

HR & Volunteer Manager

Job Pack



WESSEX
CANCER TRUST



40 Years of Cancer Care

Wessex Cancer Trust is a registered charity and a company limited by guarantee, registered in England and Wales. Charity Registration No. 1110216. Company No. 5416311

About us



At Wessex Cancer Trust we believe that there should be help and support available to everyone living with cancer, when and where they need it.

Every year around 23,000 people are diagnosed with cancer in the Wessex region. A diagnosis can be a shock and have a huge impact on an entire family; Wessex Cancer Trust is here to provide emotional and wellbeing support to help people with cancer, and their loved ones, come to terms with their illness in their own way. We help and support people of all ages, genders and types of cancer. Our dedicated team is committed to offering free support for as long as people need it, away from a hospital environment.

During Covid we have been providing many of our services remotely or by appointment, but in normal times, the volunteer Befrienders meet clients at our four drop-in cancer Support Centres, where they provide information, support and a listening ear. New clients have the opportunity to meet with our Wellbeing Co-ordinator to agree a personal treatment plan which aims to help deal with the emotional impact of cancer, improve well-being, help with pain management and increase self-confidence. This could include appointments with one of our team of specialist counsellors and therapists. We also provide health and wellbeing information, exercise programmes and courses to help clients live well with, and beyond, cancer.

Our Vision and Mission

Our Vision

Wessex Cancer Trust's ambition is a future where everyone affected by cancer receives person centred care that empowers them to live well with and beyond cancer.

Our Mission

Through supportive care and information, we seek to improve the emotional and physical well-being of people affected by cancer, within their locality.

A letter from our CEO



Dear Applicant

Thank you for your interest in Wessex Cancer Trust.

It's an exciting time to join our charity as we embark on our new 3-year strategy, with the aim of supporting more people across the Wessex region.

Over the past two years we have seen plenty of change: our services have had to dramatically adapt to the challenges caused by Covid, and it's been necessary to implement a cost saving programme and review our income generation model to build our resilience. At the same time, we have had several new team members who've joined the charity – including me, I joined in July 2020.

The strategies we've implemented in 2021 have enabled us to rebuild our financial stability and develop a greater understanding of the changing needs of local people affected by cancer. Over the next 3 years, we will therefore be investing more money in service delivery, to reach communities within our region that are not currently accessing our services.

Our 40-odd staff and 200+ volunteers are the backbone of the charity and until now, HR matters and volunteers have been managed within individual departments. This new role of HR & Volunteer Manager is being established to build more consistency and professionalism into our approach to People matters. The postholder will develop and implement a People strategy that will enable us to continue to build a strong and happy workforce. You will be an experienced HR professional, ideally with some knowledge of volunteer management. Most importantly, you'll have a passion for supporting individuals to be their best, and the drive and initiative to help us continue to build a strongly people-focused organisation.

This is a fantastic opportunity for a highly motivated individual to make a real impact at Wessex Cancer Trust, helping us to reach more people affected by cancer in the Wessex region.

Wessex offers a supportive work environment, in addition to a range of benefits which include:

- A competitive salary and annual leave entitlement
- Flexible hybrid working
- Contributory pension scheme
- Life assurance scheme
- Employee counselling helpline
- Cycle to work scheme
- Free parking at head office
- Mental health first aiders
- A personal development programme

We look forward to receiving your application.

Warm regards

Rachel Hillsberry-Grass



Job Description



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Job Title:	HR & Volunteer Manager
Reporting to:	Head of Finance and Resources
Based at:	Hybrid working is possible and given the nature of the role, it is expected that the post holder will spend at least 50% of their time in Head Office at 91-95 Winchester Road, Chandler's Ford. Some travel across Hampshire, the IOW and Dorset visiting our centres and shops will be necessary.
Job Purpose:	To be responsible for all HR and Volunteer management across Wessex Cancer Trust and its subsidiary WCT (Wessex) Ltd.
Working Hours:	Full time – 37.5 hours per week
Salary Band:	£26,000 – £30,000 depending on experience

Principal Responsibilities

- To develop and implement a People strategy across the organisation, which will help us continue to build a strong and happy workforce of paid staff and volunteers.
- To be involved in all staff recruitment, supporting colleagues to develop job descriptions/job packs; advising on, and arranging, job adverts; organising and participating in interviews; communication with candidates.
- Working with the Office Manager and Office Assistant, be responsible for keeping HR files up to date and secure; and manage our Breathe HR online HR package.
- With the support of the Office Assistant, be responsible for all administration around staff recruitment and exits.
- Conduct exit interviews with departing staff, where necessary, taking appropriate actions.
- To regularly review, update, promote and ensure compliance with relevant HR policies and procedures.
- Manage internal communications, producing and distributing a regular newsletter for all staff.
- Take the lead on organising all-staff get togethers with a committee of colleagues.
- Manage the staff and volunteer training budget, working with colleagues across the organisation to ensure equal access to training opportunities, and that the budget is used effectively.
- Be available for advice and support to colleagues on HR issues.
- Oversee the annual appraisal process, ensuring all staff are appraised and have clear objectives.
- Make recommendations on annual pay awards.
- Manage, oversee and keep under review the staff benefits package to ensure it remains competitive and relevant to staff.
- Develop and implement a volunteer programme which ensures we have a clear recruitment, training and retention programme for volunteers, including communications, get togethers etc. Support colleagues where needed with volunteer issues.
- Champion our equality, diversity and inclusion policy and ensure it is applied across all People areas.



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General Duties

- Liaise with colleagues internally to manage their needs and expectations.
- Be a respected ambassador of the Trust's brand, values, mission and aims.
- Abide by all requirements of the Trust's Health and Safety policy.
- Undertake any other duties commensurate with the grade and nature of this post, as requested by the Head of Finance and Resources.

Essential Skills/Experience/Attributes

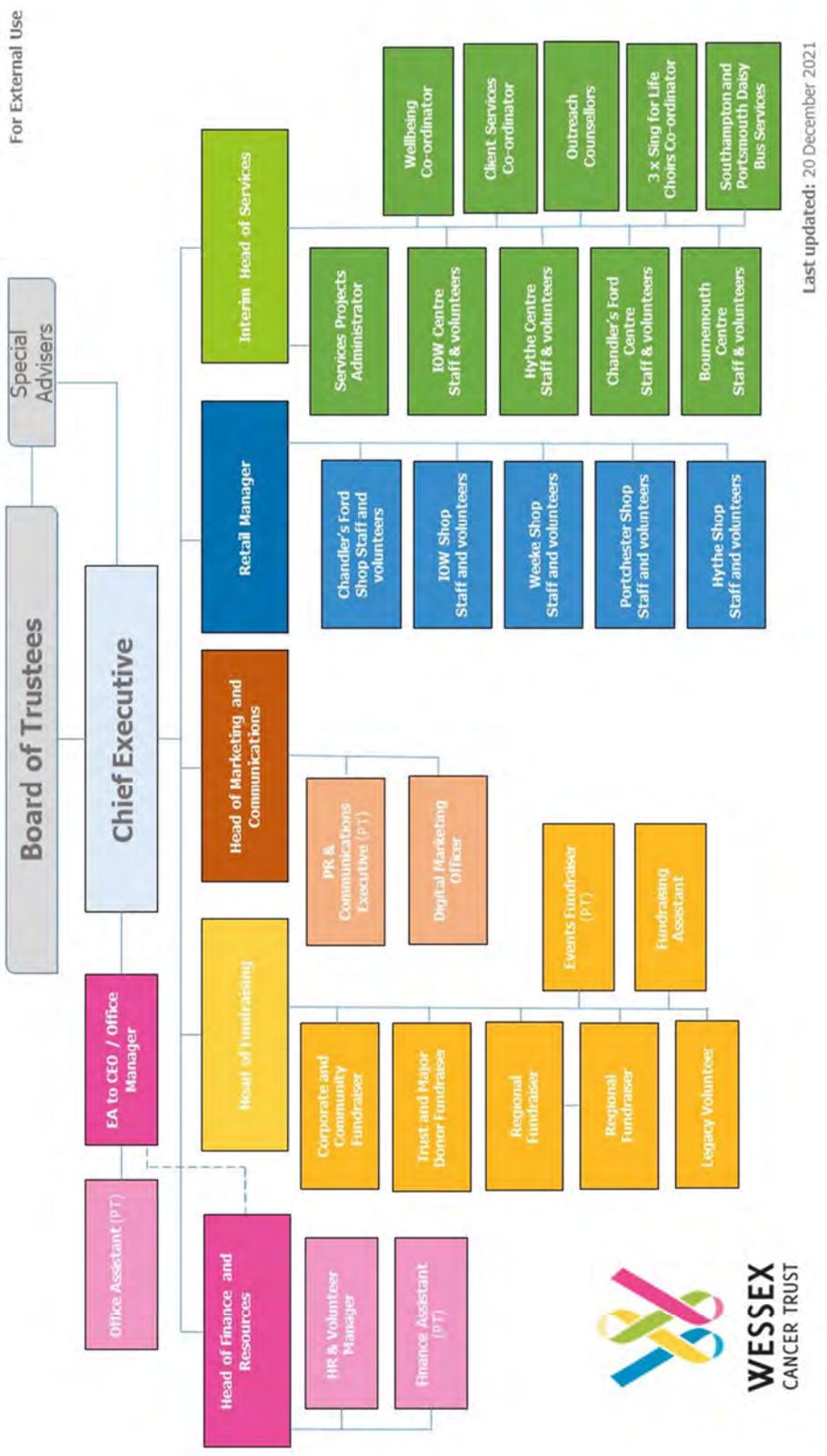
- HR professional with experience working in an organisation of at least 30 staff.
- CIPD qualified to level 5 or above.
- IT literate including with Microsoft packages.
- Strong written and verbal communicator; experience of writing compelling job descriptions and adverts.
- Confident, diplomatic and assertive communication skills.
- Good time management with the ability to prioritise work, manage multiple priorities and meet deadlines.
- Knowledge and understanding of HR within a voluntary sector setting.
- Appreciation and understanding of the needs of volunteers, and in particular the differences and similarities between paid staff and volunteers.
- Astute and pragmatic, with the ability to get great value out of limited budgets.
- Conscientious and pro-active problem-solver.
- Excellent project management skills with ability to set clearly defined objectives, monitoring and evaluating progress, taking remedial action as necessary.
- Approachable style, with a 'customer-focused' attitude.
- Strong attention to detail.
- A flexible approach with the ability to adapt and change as needed by a medium sized charity operating in an uncertain environment.

Desired Skills

- Experience of working in an HR role in the charity sector preferred.
- Knowledge of Microsoft 365.
- Knowledge and experience with Breathe HR or similar digital HR platform.

Additional information

All of our sites are adhering to Covid guidelines. To keep our clients, volunteers, colleagues and customers safer, it is expected that the post holder will be vaccinated against Covid unless there are extenuating reasons.



How to apply



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Please send your CV and a statement of no more than 2 pages outlining your suitability for the role to jobs@wessexcancer.org.uk by 9am on Friday 21 January 2022.

To speak to Rachel Billsberry-Grass, CEO, for an informal chat about the role before applying, please contact sarah.beaman@wessexcancer.org.uk





**SUPPORTING LOCAL PEOPLE
THROUGH CANCER**

www.wessexcancer.org.uk

023 8067 2200

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