

Pendleside
Hospice

Care
Compassion
Support



Payroll and Human Resources Administrator Vacancy

Inspected and rated

Outstanding



CareQuality
Commission

21.02.2024



Employer of the Year - 2022

With a workforce comprising of over 140 staff and 450 volunteers, over 95% of the Pendleside team report enjoying the work they do, feel they can make a real difference, believe in the aims of the charity and are proud to work at Pendleside.

Payroll and Human Resources Administrator (Part-time at 22.5 hours per week)

Salary £16,645 per annum (FTE at 37.5 hours is £27,742)

Thank you for your interest in the post of Payroll and Human Resources Administrator at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Built by our community for our community, Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community, in which we serve. In the last financial year, it costs almost £5.5 million to run Pendleside Hospice of which over £4.3 million needs to be raised through voluntary donations.

If you have proven experience of working in payroll and/or HR administration, this is an excellent opportunity to join us, working as part of a dedicated team of doctors, nurses, allied health care professionals and supporting staff.

Our aim is to make living with dying better for patients and their families and as a member of the team you will be involved in helping our team to be there for people in their time of need.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills. There are opportunities to have a long term career with us.

Working in partnership with an experienced colleague, the working hours for the role are 22.50 per week with a fortnightly rota of six consecutive weekdays of 7.50 hours, running from Wednesday to Wednesday. This means that Wednesday is the 'handover' day with your colleague. The working day starts at 8.30am and ends at 4.30pm with 30 minutes available for a lunch break. Annual leave cover and, occasionally, sickness cover is also expected.

Please note that employees joining Pendleside Hospice from the NHS may continue with their NHS pension.

If you wish to know more, please email Michael Townend at michael.townend@pendleside.org.uk.

Thank you again.

Michael Townend
Finance and Business Manager

ABOUT US

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service and community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

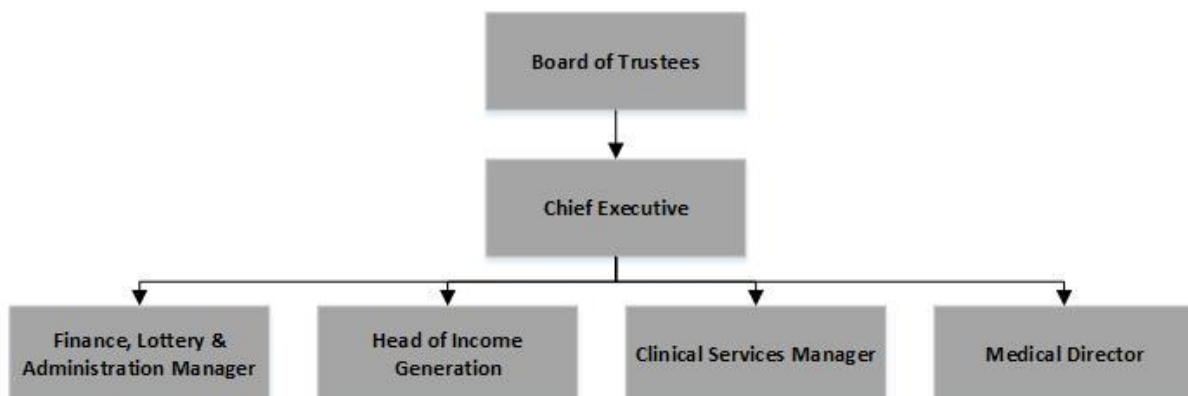
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has over 130 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 400 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 1,700 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering, Domestic, Maintenance, Finance, HR, IT, Administration, Fundraising and Retail teams.



JOB DESCRIPTION

JOB TITLE: Payroll and Human Resources Administrator

REPORTS TO: Finance & Business Manager

REPORTED TO BY: N/A

MAIN RESPONSIBILITIES:

- The administration and maintenance of up-to-date HR records for all staff – this includes the Hospice's eRostering and HR management system (Staff Care)
- The processing the monthly payroll information for all staff to meet deadlines
- The reporting of HR and payroll data and information to management
- The administration and submission of staff pension contributions
- The initiation and maintenance of personnel files for Hospice staff and volunteers
- To display confidentiality in all dealings with payroll and HR information.

CORE TASKS

- Preparation of the monthly payroll
- Timely and accurate submissions and returns to pension providers, HMRC and other HR-related third parties both monthly and at year-end
- Guardianship and maintenance of staff personnel files
- Processing and maintenance of staff training and appraisal records
- Provision of support towards the recruitment of staff including posting vacancy details on websites etc and arranging interviews
- Processing of offer letters etc for new staff
- Arranging and completing Disclosure & Barring Services (DBS) checks for new employees and volunteers
- Administration of the staff healthcare scheme
- Ordering, distribution and housekeeping of staff uniforms
- Liaison with our payroll software providers (currently Sage)
- Liaison with our pension providers and pension advisers
- Liaison with our employee occupational health providers including arranging staff immunisations, processing referrals and fitness to work queries
- Liaison with HMRC, when needed
- Provision of assistance to the Volunteer Coordinator in the administration of information and data of volunteers
- Checking that registered health care professionals are maintaining their correct registration status and recording this information
- Adherence to Hospice policies, procedures and standards
- Maintaining a high level of confidentiality and information governance
- Working alongside relevant trustees and management to ensure a professional, effective and efficient HR function and the Hospice, as a whole

Health, Safety and Security

- Adherence to health and safety policy and procedures within the Hospice

Governance

- Promotion of the core values of the Hospice – person-centred care, compassion, respect, autonomy, dignity, equity and trust
- Ensuring that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, general data protection regulation, health and safety
- Ensure the effective utilisation of the Hospice's computer based HR and payroll systems

Please note that this list is intended to convey the outline of the role and the responsibilities and tasks. It is important to be aware that the role may include other duties but these will always be relevant to the role.

JOB SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications			
A good level of general education with GCSE English and Maths pass levels		x	Application form
Competencies			
IT competent, particularly with Microsoft Word, Excel and Outlook	x		Application form; Certification; Interview
Competence with Sage Payroll/other HR data bases and payroll systems		x	
Experience, Skills, Knowledge and Abilities			
Previous HR administration experience		x	Application form; Interview
Previous payroll experience	x		
Computer literacy	x		
High level of information governance	x		
Personal attributes			
Able to work on your own initiative, without close supervision, but also within a small team	x		Interview; References
Confidentiality with a calm & professional manner	x		
Able to prioritise workload and be flexible	x		
Able to prioritise, be organised and be a good communicator	x		
Good social skills so as to be able to develop effective working relationships with colleagues	x		
Other relevant requirements			
Ability/willingness to be flexible in working hours	x		Application form; Employee health check; References
Good attendance record	x		
Provision of annual leave/sickness cover	x		

MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: The annual leave entitlement for a 22.5 hour a week post is 157.5 hours. This is 7 working weeks and is based on a full-time employee receiving 27 days plus 8 public holidays. Additional annual leave is awarded every 5 years – this would be pro rata based on 7.5 hours for a full-time employee

DBS: The appointment is subject to a disclosure and barring check

Healthcare Scheme: All staff are eligible to access the Benenden Healthcare Scheme (see www.benenden.co.uk)

Vaccination: No vaccinations are required for the role

Meals and drinks: All employees and volunteers at Pendleside Hospice can access subsidised meals, if working over a meal time, and drinks such as tea and coffee

Notice period: 1 month

Parking: All employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme, the Hospice will match contribute up to 5% of an employee's salary into the pension scheme.
Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick pay: If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months' service	Two months sick pay at half-pay
After 12 months' service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position, please complete and submit the on line application form either via the NHS Jobs website <https://www.jobs.nhs.uk/> or on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

The closing date is **Monday 6th May 2024** or sooner if sufficient applications are received.