Hospices Cymru Collaboration Manager

Candidate Information Pack

November 2026

Hospices Cymru Collaboration Manager

This is an exciting time to join the hospice sector in Wales and help ensure everyone has equal access to high quality holistic hospice and palliative care, delivered in their preferred place and which supports and cares for their family and loved ones.

In recent years Hospices Cymru and Hospice UK have led work to increase Welsh Government funding for hospices and secured commitments to develop a commissioning framework and sustainable funding model for the sector. We have also worked in close partnership with NHS Wales to help develop national policy to improve quality, equity, and person-centred palliative and end of life care across Wales.

But we face significant challenges with increasing demand and rising costs putting hospice care at risk. The Collaboration Manager will play a critical role helping develop a more sustainable hospice sector through supporting closer partnership working and data sharing between hospices.

Hospices Cymru represents Wales' fifteen charitable hospices who provide essential care to more than 20,000 people affected by terminal illnesses each year. Hospice UK is the national champion for hundreds of hospices across the UK, we fight to make sure hospice care is there for everyone, from every background.

Reporting to	Programmes Team
Salary	£38,000 per annum
Contract	2 year fixed term contract
Based at	The position will be based in Wales with the opportunity for a desk space in a local hospice (to be confirmed on appointment). The role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. Hospice UK's head office is based in London. This role will have full web-based connectivity to the central office, with regular opportunities to engage with the line manager and colleagues via email, face-to-face meetings, video calls, and telephone. Whilst we work flexibly, because we work with decision makers in Wales, there will be an expectation that you can travel around Wales at short notice if required.

	There will be occasional travel to London for department and/or organisational wide events, such as our in-person quarterly events.
Closing date for CV & supporting statement	23:59 on Sunday 22 November 2026
Interview date/s	w/c 30 November 2026 exact dates to be confirmed
Contact for Questions	About the process and role: recruitment@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

Collaborative:
- Share openly
- Build bridges
- Work brilliantly together

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

Innovative:
- Be brave
- Be curious
- Keep learning

About the team



Your Team

You would join our 22-strong Programmes Directorate, made up of experienced clinicians, technical experts, sector-leading project and event managers, and specialists in evidence and research. By working together and alongside external experts and hospice members, we design and deliver evidence-based programmes, projects and events, which help hospices provide the very best care in their communities.

Supported by your Programmes colleagues, you would also work very closely with our Policy & Public Affairs Manager in Wales and Welsh hospices.

"I've been at Hospice UK for 5 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, Corporate Development Manager (Compassionate Employers)

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:

Matthew Brindley, Policy & Public Affairs Manager (Wales)

You'll work very closely with Matthew to better understand and shape Welsh Government hospice commissioning and palliative and end of life care policy developments, ensuring Hospices Cymru, its members, their experiences and collective priorities are centrally involved in decision making.

Liz Booyse, Chair of Hospices Cymru and CEO City Hospice, Cardiff

Liz will be your key point of contact for Hospices Cymru and you will work closely with her to support the coordination and development of the group.

Data team

You'll work closely with the Senior Business Intelligence Analyst in our Data team, who will support on the technical aspects of collating and reporting on hospice data.

> Hospice UK is like nowhere else I have ever worked. There is a friendly and supportive spirit that makes a big difference to your day-to-day work
>
> **Jamie**, our Digital and Web Product Manager.

About the job



Job Description

By building strong, collaborative relationships with Hospices Cymru's Chair and Welsh hospices, you can help us develop a national commissioning model and funding settlement for hospices in Wales.

Your role will provide Hospices Cymru with secretariat support, but also explore and facilitate further areas for collaboration and data sharing.

Supported by our Welsh Policy & Public Affairs Manager and our Programmes team, you'll help gather, analyse and utilise Welsh hospice data to evidence our sector's impact, inform future work and secure a sustainable future for hospices in Wales.

Key tasks and responsibilities

The Collaboration Manager will lead vital work for Hospice UK across the following key objectives:

Support Hospices Cymru and its development, including strengthening governance, partnership working and innovation

- Provide secretariat to Hospices Cymru (in partnership with Hospice UK's Policy and Advocacy Manager), including dedicated support to the Chair, coordinating regular meetings, providing regular updates to members and responding to questions.
- Attend meetings and sit on working groups for Hospices Cymru (as delegated by the Chair) including subgroups of the National Programme for Palliative and End of Life Care and NHS Wales Joint Commissioning Committee, providing feedback to Hospices Cymru members.
- Work closely with Hospice UK's Policy and Advocacy Manager (Wales) providing them with data and insight to inform national policy, public affairs and media work.
- Pro-actively support Hospices Cymru members to share good practice, provide mutual support, and develop collaborative approaches that maximise impact, efficiency and sustainability across the sector.
- Establish and support thematic Hospices Cymru working groups, including finance and data, fundraising, HR, etc to develop this work across Welsh hospice teams.

Improve the collection and use of hospice data and evidence to inform policy and practice

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting Welsh hospice data and information,

in close partnership with the Hospices Cymru Finance and Data subgroup and colleagues in data and evidence at Hospice UK.
- Ensure key data is collected, recorded and used in the same way across the Hospices Cymru membership, finding and using a practical approach that streamlines rather than duplicates.
- Analyse, interpret and present data to highlight issues, risks and support decision making and policy development.
- Promote the integration of hospice data into wider existing data streams (where agreed by Hospices Cymru and appropriate) and ensure hospices are recognised as credible system partners.

Support the development of a sustainable national commissioning model

- Play a key role working with Hospices Cymru members, the Chair and the Policy and Advocacy Manager for Wales to develop a national commissioning model and funding settlement for hospices in Wales.
- Work closely with Hospices Cymru members and the Policy and Advocacy Manager to coordinate involvement and ensure individual and collective hospice interests and priorities inform a new national commissioning model.
- Working with the Policy and Advocacy Manager for Wales, ensure Hospices Cymru members are kept updated and involved in the commissioning process and work with them collectively and individually to ensure they are meaningfully involved.

Person specification

We're looking for someone who is collaborative, organised and motivated by bringing people together to make a difference. You'll be confident building positive relationships with a range of people, navigating different perspectives and priorities, and turning conversations and ideas into practical action.

You'll be comfortable working with complex information and data, using it to identify what matters and communicate clear insights to others. You don't need to come from a particular sector or background. What's important is your ability to understand a complex environment, learn quickly and apply your skills thoughtfully. An interest in developing your understanding of health and social care, the hospice sector and the Welsh context will be important.

Above all, you'll share Hospice UK's commitment to equity, diversity and inclusion and be motivated by our purpose. You'll bring a respectful, curious and constructive approach, be comfortable offering appropriate challenge, and value collaboration as a way of achieving greater impact for people who need hospice and palliative care.

Application criteria below:

Essential	Desirable
Project management/coordinator experience in a complex organisation	Understanding of the hospice sector's contribution to Health and Social Care
Development work across a multi-site organisation and/or membership body	Welsh language
Understanding of the Health and Social Care system and commissioning arrangements in Wales	Demonstrate a strong commitment to Hospice UK purpose and values
Extremely effective organiser and networker with ability to coordinate work and strategic relationships across multiple organisations and sectors	
Ability to provide and receive highly complex and sensitive information; negotiate with senior stakeholders on difficult issues, and present complex and sensitive information to a wide range of audiences	
Ability to coordinate, collate and analyse complex data across multiple organisations	
Completer/finisher with a strong desire to improve performance and make a difference by focusing on goals	
Ability to provide respectful challenge	
Demonstrable commitment to equity, diversity and inclusion	

Travel across Wales is expected, therefore a driving licence and access to a car is required.	
Able to work in line with our values: collaboration, compassion, inclusive, innovative and knowledgeable	

Terms & Conditions



Contract	2 year fixed term contract
Salary	£38,000 per annum
Probation period	Three months
Notice period	Two months
Work Pattern	35 hours (5 days) per week or 28 hours (4 days 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
Cash 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..
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.
Location	The position will be based in Wales with the opportunity for a desk space in a local hospice (to be confirmed on appointment). The role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. Hospice UK's head office is based in London. This role will have full web-based connectivity to the central office, with regular opportunities to engage with the line manager and colleagues via email, face-to-face meetings, video calls, and telephone. Whilst we work flexibly, because we work with decision makers in Wales, there will be an expectation that you can travel around Wales at short notice if required. There will be occasional travel to London for department and/or organisational wide events, such as our in-person quarterly events.

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.