People Compliance Manager

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| Job title: | People Compliance Manager |
| Department: | People Services Team (PST) |
| Location: | Remote/home based with some occasional travel and possible overnight stays to Vita Health Group centres. |
| Hours: | 22.5 hours per week |
| Reporting to: | Head of People Services Team |
| Direct reports: | Practitioners, Administrator & Facilitator |
| Accountable to: | Head of People Services Team |
| Responsible to: | Head of People Services Team |
| Job purpose: | To undertake internal People Services and HR investigations of varying complexity in line with Company policies, procedures and best practice. In conjunction with the Head of Service and supported by the wider team, you will be carrying out both formal and informal pieces of work. This includes formal investigations compliant with relevant legislation, as well as informal resolutions and engagement pieces. The role sits within the Senior Leadership Team for People Services Team and is accountable to the Head of Service, often deputising in their absence. The role requires a very flexible working approach. You will also be expected to engage with and support the operational team. |
| Role and Responsibilities: | * Manage the investigation process end to end, including report writing and attending hearings where required. * Ensure all investigations are conducted promptly, fairly and thoroughly. * Generate professional, well-drafted investigation records, plans and reports. * Analyse and assess information, applying a high level of attention to detail and an awareness of the relevant legal frameworks. * Independently manage assigned casework. * Develop and maintain effective working relationships with internal and external stakeholders by providing consistent and quality customer service. * Manage large quantities of sensitive information in accordance with data protection legislation and the Company data management policies and procedures. * Effectively assess witness credibility. * Analyse information collected and reach timely, unbiased conclusions. * Maintain confidentiality and sensitivity to all issues. * Work closely with both the People Services and Freedom to Speak Up teams. * Carryout engagement work to support colleagues and help prevent formal processes. * Policy development. * Stakeholder engagement to facilitate policy and procedure improvement. * Evaluate participant experience of investigations process. * Carry out compliance audits in services and teams. * Champion VHG values and policy and procedure adherence. * Any other reasonable request.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination and prejudice if possible to do so, and raise with your manager and EDI team. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice. * Be prepared to speak up for others if you witness bias, discrimination or prejudice. |
| Clinical Governance: | N/A |
| Training and supervision: | Ongoing |
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Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * CIPD qualified or equivalent experience * Evidence of continued professional development relating to HR, Disability Inclusion or similar roles * GCSE English & Maths (or equivalent) | * A background in a clinical setting with a professional registration such as HCPC, NMC or similar |
| **Experience** | * Proven experience of managing full investigation caseloads end-to-end, including background research, investigation interviews, report compilation and case presentation * Experience in a HR operations or equivalent role for 1 year or more at a senior level * Proven experience of managing full investigation caseloads end-to-end, including background research, investigation interviews, report compilation and case presentation * Policy writing and development experience * Experience of partnering with HR colleagues, Governance and Operations to ensure investigations are carried out promptly, thoroughly, and fairly. * Experience of being able to plan, schedule and conduct effective interviews of complainants, subjects, and witnesses. * Experience of gathering and reviewing relevant evidence and records related to the investigation matter(s). * Experience utilising MS Office applications effectively specifically Word, Outlook and Excel (intermediate level) * Evidence of values that are consistent with Vita Health Groups * A track record of respectful, open and honest behaviour including a demonstrable commitment to inclusion and diversity | * Experience working within a healthcare setting * An ability to engage with complex subject matters |
| **Skills/knowledge** | * Demonstrable ability to engage and develop working alliances with colleagues and service users * Strong interpersonal skills and the ability to interact and communicate effectively with employees, witnesses, members of management and others during the investigation * Evidencable ability to work under pressure and within time constraints * Strong analytical and problem-solving skills * Ability to multitask and prioritise workload effectively | * An awareness of how to create and implement strategic plans |
| **Specialist training** | * Human Resources | * Human rights or EDI |
| **Personal competencies and qualities** | * Ability to work under pressure and to deadlines. * Excellent time management skills * Self-motivated, detail-orientated, and highly organised. | * An understanding of health inequalities |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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