

Compassionate Employers Executive

Candidate Information Pack

Compassionate Employers Executive

Reporting to	Compassionate Employers Programme Lead
Line Manager to	N/A
Salary	£27,140 per annum for 4 days (28 hours) per week £33,926 per annum 5 days (35 hours) per week
Contract	Permanent, either part time of 4 days per week or full time options available.
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.</p> <p>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, on a Tuesday. A day where all of Income Generation come into the office. 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.</p>
Closing date for CV & supporting statement	Wednesday 22 May, 5pm
Interview date/s	Wednesday 29 May and Thursday 30 May
Contact for Questions	<p>About the process: recruitment@hospiceuk.org</p> <p>About the role: k.brennan@hospiceuk.org</p>

“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

Hospice UK's Reception & Office Co-ordinator

You can read lots more about what it's like to work at Hospice UK on our website in the About Us section.

If you're reading this digitally you can [click here](#).

You can also view our [YouTube channel](#) and [Twitter profile](#).

What will you be a part of when you work at Hospice UK?

Hospice UK is the national charity for hospice and end of life care. We work to ensure everyone affected by death, dying and bereavement gets the care and support they need, when they need it.

We believe that everyone, no matter who they are, where they are or why they are ill, should receive the best possible care at the end of their life. No one should die in avoidable pain or suffering.

Our mission is to transform the way society cares for the dying and those around them. To empower individuals, communities and populations to embrace the ethos of hospice care and extend its breadth and reach to improve everyone's experience of death, dying and bereavement.

Our ambitious strategy is the blueprint for how we can achieve the transformation that is needed and sets out the following four strategic goals:

- Extend the reach and enable hospice quality care to be delivered in any setting.
- Tackle inequality and widen access to hospice care.
- Work with communities to build capacity and resilience to care for those at the end of their life.
- Empower a strong, dynamic and responsive hospice sector.

Our Values

Like all organisations we have values but as Hospice UK we truly try to live them.

The infographic consists of five horizontal bands, each with a unique icon and a list of bullet points. The bands are: 1. Blue band with a circular icon of four hands holding each other, titled 'We will work in COLLABORATION'. 2. Pink band with a heart icon formed by two hands, titled 'We will work with COMPASSION'. 3. Green band with an icon of two hands holding a third hand above them, titled 'We will be INCLUSIVE'. 4. Orange band with an icon of three hands reaching up towards stars, titled 'We will be INNOVATIVE'. 5. Dark blue band with an icon of four puzzle pieces forming a circle, titled 'We will be KNOWLEDGEABLE'.

Value	Description
COLLABORATION	We will seek new ways to engage and involve all relevant groups and individuals in our work.
COMPASSION	We will respect and value the contributions of everyone. We are passionate about our work for Hospice UK, and will act as ambassadors for what we do to inspire our supporters, and work for the benefit of our members and our wider community.
INCLUSIVE	We will promote a culture of generous sharing so our expertise benefits others. We will all take responsibility for building a healthy and supportive culture for everyone.
INNOVATIVE	We will be open to new ideas and concepts, and will challenge the norm. We will innovate by finding new solutions to grow and evolve. We will develop and support innovation in others.
KNOWLEDGEABLE	We will share our expertise to inform, inspire and support others to grow. We will learn proactively and seek opportunities to grow and develop ourselves.

About the Role



This Role

Join us at Hospice UK's Compassionate Employers programme as we change how employers support their employees through grief, caring, and the end of life.

Compassionate Employers is a workplace programme offering support for bereavement, caring or terminal illness. Our clients use our services ad-hoc or sign up for a yearly membership.

We offer workshops, webinars, reviews of HR policies, and lots of helpful resources in our Members Hub. We provide diagnostic to benchmark organisational support against the national market, and we give personalised recommendations for improving support. Plus, we give out awards to recognise employers who are really committed to being compassionate.

Right now, we're helping 160,000 employees across the UK.

Since our launch in 2019, we've seen impressive growth, and now we need a talented account manager to help keep our clients happy and thriving. From NHS trusts and hospices to corporates, like Aviva and Deutsche Bank, you'll work with a diverse range of clients, so flexibility and tailored approaches are key.

We're after someone who can build strong relationships and think strategically to meet our clients' needs. You'll need to spot opportunities for growth and collaboration while ensuring our clients get the most value out of our programme. You don't need to come from a wellbeing background, but we are looking for someone who is interested in this area and who shows a willingness to learn.

We need someone who's creative and loves coming up with new ideas to help our programme grow. You'll need to keep up with the latest trends in the HR and wellbeing sector, and the best ways to support employees at work. Your job will be to create customised solutions for different needs and make sure our programme keeps growing and can help more people.

Being able to communicate clearly is important for this job. You'll be talking to clients, stakeholders, and our team a lot. Whether you're giving presentations, writing copy, or giving updates, you need to be great at explaining things, so everyone understands and believes in what we're doing.

Because this job has many different parts, it's crucial to be really organised and able to handle lots of projects at once. You'll need to keep track of deadlines, make sure tasks get done on time, and be proactive about deciding what's most important. Being good at delegating tasks and following up is key to making sure everything runs smoothly.

Most importantly, we want someone who cares as much as we do about making a real difference in people's lives at work. If you're driven to promote workplace wellbeing and eager to create positive change, come join us and help shape the future of the Compassionate Employers programme.

Find out more here: <https://www.hospiceuk.org/compassionate-employers>

Your Line Manager

Your line manager will be Faith Holloway. Faith is Hospice UK's Compassionate Employers Programme Lead and she joined Hospice UK in 2021.

Faith comes from a workplace wellbeing background with previous roles at Save the Children and Jewish Care.

"Being part of Compassionate Employers has been the best part of my career yet. It feels amazing to be involved in a programme that genuinely supports people during such tough times. I'm excited to work with our new Executive and support them in making their mark on the programme. This is a fantastic opportunity to be a significant part of a relatively new programme that will greatly improve people's work lives."



Faith's LinkedIn Profile: <https://www.linkedin.com/in/faith-holloway/>

Your Team

We are a team of three that sit within the wider Income Generation and Grants directorate of 19.

The Compassionate Employers team includes the Compassionate Employers Programme Lead, Corporate Development Manager and the Compassionate Employers Executive.

Working together, we aim to support employers who need our workplace services, ultimately raising funds for hospices throughout the UK.

The Compassionate Employers programme and this role sit within our Corporate Development Team, within Income Generation and Grants. Compassionate Employers is a key part of Hospice UK's Income Generation strategy.

Our Corporate Development Team works closely within and across the department. The focus in the team is on building partnerships with businesses, through commercial activity, fundraising or strategic support. Current corporate partnerships include several 'charity of the year' relationships, conferences and events, sponsorship, cause-related marketing partnerships, a supplier directory and a jobs board. As well as driving positive change for people affected by terminal illness and bereavement in the workplace, Compassionate Employers is an important income generation stream and 'door-opener' for Hospice UK.

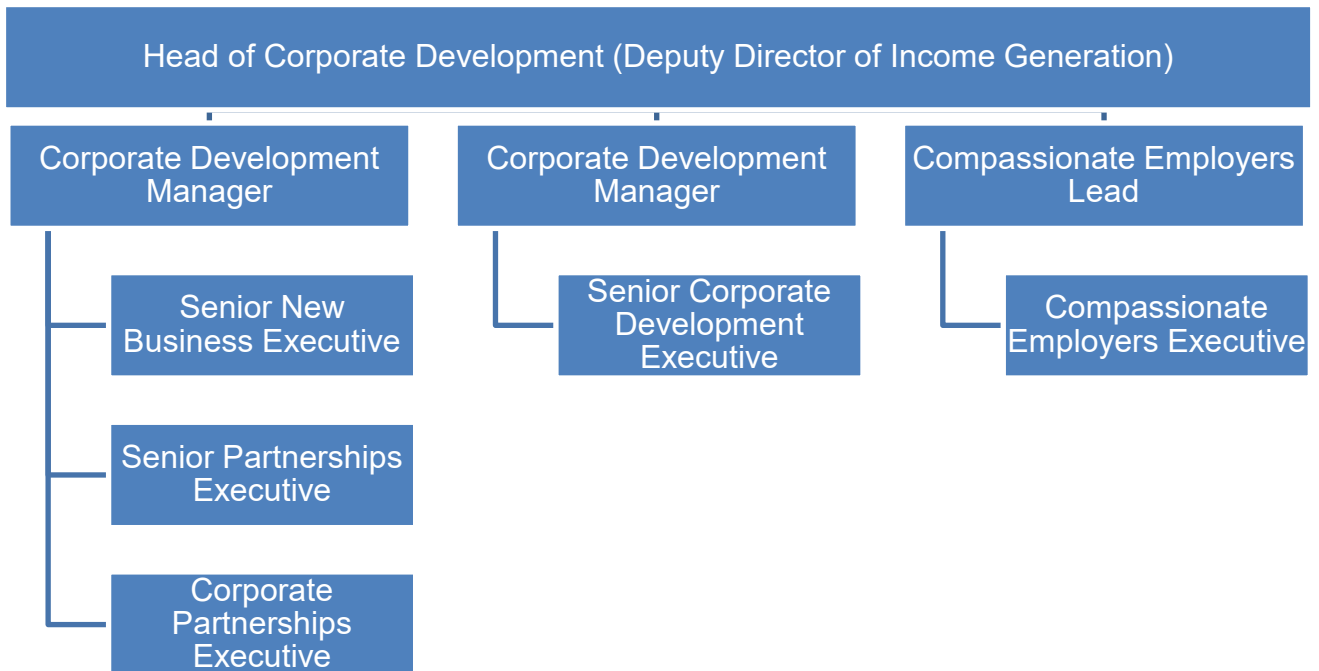
Our Income Generation and Grants Directorate engages people through emotional storytelling, connecting people to our cause, giving them the opportunity to support us in different ways and helping them to feel proud to make a difference. We aim to create a culture where income generation is embedded in the DNA of our organisation and everyone is proud of fundraising. We have a 'one team, one dream' mentality.



“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 Hodgkinson, Corporate Development Manager

Department structure



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:

External Affairs

You will work closely with members of the External Affairs Directorate, this includes social media, media, hospice membership engagement, information and policy and public affairs.

About the Job



Job Description

You'll be part of our Compassionate Employers team, working closely with the Programme Lead and Corporate Development Manager. Together, you'll come up with plans to improve how we work with clients, help members move forward in the programme, and make sure we're meeting the changing needs of employers.

Your job goes beyond just retaining and keeping clients happy; you'll also help them get recognised with Compassionate Employer Awards. This means guiding them through the programme steps and making sure they meet the requirements to achieve awards.

You'll also help make our programme even better. Working with the Programme Lead, you'll come up with new resources, investigate using new technology to make the programme smoother, and find new partners to reach more employers.

Key Tasks & Responsibilities

Account Onboarding

- Relationship manage our Compassionate Employer members (clients), such as Aviva, Coop, Deutsche Bank, NHS trusts and hospices, supporting them to work towards their Compassionate Employer Awards.
- Building trust and rapport with clients, providing ongoing support to meet their needs, and addressing any concerns or challenges that may arise.
- Support our Compassionate Employers Programme Lead to deliver the assessment and awards process for members.
- Ensure that renewal targets are met.

Programme Delivery

- Support our Compassionate Employers Programme Lead to deliver the assessment and awards process for members.
- Support our Compassionate Employers Programme Lead to deliver the marketing and communication strategy of the programme, such as copywriting, social media planning or identifying external speaking opportunities.
- Onboarding new Compassionate Employers members and answering member queries around invoicing or contracts.
- Monitor the employee wellbeing/health/mental health marketplace, identifying opportunities for promotion and collaboration.

Administration

- Assist with the maintenance of our Compassionate Employers Member's Hub, working with our Compassionate Employers Lead to develop engaging, dynamic and relevant content and materials for members' employees.
- Coordinate all aspects of training workshops, including virtual delivery, booking venues and facilitators, client liaison, preparing supporting documents and resources.
- Support our Compassionate Employers Programme Lead to review, evaluate and report on the impact of the programme.

Additionally, the post holder will be expected to:

- Attend events (sometimes in evenings and weekends) to represent Hospice UK.
- Travel to corporate events and meetings across the country.
- Undertake any other tasks that may reasonably be requested as part of the Income Generation and Grants Directorate.

“Hospice UK grabs you in a way that few charities can. And that’s not just because of the work we do, which is so important. It’s because of the people, because you know they’re right there with you.”

Jamie

**Hospice UK’s Digital &
Web Product Manager**

Person Specification

We're looking for someone who can build strong relationships and think strategically to meet our clients' needs. You'll need to spot opportunities for growth and collaboration while ensuring our clients get the most value out of our programme. You don't need to come from a wellbeing background, but we are looking for someone who is interested in this area and who shows a willingness to learn.

Most importantly, we want someone who cares as much as we do about making a real difference in people's lives at work. If you're driven to promote workplace wellbeing and eager to create positive change, come join us and help shape the future of the Compassionate Employers programme.

Application Criteria

Essential	Desirable
Proven experience in effectively managing client relationships	Previous experience in a role involving the delivery of awards or recognition processes
Strong communication skills	Knowledge of employee wellbeing initiatives and best practices
Ability to work collaboratively	Proficiency in using CRM software or similar tools to manage client relationships
Demonstrated ability to meet renewal targets and maintain client satisfaction	Experience in delivering training workshops, including virtual delivery, venue booking, and client liaison
Excellent organisational skills to manage multiple client accounts	Familiarity with invoicing and contract processes
Proficiency in Microsoft Office suite and experience with CRM systems	Ability to analyse data and evaluate programme impact, contributing to continuous improvement efforts
Strong customer service skills	Experience in content creation, copywriting, or graphic design
Knowledge of virtual meeting platforms and tools	
Ability to work independently and take initiative	

Terms & Conditions



Terms and Conditions of appointment

Contract	Permanent
Salary	£27,140 per annum for 4 days (28 hours) per week £33,926 per annum 5 days (35 hours) per week
Probation period	The probationary period is six months
Notice period	One month
Work Pattern	28 or 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. Every 5 year anniversary you'll receive 10 days bonus leave to use within 24 months. <Please note that this is pro rata if the role is part-time>
Location	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 (see details about hybrid working at the end of this document).

Appendices on following pages

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 staff 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, places and technology 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. We have a booking system to ensure that everyone gets an opportunity to do this when they need to.
- 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 business, 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.

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.

They all work alongside one another to maximise income for Hospice UK and support for local hospices through a variety of activities, campaigns and partnerships. Their aim is to create sustainable, diverse income streams to enable Hospice UK and local hospices to continue to develop and thrive.

Operations

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

- Finance team - manage 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.
- The Facilities team - lead on ensuring that our office and wider means of working are running smoothly and allowing all our staff to have a welcoming, functional and enjoyable place to visit.
- People and Culture team - work to look after the people at Hospice UK from ensuring that new staff have everything they need (including managing the induction programme and creation of this document) working with managers to find new staff 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.
- 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.
- ICT, digital and data team - 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.

Project ECHO stands for the Extension of Community Healthcare Outcomes. A learning methodology leverages videoconferencing technology to share knowledge, best practice and provide support across various settings to increase the capacity of resources. This short Project ECHO animation provides an introduction to how the methodology can develop communities of practice and support the wider health and social care sector.

Our Impact

You will join a successful and dynamic organisation.

- We work with our 200+ hospice members around the UK to provide outstanding hospice care for 300,000 adults and children every year.
- During the pandemic, Hospice UK secured nearly £400 million in emergency funding for the UK's hospices to help keep them running and take the burden off the NHS.
- We support local hospices by giving out more than £1 million each year in grants to help them improve care for people in their local communities.
- Around 200,000 people come to our website every year for advice, guidance and support about end-of-life care, dying and grief.

For further information please read our most [recent impact report](#).

Our Business Plan

The Business plan sets out our key priorities under our strategic objectives, and it is organised around six key themes:

1. To embrace our role as an informed, responsive and inclusive national body and voice for the UK hospice sector, providing a strong core membership offer to all of our members.
2. To develop and offer in-depth support and advocacy around the key challenges facing the hospice sector in 2023/2024.
3. To promote equitable access to care and support for all those facing death, dying and bereavement in the UK.
4. To implement a 'continuous improvement' approach to all aspects of our operations and culture.
5. To manage our finances and other assets optimally.