

## Position Description

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| Position: | Head of UK HR          |
| Division: | GenesisCare UK - HR    |
| Location: | London / Waterlooville |
| Status:   | Permanent Full Time    |

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## Position Summary

The primary purpose of the role is to strategically build and operationally deliver HR services for/to the UK business. This role works closely with the General Manager UK, the UK Senior Management Team and the European HR Manager to execute strategic and operational HR activities. It supports the consistent delivery of services, systems, policies, processes and procedures across the GenesisCare network in the UK.

The Head of UK HR is required to provide strategic advice to the senior team, to diagnose issues and coordinate projects to achieve the best possible outcomes for the business.

## Organisation Context

### Our Vision

GenesisCare's vision is Innovating HealthCare, Transforming Lives.

### Our Values

- **Collaboration** - We achieve more together than we can apart. We use the power of the GenesisCare network for our shared purpose.
- **Compassion** - We care for our patients and each other. We seek to understand the lives of others.
- **Innovation** - We lead change to make healthcare better. Our courage will make a positive difference for others.
- **Outcomes** - We deliver quality. Finding a better way helps our patients, our people, our community and the organisation.

### Our Strategy

- Quality – deliver high quality patient care
- Access – satisfy unmet need
- Efficiency – leverage the benefits of a network

GenesisCare is Australia's largest provider of cancer and cardiac services and also the largest provider of private cancer services in Spain and the United Kingdom. The organisation treats more than 2500 patients every day in more than 150 locations across three countries and employs more than 2000 committed medical professionals and management staff.

Our combined purpose is to provide excellence in patient care, deliver superior clinical outcomes, and to continue to make a very significant impact on the current service-access gap in these non-discretionary areas of health care globally.

## Position Reports

The Head of UK HR will report to either the General Manager UK or the People & Culture Integration Manager – this is to be confirmed.

There are 3 direct reports to the position of Head of UK HR.

- Learning & Development Advisor
- HR Administrator x 2

## Accountabilities/Key Responsibilities

### Strategy Setting

- i. Developing the HR strategy for the UK organisation to deliver on the business aims. This includes ensuring that the HR strategy is aligned with the key corporate elements that will be included across all regions
- ii. Continuing to build a strong and highly efficient HR function within the organisation using HR best practice from both within the internal GenesisCare network and from external sources
- iii. Responsible for the local implementation of organisational wide initiatives, for example, annual KPI setting, culture surveys, International Women's day and diversity events
- iv. Working across the UK organisation to improve the quality of HR service and to demonstrate the value add of the team in being an enabler of the business

### Business Partnering

- i. Provide senior level HR Business Partnering to the General Manager and UK team
- ii. Support the recruitment of positions within the UK business and oversee recruitment as a HR function
- iii. Act as the escalation point for line management and staff on complex HR issues
- iv. Report and liaise as required with senior leaders on key operational HR matters and issues
- v. Undertake the coaching of Managers and other senior leaders in the UK business to develop baseline HR skills within the organisation
- vi. Assist with the development and delivery of programs, interventions or actions required to ensure the success of the strategic plan (e.g. 'Service of the Future')
- vii. In conjunction with the global HR team (e.g. People & Culture Manager – International, Learning and Development Manager) lead the implementation programs relating to talent acquisition, talent retention, talent management, succession planning, career pipelines, etc.
- viii. Use HR metrics to better understand the UK centres and assist others in using these metrics to make informed business decisions regarding the UK business and its workforce

### **Workforce Design and Restructures**

- i. Plan, lead and manage workforce restructures within the UK organisation including the change management plan and communications approach

### **Employee Relations**

- i. Work with Managers of relevant centres to drive pro-active HR business
- ii. Diagnose and resolve complex ER/interpersonal issues

### **HR Policies, Procedures and Processes**

- i. Undertake and assist with the development, implementation, monitoring and evaluation of GenesisCare policies, procedures and guidelines. This includes the adapting of relevant global policies to the UK organisation.
- ii. Interpret relevant acts, regulations, awards, industrial agreements and legislation relevant to HR to provide pragmatic, reliable advice that supports contemporary HR practices
- iii. Contribute to the development and design of best-practice HR tools and processes to support the GenesisCare network

### **Project and Change Management**

- i. Adhere to GenesisCare project and change management processes to assist in implementing a wide range of projects and process transformations that will effect a high number of staff
- ii. Develop roll-out plans for national initiatives that support the UK business
- iii. Support and coach the HR team to increase project management involvement and compliance across the team

### **Team development**

- i. Provide leadership and mentorship to the UK HR team to develop the skills and confidence of existing and future team members

### **Culture & engagement**

- i. Communicate and manage the end to end project of the GenesisCare culture survey to the UK organisation
- ii. Contribute to GenesisCare's broader workplace culture through the review, development and promotion of a values driven approach within its systems, processes, tools and interactions
- iii. Positively contribute to the development of a strong, aligned GenesisCare culture by being an exemplar of the GenesisCare values and role modelling appropriate behaviour
- iv. Actively engage with employees and managers to ensure employee satisfaction and recognition is front of mind
- v. Lead the UK reward and recognition programme including the annual performance review and bonus process in line with organisational wide guidelines

## Quality and Safety

GenesisCare strives to continuously improve the quality and safety of our services and actively involve and inform patients and their carers in the healthcare they receive. This allows us to deliver the best care for our community.

Accountabilities for this position that relate to the above strategic goal are:

- i. Manage risk and actively work towards implementing risk reduction strategies
- ii. Contribute to the development of an effective management and provide appropriate patient education
- iii. Acknowledge responsibility for own actions and seek assistance when necessary
- iv. Demonstrate knowledge/competency in performance of clinical skills relevant to level of expertise

## Legislated individual Work Health & Safety Duties for all workers:

- i. Take reasonable care for your own health and safety
- ii. Take reasonable care that any of your acts or omissions do not adversely affect the health and safety of others
- iii. Comply, so far as you are reasonably able, with any reasonable instruction given by GenesisCare that would allow you to comply with the relevant health and safety acts
- iv. Co-operate with any reasonable policy or procedure of GenesisCare that has been notified to workers in relation to health or safety at the workplace

## Teamwork

- i. Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.

## Ethics & Probity

- i. Ensure all work undertaken complies with the GenesisCare vision and values and promotes the vision and values within your workplace. Follow the GenesisCare Code of Conduct and all relevant policies and procedures for your position.
- ii. Be aware of the close working relationship with partnership hospitals and third parties (where relevant) and the requirement to comply with their company local rules and policies
- iii. Carry out any other duties commensurate with the level of the job role
- iv. Actively follow all GenesisCare UK policies, procedures and relevant legal regulations (including Fire & Safety)
- v. Actively commit to working in an open, transparent and honest manner within a culture dedicated to learning and improvement that strives to avert avoidable harm (statutory Duty of Candour)

## Key Result Areas

Key Result Areas / Key Performance Indicators for the role will be discussed and agreed with the job holder

and their leader during the on-boarding and annually as part of the performance review process.

## Key Working Relationships

The Head of UK HR will need to develop strong relationships with the following internal parties:

- General Manager UK
- UK Senior Management team
- Head of Finance UK (or correct title)
- People and Culture Integration Manager - International
- GenesisCare's HR, L&D and Quality teams

In addition the Head of UK HR will need to develop strong external relationships with various individuals/agencies/key stakeholders.

## Required Qualifications, Skills and Experience

### Technical Skills & Expertise

- Strong ability to interpret legislation, regulations, awards, industrial agreements, policies and procedures
- Experience in setting strategic HR direction and identifying actionable steps to achieve the set strategy
- Knowledge of how to apply contemporary HR procedures and practices
- Experience managing complex employee issues including disputes and grievances
- Demonstrated effectiveness in contributing to a team, including the capacity to review and improve workplace practices
- Ability to lead the development and implementation of HR programs and initiatives to meet the needs of the organisation
- Well-developed interpersonal and communication skills with a focus on stakeholder engagement
- Strong experience in project management and understanding of how projects are best implemented within a fast paced organisation
- Demonstrated project and change management skills with an action orientation and commitment to completion
- Commercial outlook and orientation and strong customer focus combined with authentic, warm and professional work relationship style
- Demonstrated capacity to effectively communicate, promote and uphold HR initiatives and values, including discretion and confidentiality

The candidate will ideally demonstrate many of the following competencies:

- **Strategic judgement:** Able to take well-informed, realistic, consistently wise decisions that produce the desired outcomes on people, strategy or crisis
- **Problem analysis:** Distinguishes between main points and side issues, symptoms and causes. Finds underlying patterns. Independent, diligent, careful, draws well-founded conclusions

- Initiative: Ability to assess, act, take charge and initiate action independently, usually before others do. Pro-active self-starter, entrepreneurial
- Results focussed: Manages with a constant focus on a material goal or planned outcome until success is achieved. Purposeful and realistic
- Cooperation: Works well with others in a team process towards a common goal or mutual benefit. Diplomatic, friendly and reasonable
- Interpersonal sensitivity: Perceptive, receptive, aware, empathetic of others. Involved and sensitive to others' needs, concerns and relationship dynamics. Can put own needs aside to listen
- Build relationships: Able to build and maintain relationships on all levels. Promotes harmony and consensus. Is diplomatic
- Influencing: Capacity or power to be compelling or inspire. Produce alignment with plans or ideas. Influence actions, behaviour or opinion of others. Negotiate consensus
- Plan & organise: Practical, methodical, purposeful, systematic, logical thinker. Sets clear priorities, sequencing and timelines. Deals and reasons with facts and clear concepts

### **Qualifications and Experience**

- Degree or relevant qualifications in HR or similar field along with strong experience in various HR functions
- Strong HR generalist skills and experience
- Experience in medical/health industry preferred but not essential

### **Other important attributes**

- Work location can be based in either London or Waterlooville (requirement to travel to alternative location a minimum of 2 days per week)
- Ability to undertake frequent UK travel (to various sites)
- Ability and desire to work collaboratively within and across teams
- Ability to travel internationally (e.g. Spain, Australia)
- Must be an exemplar of GenesisCare's values of collaboration, compassion, innovation and outcomes