

Job Description: Chief Executive

Department	Senior Management Team
Responsible to	Board of Trustees
Responsible for (Direct Reports)	Senior Management Team (SMT) PA to the Executive and Board of Trustees
Reports to	Chair of Trustees
Key working relationships:	Trustees, directors, managers
Salary grade	£95,000 -£110,000
Hours of work	Full time, flexible working patterns considered
Criminal Record Disclosure required (DBS)	Enhanced

Our Vision

A future where everyone approaching death and those who love and care for them can access compassionate, specialist palliative and end of life care.

Our Mission

Is to provide outstanding specialist palliative and end of life care, guidance and advice to meet the needs of our community.

Our Values

Our values define who we are and how we act. We are:

Human: We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

Courageous: We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

Energetic: Whether we're out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

Connected: We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

Expert: We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.



JOB PURPOSE

The Chief Executive (CE) is the leader and public face of the hospice. Responsible to the Chair of Trustees and Board for the overall organisation's leadership, operations and service delivery, management and staffing as well as for its financial, HR and quality management. The CE is also the Company Secretary to the St Catherine's Hospice's Companies.

The Chief Executive plays a key role, along with Board, the Chair and Senior Management Team, in determining the strategic direction of the hospice and is responsible for delivering these strategic objectives and for communicating this progress internally and externally.

MAIN DUTIES AND KEY RESPONSIBILITIES

- Provide visible leadership and support to all Hospice teams and activities.
- Discharge the Hospice's statutory functions and the legal obligations.
- Lead and co-ordinate the SMT to deliver the Hospice's strategy and annual business plan.
- Deliver the strategic objectives agreed by the Board, to drive this strategy forward while protecting the long-term sustainability of all Hospice services.
- Prepare the annual budget for approval by the Board and ensure that annual budget targets are met.
- Develop and update organisational strategy and objectives in agreement with the Board performance/outcome measures for all Hospice's activities.
- Develop and grow the organisation to best meet the needs of the communities it serves.
- Ensure that St Catherine's Mission, values, culture and management style evolves in line with the organisation's development and ambitions to better reflect the community it serves.
- Effectively manage key national, regional and local stakeholder relationships/partnerships supporting the Chair's profile where appropriate too.
- Ensure the ongoing effectiveness of the Hospice's integrated governance framework policy (which includes reference to its Articles of Association, delegated responsibilities etc) and of management throughout the organisation.
- Manage effective corporate/strategic risk supporting the Board to regularly review the status of all its strategic risks.
- Lead, manage and deliver organisational and ongoing digital transformation (as required) to enable all its activities and services the Hospice delivers to meet the challenge of a changing environment.
- Fulfil the responsibilities of the Care Quality Commission registered 'Responsible Person'.
- Ensure compliance with all key legal and regulatory bodies that the Hospice interfaces with (eg Fundraising Regulator, Gambling Commission etc).
- Produce the Annual Report & Accounts ensuring robust financial systems and practices are in place and are updated to deliver our Charities SORP responsibilities.
- Work with the Chair and Board subcommittee chairs to make regular reports to the Board/Committees, ensuring visibility of all key issues.
- Communicate regularly with all stakeholders.
- Ensure that clinical care and support services are delivered to the highest standards of clinical governance, and quality.
- Drive commercial opportunities for the Hospice and its Trading Company, whilst ensuring the Hospice adheres to its core values and optimises its financial and wider resources.
- Maintain a focus on the Hospice being an employer of choice with high levels of engagement and a commitment to identifying and fostering leadership talent.
- Continue to enhance the visibility of St Catherine's Hospice as a leader in its sector, widening awareness of its role and contribution across all stakeholder groups, the hospice movement, NHS, local authorities, the charitable sector and relevant others through media, participation in conferences, research, seminars and meetings etc.

- Ensure the effective delivery of the Board approved environmental sustainability plans.
- Network effectively to develop strong day-to-day relations with key stakeholders

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's Hospice such as supporting our fundraising efforts, our retail shops and our work with key service partners.

Policies and Procedures

As Chief Executive, it is your responsibility to ensure that the staff and volunteer team are made aware of and understand all the policies and procedures relevant to their work. and are compliant with compulsory training requirements. In addition to your professional code of conduct, you must therefore familiarise yourself with, and adhere to St Catherine's Hospice full suite of policies and procedures including the following:

- Integrated Governance Framework
- Information Governance & Data Protection
- Risk Management
- Freedom to Speak Up
- Complaints
- Safeguarding
- Mental Capacity
- Health and Safety at Work
- Equal Opportunities
- Infection Control
- HR Management
- Incident Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme and to ensure staff and volunteers meet their obligations also.

Information governance and confidentiality

Employment by St Catherine's Hospice often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in an official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the General Data Protection Regulations and the Data Protection Act 2018.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures and carry out your work professionally.

Infection Prevention and Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Healthcare Associated Infection'.

Conduct

Employees are ambassadors for St Catherine's Hospice, each responsible for promoting, maintaining and upholding the reputation of the Charity at all times and in line with our values. This includes your digital profile and social media activities.

Person Specification

Job Title

Education, Qualification and Training	
Essential	Desirable
<ul style="list-style-type: none">• Educated to degree level• Full UK driving licence	<ul style="list-style-type: none">• Leadership qualification
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none">• Able to inspire people to achieve the Mission and live by Our Values• Able to drive change• Provide exceptional leadership to a high performing team of staff and volunteers.• Able to inspire people to achieve the organisation's Mission and live by the Values• Able to drive change• Provide exceptional leadership to a high performing team of staff and volunteers.• Budget planning and management at strategic level• Business Planning skills• High level of analytical skills• Demonstrable skills in financial management• Ability to engage, enthuse and build outstanding stakeholder relationships• Highly developed written and oral communication skills• Ability to communicate with enthusiasm, warmth, and authority• Ability to interpret situations from different angles and identify• opportunities for improvement	<ul style="list-style-type: none">• Delivered first class health services, preferably in the field of Palliative and End of Life care• Commercial understanding of income generation in a complex environment

<ul style="list-style-type: none"> • Adopts a proactive approach to decision making and assesses risks and benefits effectively • Experienced credible leader 	
Attitude and Behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • Innovative and creative • Modern and forward thinking • Problem solver • High Level of innovation, dedication • Visionary, with a genuine passion and empathy for the work in hospices. • Committed to strive for excellence • Decisive and collaborative 	