

Conference Manager

Candidate Information Pack

May 2026

Conference Manager

This role plays a central part in delivering Hospice UK’s programme of conferences for our hospice membership. As a newly created position, you will take the lead on our one-day conference while also supporting the delivery of our annual National Conference. You’ll be supported by the Senior Conference Manager, but you’ll also have the opportunity to manage the one-day event independently.

You will work closely with subject matter experts to shape the programme content, engage with our membership to understand their areas of interest, and manage the day to day logistics pre and post conference, to deliver an organised and well-designed conference that directly benefit hospice colleagues across the membership.

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|---|---|
| Reporting to | Gloria Chan - Senior Conference Manager |
| Line Manager to | N/A |
| Salary | £41,500 per annum |
| Contract | Fixed term |
| Based at | 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. For this role, we need 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. |
| Closing date for CV & supporting statement | May 31 at 23:59 |
| Interview date/s | Online interviews via Teams: Tuesday 9 June & Wednesday 10 June 2026 <i>We’ll aim to notify the successful candidate by 5 June 2026</i> |
| Contact for Questions | About the process: recruitment@hospiceuk.org About the role: g.chan@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](#)).

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 are inclusive, collaborative, compassionate and innovative.

Inclusive:

- Value every voice
- Embrace difference
- Champion belonging

Compassionate:

- Be kind
- Looking out for each other
- Listen without judgement

Collaborative:

- Share openly
- Build bridges
- Work brilliantly together

Innovative:

- Be brave
- Be curious
- Keep learning

About the team



Your Team

We are a team that sits within the wider Programmes team directorate of approximately 18 people, made up of experienced clinicians, sector-leading project managers and specialists in evidence and research.

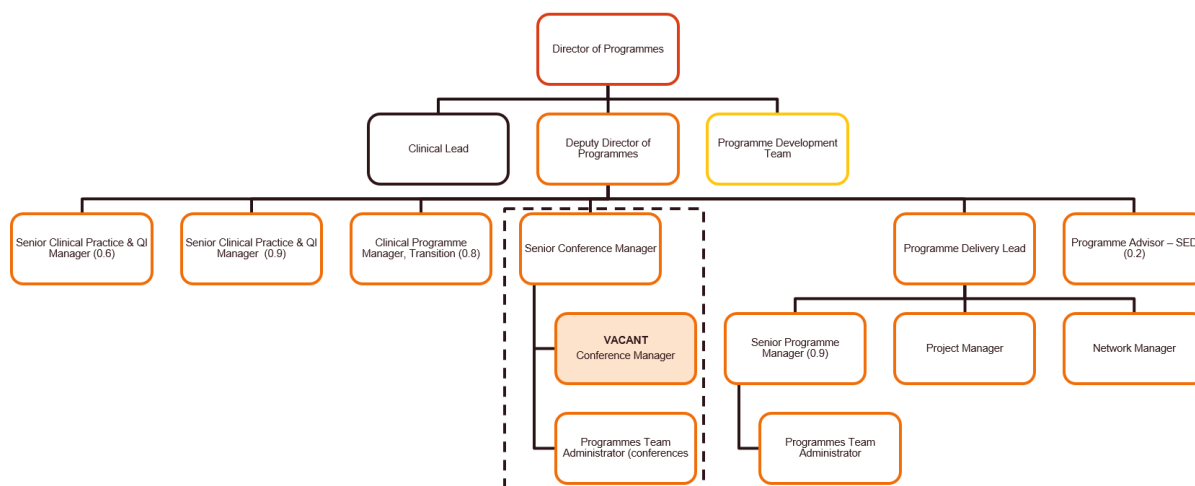
The Conference team is made up of the Senior Conference Manager and the Programmes Team Administrator, with support from the Deputy Director of Programmes, Director of Programmes and subject matter experts across the organisation.

It is a mighty team of two, managing a portfolio of 5 in person conferences across the year, from our role focused one-day conferences of around 130 - 150 delegates to our annual National Conference, which welcomes over 1000 delegates. Our team works across the organisation and collaborates with lots of internal and external stakeholders.

"I've been at Hospice UK for 4 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 H

Corporate Development Manager (Compassionate Employers)



Your manager

Your line manager will be Gloria Chan. Gloria is Hospice UK’s Senior Conference Manager.

Gloria joined Hospice UK in September 2021 after working in various roles around events, programme and project management. At Hospice UK, she oversees all one-day conferences and our annual National Conference. Gloria is based in East London and outside of work, she enjoys reading, cooking and eating out (she is a massive foodie)! She was previously a Charityworks graduate as well.

<https://www.linkedin.com/in/gloria-chan-517a29134/>

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:

Commercial Team – You will work closely with the Commercial Team to keep track of confirmed sponsors, integrate the headline sponsor into the event programme, and respond to any sponsor related queries that arise.

Membership Engagement Team – You will work closely with the comms lead to coordinate and plan the events communication plan.

Wider project team - You will be a part of a wider project team for each conference. Individuals will be made up from different departments contributing to the conference.

About the job



Job Description

The Conference Manager plays a significant part in delivering Hospice UK's programme of conferences for our hospice membership. As a newly created position, you will take the lead on our one-day conferences while also contributing to the delivery of our annual National Conference.

Our conferences are central to our strategic aim of bringing the sector together to share expertise, collaborate and celebrate innovation.

Our one-day conferences bring together leaders across the Tech, Clinical, Workforce, Income Generation and Transition sector, creating opportunities for peers to connect, learn from one another and the wider sector, and to share best practice. Your work will help ensure our conferences are engaging, well organised and provide hospice delegates access to relevant and timely learning opportunities.

You will play a key role in ensuring our events run smoothly and are delivered to a high standard. In doing this, you will help strengthen Hospice UK's offering to our members

The successful candidate will enjoy collaborating with others, be highly detail-oriented and able to prioritise efficiently.

Key tasks and responsibilities

- Co-ordinate and eventually lead on one-day conferences, managing end to end logistics and acting as main point of contact
- Work with subject matter experts to shape and finalise programme content
- Collaborate with project team, particularly with Commercial and Membership Engagement leads, to align on the project plan
- Work to project plan deadlines, proactively adjusting timelines if necessary
- Produce high-quality briefings, guidance, running orders, slide decks and other materials ahead of events
- Liaise with speakers, providing clear guidance and acting as their main point of contact throughout the process.
- Conduct post event evaluation and share insights with colleagues across the organisation
- Act as main point of contact on the day of event and provide technical support as required
- Keep all working documents up to date, ensuring information is accurate, organised and accessible to the project team
- Contribute to the delivery of the National Conference, with specific responsibilities agreed with the Senior Conference Manager

Person specification

We are looking for someone who is organised, proactive, has strong attention to detail, and is comfortable working across teams and with external stakeholders while also taking lead responsibility for a project. They should be open to feedback and seek to use it to continuously improve future events.

An understanding of the hospice sector would be desirable, but more importantly, we are looking for someone who demonstrates curiosity, a willingness to learn and the ability to do this independently and collaboratively.

You will gain direct experience in shaping sector learning, managing logistics pre and post events, and working collaboratively across teams in a dynamic organisation.

Application criteria below:

| Essential | Desirable |
|--|---|
| Proven experience of organising in-person conferences, events or seminars (<i>or similar complex activities</i>) for around 130 people | Experience working with a membership organisation |
| Ability to distil conversations, feedback and discussion into actionable insights | Experience in delivering hybrid or virtual events |
| Experience coordinating event logistics with external providers | Experience with data analysis to support with evaluation and feedback |
| Experience liaising with stakeholders such as wider project teams, subject matter experts, speakers and chairs | |
| Excellent organisational skills and ability to manage multiple deadlines | |
| Strong attention to detail and able to work proactively | |

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| Willingness to work occasional evenings/weekends for events | |
| A behaviour approach to mirror Hospice UK's values: collaborative, compassionate, inclusive and innovative | |

Terms & Conditions



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|-----------------------------|---|
| Contract | 8 Month FTC ending on 31 March 2027 |
| Salary | £41,500 per annum |
| Probation period | Three months |
| Notice period | Two months |
| 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 |
| Health Scheme | A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. An EAP is also provided within this scheme. 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. 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. The expectation for this role is that you will come into the office in London at least one-day each week, when most of the team is likely to be in (this is currently Thursdays). You can choose where to work for the rest of the time, either in the office or remotely (home or another appropriate location). We also encourage all colleagues to visit member hospices to help inform our work and you may be able to work from these hospices too. |

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 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 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 webinars, 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
- Philanthropy
- 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 and Transformation

Operations and Transformation teams 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:

- **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.

The **Transformation team** works together to make Hospice UK a super place to work by providing a great colleague experience and continually improving our processes.

- **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). They work with managers to recruit new colleagues and provide a comprehensive learning and development offer to help every colleague perform at their best. They help us to focus on the wellbeing of everyone at Hospice UK.
- **ICT and Data** provides the technology and data that helps us all to work efficiently and effectively from anywhere. They collaborate with all teams to improve our processes so that we can deliver excellent services to the hospice sector, members of the public and others.