groups”, for whom the advisor will act as the first point of contact and will provide dedicated, expert advice and oversight across the workforce. This will include:

- Attending key management meetings within their dedicated client area(s);
- Support activity within the client area to embed organisational initiatives and communications;
- Development of client area specific policy and process(es).

Employee Relations

The Senior HR advisor will provide specialist support across the whole spectrum of Employee Relations. This will include:

- Advising managers in relation to complex workforce matters and implementation of policy as well as supporting the informal management of employee relation cases;
- Coaching and guiding managers in order to resolve performance and employee relations issues quickly and effectively;
- Supporting managers with the resolution of formal Grievance, Disciplinary and / or Capability issues, including supporting investigations and decision-making panels;
- Supporting managers with the formal and informal management of sickness absence issues;
- Support and / or delivery of employees engagement initiatives, in consultation with managers, that will drive cultural change and lead to a more efficient and motivated workforce.

HR Business Partnering

The Senior HR Advisor acts as a Business Partner to their client groups, helping them to forward plan and make informed strategic decisions. These activities will include:

- To support the development, delivery and implementation of workforce related initiatives to make long-term improvements to the services Pilgrims Hospices delivers;
- To monitor recruitment and retention trends across internal client groups and take proactive action to ensure robust and effective management of the workforce;
- Coach and support senior management in the development of talent management strategy, identifying innovative and creative interventions that meet the cultural and social needs of the organisation;
- Develop HR related policies, ensuring HR practices reflect current legislation, best practice and supports the organisations objectives;
- Guide and coach managers when preparing for organisational change, advising on policies and procedures and providing administrative support as necessary;
- Participate as requested in projects or groups (such as working groups or specific project groups);
- Deliver training in HR practice across the organisation to develop the skills and knowledge for staff and their managers to fulfil their HR responsibilities effectively;
- To support the preparation and implementation of annual pay awards and other initiatives.

Volunteers

With guidance from the Volunteering Coordinator, the post holder will support managers to develop volunteering opportunities within their teams and ensure volunteers remain integrated within a single workforce.

Recruitment (*est. at 1 day per week*)

The post holder is responsible for oversight of Pilgrims Hospices recruitment needs and processes. Responsibilities include:

- Oversight of recruitment tools and processes used across the organisation to deliver an efficient and friendly recruitment service to potential employees;
- Delivering continuous improvement of recruitment systems and practices from advert to onboarding, enabling Pilgrims Hospices to reach the correct audiences and to effectively showcase our workplace;
- Supporting recruitment managers to deliver recruitment initiatives such as open-days, job fairs, targeted advertising etc.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

Date Revised: October 2025

Pilgrims Hospices Person Specification – Senior Human Resources Advisor

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA
EXPERIENCE	• Demonstrate a business-focused approach to HR in a similar-sized organisation. • Extensive experience in delivering bespoke advice and guidance to managers, advising on complex employee relations issues. • Experience of coaching managers and facilitating basic HR training sessions with staff. • Strong experience of different employee relations issues in the workplace, with ability to manage difficult conversations and processes. • Experience of using different techniques to successfully recruit to hard to fill roles. • Experience or knowledge of developing and delivering employee engagement initiatives, linked to staff engagement and staff survey.
SKILLS/ ABILITIES	• High level interpersonal skills displaying credibility, resilience and influence. • Ability to analyse and present information appropriately to both managers and staff. • Sound judgment and decision making. • Ability to communicate verbally and in writing clearly, professionally and persuasively. • Self-motivated and organised, with excellent prioritisation skills. • Excellent I.T. skills, including experience with Microsoft databases.
KNOWLEDGE	• Knowledge of basic UK employment legislation

Date Revised: **October 2025**