

How St Peter and St James Hospice found an HR system as flexible as their workforce



St Peter & St James Hospice
Hospice care in the heart of Sussex

Customer Story



St Peter & St James Hospice provides expert care to adults living with a life-limiting illness in their community. With employees providing essential services 24/7, and with such disparate working patterns, a flexible HR system was vital for the organisation.

Since adopting both IRIS Cascade HRi and IRIS Networkx earlier this year, the team has thrown themselves into developing a HR system that will make life easier for all employees.

- Cascade HRi's flexible system adapted to St Peter and St James Hospice's varied workforce
- HR and recruitment seamlessly integrated
- Taken back overview and control of their people processes



Cascade HRi evolves with your organisation

St Peter and St James Hospice boast an impressive 155 employees and 400 volunteers, all with differing contractual terms and working hours.

Melissa Le Palud, People Director, tells us

"We're complex because we have a clinical department, retail and support functions, so it's like we've got three businesses in one. We're a very flexible organisation - with some employees on three-hour contracts, others on fifteen-hour contracts, some part-time, some full-time and so on. Flexibility is something we are proud to offer our staff, but that brings complexities, so we needed an HR system that could support us with that."



Melissa Le Palud,
People Director



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“When I joined the Hospice four years ago, we were using spreadsheets to manage our people processes, so now using a system like Cascade is a huge improvement. It’s a platform that has clearly been built by HR professionals, for HR professionals.”

“With IRIS Cascade HRi, it feels like we are futureproofing our organisation because it is a system that can evolve with us.”





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Extending the team with a dream partnership

HR operations before Cascade HRi were quite basic, and in need of some structure! Melissa tells us ***"Our previous People Management System was very limited, we didn't even have the basics, such as a field for pro-rata salary or contractual working hours; everything had to be custom-made."***

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This all changed when St Peter and St James Hospice began using Cascade HRi, and the team at IRIS took the time to understand exactly what was needed during the training sessions, to help the Hospice team get what they needed.

“From sales to training to implementation, the entire team at IRIS has been fantastic. They really took the time to understand what we wanted to achieve, and as a result, they felt like an extension of our team.

We had a lot of archaic processes, so were really excited to get going with Cascade and begin making improvements, but we needed to get the foundations right first. The system is so flexible and can do so much, but we needed to get our heads around how it all worked on a basic level before we could begin building complex workflows etc The team at IRIS have been with us every step of the way, and though it has been a lot of work, we are really excited about what it's going to do for us going forward.





Cutting-edge technology to maximise your recruitment success

Previously using another piece of software to help with their recruitment, Melissa tells us ***"The Applicant Tracking System we had was quite limiting, and didn't push adverts anywhere, it was just a place to centralise applicants with no onboarding module. It was essentially candidate management, and so all onboarding was done through emails."***



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Now using Networx, the team has a secure, personalised onboarding portal with real-time reports and insights, allowing them to reduce the time spent on recruitment and with full integration into their HR software.

"Now that we've finished our training and we're in a position where we can run with the system, we're all really excited about what it's going to do for us."



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