

People and Culture Officer

Candidate Information Pack

October 2025

People and Culture Officer

As the People and Culture Officer, you play a vital and supportive role within the People and Culture team. You will take the lead on administrative responsibilities and ensure the smooth day-to-day running of our people processes. Working closely with the People and Culture Manager, you will help deliver excellent customer service to colleagues and external contacts, and ensure that every new starter receives a warm and professional welcome to the charity.

In this role, you'll be the first point of contact for candidates and new colleagues, coordinating recruitment administration and leading the onboarding and induction process across the organisation. You'll respond to HR queries, escalating to the People and Culture Manager when appropriate, and support employment lifecycle activities alongside them. You'll also be responsible for maintaining accurate colleague records and keeping the HR database up to date.

In essence you'll be supporting the smooth running of the People and Culture team and contributing to operational decisions, projects and activities.

Reporting to	People and Culture Manager
Line Manager to	N/A
Salary	£32,500 per annum
Contract	Permanent, Full time
Based at	<p>The post holder will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. This role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. Our office is a short walk from King's Cross station in London.</p> <p>For this role, we are looking for someone to come into the office at least one day a week. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time.</p>
Closing date for CV & supporting statement	9am on Monday 13 October 2025
Interview date/s	Thursday 16 October 2025. Interviews will be online over MS Teams
Contact for Questions	About the role and process: recruitment@hospiceuk.org

You can read lots more about what it's like to work at Hospice UK on our website in the [About Us section](#) and on [YouTube channel](#) and [X \(Twitter\)](#).

What you'll be a part of at Hospice UK

Hospice UK fights for hospice care for all who need it, for now and forever. Our mission is to promote and protect hospice care for all who need it, for now and forever.

As the national champion for hospices, we fight to make sure hospice care is there for everyone, from every background. We fight to make sure hospices are able to deliver the best, most personalised care. We fight to make sure hospices can thrive – today and into the future.

We represent the community of more than 200 hospices across the UK. They do everything they can for children and adults living with long-term illness or approaching the end of their lives. So, we do everything we can to support hospices' incredible, invaluable work.

"As well as the open door policy I have with my line manager, Hospice UK also gives the opportunity for your voice to be heard."

Millie, Office Manager

Our [ambitious new five-year strategy for 2024-2029](#) is the blueprint for how we can achieve the transformation that is needed and sets out the following three strategic priorities:

- **To improve equity of access:** we will work so people get the end of life care they need, and support hospices to reach those we know are missing out.
- **To enhance quality care:** we will support hospices to deliver individualised quality care amid rapidly changing demands.

- **To achieve sustainability:** we will fight for hospice services, making sure they are well-funded, governed and well-staffed long into the future.

We will only achieve these as a community, by being an outstanding organisation, and a great fundraising organisation.

Our values

We value working in collaboration and with compassion, we are inclusive, innovative and knowledgeable.

About the team



Your Team

The People and Culture team is a small, experienced, and collaborative team, made up of the Head of People and Culture, People and Culture Manager and the People and Culture Officer.

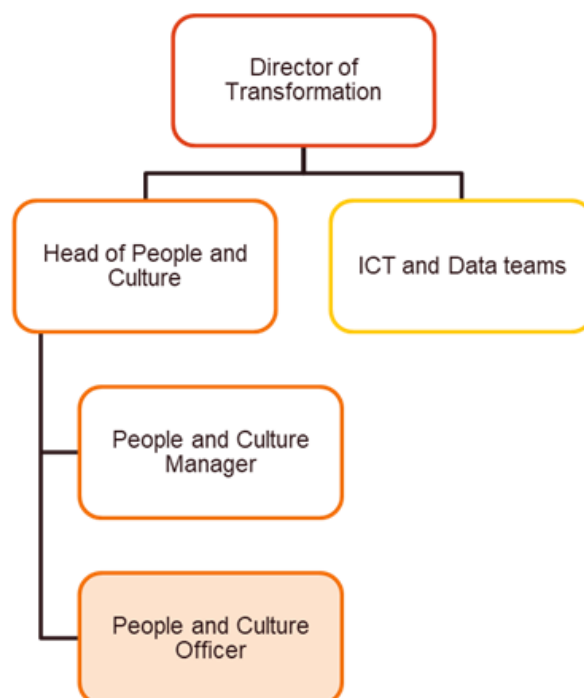
We look after the people at Hospice UK from ensuring that new colleagues have everything they need (including managing the induction programme and creation of this document!), to working with managers to find new colleagues and develop the teams they have. Alongside this we make sure that we focus on wellbeing of all the people and are always here when anyone needs to know how to find support.

We manage and administer the full HR lifecycle and L&D activities, policies, and processes. We're effective and always keen to improve how we work, as well as improving our offer to support colleagues to be at their best.

We're trusted advisors to all levels of line managers, and we support all colleagues by championing our wellbeing offer and celebrating diversity.

"I've been at Hospice UK for 3 years and I love working here. It's an incredible organisation to work for, that truly looks after the wellbeing of the whole team. Our approach to flexible working is brilliant, giving people the autonomy to make the decision on what mix of working from home and the office works best for them. I'd definitely recommend working here and look forward to welcoming you to the team."

Paul, Corporate Development Manager (Compassionate Employers)



Your manager

Your manager will be Roneeta Patel, Hospice UK's People and Culture Manager. Roneeta has been with Hospice UK since December 2005, beginning her HR career with the organisation. Over the years, Roneeta has developed experience across all aspects of HR, supporting colleagues and managers throughout the employee lifecycle. With a strong commitment to fostering a positive, inclusive workplace and championing wellbeing, Roneeta plays a key role in shaping Hospice UK's supportive and compassionate culture.

Here is Roneeta's LinkedIn profile: [Roneeta Patel | LinkedIn](#)

Other teams

No team is an island and none of us are as effective without each other's support. To find out more about the other teams at Hospice UK and get an idea about the size of the organisation, please see the appendix at the end of this document.

Your Key Relationships

At times you'll work with all colleagues across Hospice UK as we all have specialisms to share with one another, but the most important working relationships outside your immediate team will be:

New starters

You'll work closely with all new starters ensuring every colleague receives a warm and professional welcome to the charity. You will coordinate induction plans and guide new employees through their onboarding journey, helping them feel supported and connected from day one.

Hiring and People managers

You'll work closely with hiring managers across the organisation, partnering throughout the recruitment process, from advertising roles and scheduling interviews to supporting induction and probation reviews. You will ensure managers have the tools and guidance needed to help build and develop effective teams.

IT colleagues

You'll work closely with IT colleagues to ensure new starters have access to the systems and technology they need from day one. You'll collaborate to resolve any technical issues affecting HR processes, maintain accurate records in digital systems, and support the smooth rollout of digital tools and training across the organisation.

Support all colleagues by championing wellbeing, facilitating learning and development opportunities, and providing timely HR advice. Responding to queries with professionalism and care, and help foster a positive, inclusive working environment for everyone at the charity.

"Working at Hospice UK has given me the best work life balance of my 30 year career. Everyone is so welcoming and friendly and are always willing to help whenever asked."

Stu, IT Infrastructure Manager

About the job



Job Description

The People and Culture Officer role will evolve over time as we refresh our People and Culture plan to align with the recently refreshed Hospice UK strategy.

Key tasks and responsibilities

Recruitment, on-boarding and induction

Together with the People and Culture Manager, lead on the administrative processes for recruitment, including:

- Advertise roles, preparing shortlisting packs, scheduling interviews and supporting on the day,
- Carry out 'eligibility of right to work in the UK' checks and providing excellent customer service to candidates and those involved in the recruitment process
- Carry out reference checks, prepare and issue offer letters and contracts and produce accurate records of this activity.
- Work with managers to prepare tailored induction plans for new starters at Hospice UK.
- Support the development of the induction process by ensuring the rolling, quarterly charity inductions are scheduled with SLT and 'Heads of' and all new starters.

Employee lifecycle processes and administration

- Provide administrative support and follow standard procedure on all employment life cycle processes
- Support line managers and employees with advice or guidance on appropriate matters as directed.
- Monitor probation periods, and work with managers to ensure review meetings take place at the correct times and that completed paperwork is received and recorded.
- Support with the monthly payroll preparation.
- Support the preparation of regular reports and data sheets for the Head of People and Culture and Manager. Produce probation administration and completion letters as required.
- Produce leaver letters and update the HR system and payroll as needed.
- Assist with the collation of exit interview data

- Coordinate the administration of colleague benefits; pension, annual leave, health benefits, etc.

Learning and Development

- Maintain accurate L&D records on the HR system
- Assist with the organisation and running of training workshops (internal and external)
- Organise in-person and online L&D events including the in-person colleague connection days
- Coordinate and promote learning opportunities
- Manage mandatory training online portal

HR system and records

- Maintain accurate HR records and employee files in line with data protection.
- Add new starters, changes in employment, update reporting structure, process leavers, etc. on the HR system.
- Ensure that all entries on the HR system are updated with any team or organisational changes, copies of correspondence, etc.
- Run reports from the HR system as requested (for example sickness absence or holiday reports).

HR Advice/customer service

- Treat all HR information with integrity and confidentiality at all times.
- Respond to queries from our people or candidates on a range of matters in an accurate and timely manner and escalate any concerns .
- Support the HR team in arranging and facilitating training sessions.
- Support wellbeing and engagement activities
- Being an active member of the Wellbeing Ambassadors group by promoting/raising awareness of various wellbeing campaigns and initiatives and supporting and signposting colleagues as appropriate.

Team duties

- Support the team to draft messages and share content with colleagues via Microsoft Teams e.g. to publicise vacancies, training courses, colleague benefits, and wellbeing initiatives
- Support the People and Culture Manager on the Compassionate Employers accreditation.
- Support continuous updating of HR policies and procedures
- Take notes at meetings (e.g. Colleague Forum and any formal meetings)
- Support the team in administrative tasks as and when required

Other

- Maintain professional skills and knowledge including industry developments and legislation. Participate in appropriate training and development activities.

Person specification

Our ideal People and Culture Officer will have the following knowledge, skills, experience, and qualities. We all have different experiences, so we don't expect all candidates to meet every requirement. If you have a few gaps and a plan on how you would address these, we would love to hear from you.

Application criteria below:

Essential	Desirable
Experience of working in an administrative role and experience of working on a number of HR administrative tasks simultaneously and delivering to deadlines would be desirable	Confident verbal communicator with the ability to explain things in a clear, professional and friendly manner.
CIPD qualified at level 3 or working towards the qualification	Experience of working with confidential employee information and an ability to explain the reasons for maintaining confidentiality and data security
Demonstrable experience of providing excellent customer service	Experience or interest in learning and development
Knowledge and experience of the recruitment and onboarding cycle	Experience of advising managers on a range of HR policy and procedural matters
Demonstrable understanding of the importance of accurate record keeping	

Excellent interpersonal and listening skills and can illustrate the importance of working effectively with others	
Good time-management skills with the ability to prioritise conflicting demands	
Good organisational skills and a methodical approach to work	
Strong attention to detail and accuracy	
Proficient in the use of IT tools such as Microsoft Office 365 (Teams, Outlook, Word, Excel, PowerPoint)	
Good written English with the ability to draft or adapt standard letters.	
Can give examples of handling tricky situations with tact, diplomacy and confidentiality	
Able to work in line with our values: collaboration, compassion, inclusive, innovative and knowledgeable	

"I've been at Hospice UK for 5 years and I love working here. It's a fantastic organisation to work for. The flexible working policy has been great to balance home commitments with work. I'm now in my third role here so have really appreciated the development opportunities. I'd definitely recommend working here"

Candice Lewis, Senior Programme Manager

Terms & Conditions



Contract	Permanent
Salary	£32,500 per annum
Probation period	Six months
Notice period	One month
Work Pattern	35 hours per week. We are passionate believers in working in a hybrid manner that suits you. See the appendix at the end of this document for more details.
Pension	You will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.
Life Assurance	Is provided upon start date at three times salary, subject to acceptance by our insurers
Simplyhealth Scheme	A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. All employees will be covered under level three of the scheme.
Cycle to work scheme	Loaning of a cycle via a salary sacrifice scheme.
Season ticket loan	An interest free loan is available after the completion of probation.
Holiday	25 days in the first year, increasing to 27.5 days in the second year of service and 30 days in the third. The leave year runs from 1 January to 31 December.
Location	You will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. The Hospice UK Hybrid Working Arrangement is available from the start of your employment. For this role, we are looking for someone to come into the office at least one day a week. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time. We encourage all colleagues to visit member hospices to help inform our work and you may be able to work from there.

About Hospice UK



Hybrid working at Hospice UK

At Hospice UK we have been hybrid working for a long time and believe that it's important to let individuals work in a way that makes sense for them. Everyone is different and we have colleagues who love being in the office with everything that brings as well as having whole teams based in all corners of the country.

We recognise that you are an individual and you have a way of working that is best for you. We'll always do our best to accommodate that.

We believe:

It's based on trust. We trust you to choose the best times and places to match the work you do, your personal preferences and to balance this with your own needs and the needs of your team.

- Work is an activity and not a destination. Work is not simply desks in an office that people are required to be at from 9 to 5, a few days a week.
- Community, collaboration and connection are part of who we are at Hospice UK, and we know they are important for your wellbeing. We will continue to provide safe office spaces for you to collaborate and connect with each other.
- Hospice UK recognises that physical presence does not equal great performance. Your performance will be evaluated on the impact you have and the outcomes you deliver, not solely on being at the office all the time.
- We know that there might be times when, even if you'll generally be working remotely, that you feel that being on site is crucial, such as when you first start working at Hospice UK or have started a new role.
- Hybrid working is open to everyone who has a suitable role regardless of how long they have worked for Hospice UK.

Working hours and keeping in touch

We want to empower you to flex the times you work so you can balance your home life around the needs of your role. We trust you to manage your own time and make sure you do the hours you are contracted to do. However, there are some important things we would like you to be aware of:

- We may ask you (with enough notice) to be available at certain times to meet the needs of the charity, and to physically be in the office to collaborate or attend training.

- If you choose to work early or late, perhaps during unsociable hours, please be courteous and respectful to your colleagues. We don't normally expect our people to respond to emails or calls during unsociable hours, nor should you.

Hybrid working should not be used as a way of carrying on working when you are sick, often called 'presenteeism.' If you are ill, then you need to take time off.

We're proud to be a Gold Standard Compassionate Employer

This means we go beyond policy to truly support our people through life's toughest moments, like bereavement, caring responsibilities, and serious illness. We offer enhanced leave, trained managers, peer support, and access to wellbeing resources. Compassion is embedded in how we work, lead, and care for each other, every day.

About our teams

Every single person at Hospice UK is a vital part of making our amazing organisation function. None of us can do it alone.

As time goes on, you'll find out more about what colleagues in other departments do, but for now, here's an overview of the individual teams and how, with you, they help Hospice UK change the world.

External Affairs

This new team brings together our communications and campaigns work, our policy, advocacy and influencing work, and our membership engagement function.

Our job as a department is to be the bold national voice of the hospice sector, representing its interests, campaigning and lobbying on its behalf, and improving public understanding of what hospices do and just how important they are.

We're here to make sure as many people as possible, from all walks of life, can access high quality end of life care – no matter who they are, where they are, or why they are ill.

Working closely with our 200+ hospice members, we have a strong track record of winning campaigns on their behalf, most notably in recent years by securing close to £400m in emergency support for the hospice sector during the Covid-19 pandemic.

Our focus now is ensuring that hospices can meet ever increasing demand for their services, with well-funded and well-staffed hospices across the UK.

Programmes

This new team brings together the projects and networks we deliver with and on behalf of our 200+ members, and our health, charity and academic partners. Our projects aim to increase the reach of hospice care to underserved communities. Our networks bring together colleagues and experts in many different roles to share and learn from each other.

We run conferences and masterclasses, including our flagship annual national conference. And we work with hospice leaders to tackle together some of the key issues impacting funding, workforce and service delivery across the four nations of the UK.

Our work is often overseen by clinicians and underpinned by the national evidence we analyse and the data we collect from hospices.

Income Generation and Grants

The Income Generation team raises money for Hospice UK through events, major donors, trusts, individual giving, legacies and corporate partnerships.

The Grants team secures funding from grant-making organisations and then distributes it to hospices via managed grants programmes.

The department is made up of five teams:

- Events and Supporter Engagement
- Major Giving
- Corporate Development
- Compassionate Employers
- Grants.

These teams all work alongside one another to maximise income for Hospice UK and support for local hospices through a variety of activities, campaigns and partnerships.

Our aim is to create sustainable, diverse income streams to enable Hospice UK and local hospices to continue to develop and thrive.

Operations

Operations enable Hospice UK to be an outstanding organisation, supporting and enabling the whole charity to achieve its objectives by providing resources and modern ways of working. We ensure that the best and most skilled staff can contribute to us being a great membership body. Hospice UK needs to be a super place to work to attract diverse talent and we are determined to foster a positive culture and employee experience.

The operations team is made up of our internal support teams:

- **People and Culture** work to look after the people at Hospice UK from ensuring that new colleagues have everything they need (including managing the induction programme and creation of this document) working with managers to find new colleagues and develop the teams they have. Alongside this they make sure that we focus on wellbeing of all the staff at Hospice UK and are always here when anyone needs to know how to find support.
- **ICT, Digital and Data** supports Hospice UK's vision, mission and strategic priorities by providing technology that helps us all to work efficiently and effectively. They also collaborate with teams across Hospice UK to improve the services that we provide to the hospice sector, members of the public and others.
- **Finance** manages all the income and outgoings for the organisation, ensuring that we use the funds we receive from our supporters in a way that will give the most benefit.
- **Facilities** lead on ensuring that our office and wider means of working are running smoothly and allowing all our colleagues to have a welcoming, functional and enjoyable place to visit.
- **Regulatory and Contracts Manager** - not an employee but works closely with the operations team, and in particular ensures any contracts or agreements we enter into with external organisations are fit for purpose.