



Treetops Hospice

Job Description

Director of People and Culture

Reporting to: The Chief Executive

Location: Based at Treetops Hospice with some travel across operational locations

Membership of: The Senior Leadership Team

Main Purpose:

To lead the Human Resource and Volunteer Services Team in developing and delivering an effective and efficient service. To be integral in creating and delivering the human resource and cultural elements within the Treetops Strategic Plan. This to include all services relating to the recruitment and management of volunteers. The duties and responsibilities listed below apply as equally to volunteers as paid staff (wherever practicable).

Duties and Responsibilities:

1. Provide effective leadership of the People and Culture Team (HR function) including volunteering. Ensuring staff members have regular 1:1 supervision, objectives and development opportunities.
2. To be an active and engaged member of the Senior Leadership team representing both departmental matters and those that concern the wider activities of the charity (such as finance, income generation, facilities).
3. To lead Treetops in the development and implementation of modern HR digital systems and processes, moving away from a paper-based system in a planned and sustained way.
4. To work within the annual budget, contribute to the annual budget cycle and manage the allocated human resource team budget.

5. To develop an HR Strategy that includes training, succession planning, equality, diversity and workforce development in line with the aspirations of service delivery.
6. To ensure Treetops operates within current employment legislation and best practice.
7. To lead on complex employment casework, investigations, mediation, consultations with unions, restructures and TUPE (if applicable).
8. Monitoring and developing all policies, procedures and risk management relating to human resource.
9. To lead in gathering HR data and reporting this to the Board as required. Benchmarking Treetops data with hospices and sector exemplars across the UK.
10. To ensure Treetops adheres to pension regulations, CQC human resource requirements, GDPR, and DBS checks and the demands of other relevant external regulators.
11. To ensure that Treetops has a work culture that aligns with our values by leading on workforce wellbeing, internal communications and E, D&I.

Outputs, Regulatory & Compliance Responsibilities

1. Influencing and delivering the human resource element of the strategic plan.
2. Active participation in Senior Leadership meetings and Board meetings (as required) which may fall outside of normal business hours.
3. Human Resource data collection including analysis on trends and themes linked to service improvement.
4. Treetops HR processes are fully compliant. This includes but is not limited to regulations and associated reporting for: pensions, GDPR, Care Quality Commission, Integrated Care Board, Fundraising Regulator, and Gambling Commission .
5. Partner with the Director of Clinical Services (as the Senior Safeguarding Lead) to ensure safer recruitment, timely DBS checks, mandatory training compliance, and robust incident management for staff and volunteers.
6. Ensure workforce elements meet CQC expectations (staffing, training, competence, supervision, record-keeping) and are evidenced for inspections and annual statements.

Person Specification – Director of People and Culture

	Qualification / skill / experience	Essential or Desirable	How tested
	CIPD level 7 (or L5 supported by significant experience	D L7 / E L5	Application and interview
	Coaching qualification	D	Application and interview
	Senior leadership of a multi-disciplinary people function, including volunteering or large volunteer cohort	E	Application and interview
	Designing and delivering a multi-year people strategy	E	Application and interview
	Compassionate leadership style	E	Interview
	Presenting to Board/Committees and related preparation of papers	D	Interview
	Healthcare/charity/hospice experience; understanding of CQC and safer recruitment requirements	D	Interview
	Strategic thinking with strong data literacy (able to build KPI dashboards and derive insight).	D	Interview
	Commitment to inclusion, equity and diversity with measurable outcomes delivered	E	Interview
	Working knowledge of Sage HR	D	Interview