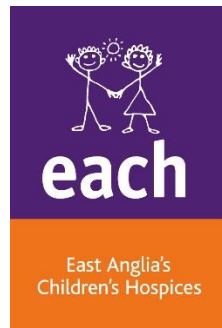


Chief Executive Officer
East Anglia's
Children's Hospices (EACH)



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The CEO role

Joining EACH at a time of both opportunity and challenge, on the back of a capital appeal which has funded our brand-new hospice in Norfolk, The Nook, we are looking for an inspiring, compassionate and motivational leader who will deliver a clear strategic vision and who will promote EACH and influence the development of Children's Palliative Care at a local, regional, national level and International level.

Executive Summary of Duties

The CEO will:

- Ensure organisational excellence to enable EACH to deliver the highest standards of care and support to all service users (babies, children, young people and families alike).
- In conjunction with the Board and Management Executive Team; develop and deliver the strategic direction and drive the delivery of this throughout the organisation
- Act as a public figurehead & ambassador for the charity, ensuring it retains its standing and reputation locally, regionally, nationally and internationally
- Have overall accountability for the operational governance of the charity including financial rigour of the charity and its trading company.
- Inform and influence policy making at a local, regional and national level.

Key Responsibilities

Strategic Leadership

- Work with the Board and Executive Team to develop and deliver the strategic direction of EACH for the next 5 years
- Provide inspirational, visible and compassionate leadership to all staff and volunteers in line with the EACH vision and mission, and values, championing the organisation's values and fostering the development of an engaged and positive culture and enjoyable working environment.
- Ensure that organisational resources and management and workforce structures are appropriate and sustainable to deliver the goals and ambitions of EACH
- Lead and develop the Management Executive, providing support and guidance, to ensure the delivery of organisational goals and objective

Governance

- To be accountable for compliance with regulatory bodies including the Care Quality Commission, Companies House, the Charity Commission Code of Good Governance and the Fundraising Regulator.
- Establish robust risk management arrangements, ensuring strategic and operational risks are identified, quantified and managed
- To hold responsibility for the Health and Safety performance and culture, ensuring appropriate policies are in place and adhered to, setting standards for approach and behaviour.
- Work with the Executive Management Team to ensure that regular reports to the Board keep them fully informed and provide assurances on matters relating to compliance, the performance and development of EACH operations and the risks facing the organisation in the pursuit of its objectives.

- Ensure robust arrangements for the management of complaints and concerns and advise the Board of complaints that carry a material risk to EACH.

Organisational Sustainability & Development

- Lead the development and implementation of the EACH Annual Business Plan as the vehicle to achieving the EACH strategy, ensuring it is in line with the organisation's strategic direction and objectives.
- Ensure the delivery of the plan is underpinned by an effective workforce strategy
- Ensure arrangements are in place to promote financial rigour and that value for money is achieved and can be demonstrated.
- Alongside the Management Executive Team, proactively work with local commissioners, other hospices and partner organisations to seek out service development opportunities.
- With the Executive Team, continuously seek to identify opportunities to redesign and build on current ways of working that will generate greater income.
- Ensure EACH responds to national and local funding opportunities and develops strategic bids when relevant.
- Work closely with the Fundraising team to develop long-standing relationships with high net-worth individuals and corporate donors.

Ambassadorial duties

- Influence the development of children's palliative care policy locally, regionally and nationally with external stakeholders, supported by the Executive Team,
- Be the primary contact for the office of the organisation's Royal Patron, HRH The Duchess of Cambridge
- Actively promote the reputation of EACH and the care it provides with donors, service users, health and social care professionals, educational bodies and other organisations as appropriate.
- Be the public figurehead of EACH throughout the communities served and represent the organisation in the media and other public and stakeholder events.
- Undertake public engagements and act as a figurehead for fundraising and develop relationships to ensure that fundraising activities are maintained.
- Represent EACH at a regional and national level where necessary and act as central contact when liaising with key organisations and stakeholders, including Together for Short Lives and Hospice UK.

Other Duties

- Participate in the EACH Corporate on-call out-of-hours (telephone) rota for the organisation.
- Any other duties commensurate with the level of the post as directed by the Trustees.

This job description is intended to be a guide in relation to the responsibilities of the job holder. It is not intended to be exhaustive and will be reviewed periodically to ensure the needs of the service continue to be met. Other tasks and responsibilities may be allocated to the job holder as required.

Person Specification

Essential Skills, Knowledge, Experience & Personal Attributes

- Experience at Board level in a complex multi-disciplined environment with evidence of delivering targets and continuous improvement.
- Commitment to and experience of inclusive and collaborative leadership, with proven skills for developing and maintaining a positive organisational culture.
- Has grown and developed a multi-professional senior team to deliver results.
- Demonstrate strong commercial awareness.
- Experience of overseeing the management of a complex multi- £ million budget with diverse income streams.
- Significant, demonstrable experience of change management, organisational transformation and project management.
- Can demonstrate an understanding of the current health policy environment at national and local level and the likely impact and current challenges for EACH.
- Demonstrate credibility to represent EACH and Children's Palliative Care sector locally, regionally and nationally
- Experience of public speaking with confidence, assurance and passion
- An effective communicator with strong understanding of, and commitment to, the charity's vision and goals, and the ability to communicate this successfully to different audiences internally and externally.
- Excellent written and verbal communication and presentation skills, including experience of writing reports, papers and presenting to large and diverse audiences.
- Ability to establish and foster effective relationships with key stakeholders both internal and external to EACH.
- Full driving license/ability to travel to local, regional and national events, and all EACH premises.

Desirable

- Demonstrable track record of leading and managing similar successful clinical and financial operations for a medium size health care provider and growing those services in size and scope.
- Exposure to a variety of different fundraising streams.
- Understanding of the NHS and Local Authority policy & commissioning environment.
- Relevant experience of working within health and social care.
- Comprehensive understanding of children's palliative care and the strategic drivers influencing hospice care and service delivery, for current and future.
- Knowledge of or experience of the regulatory requirements in the health care and the charity sector.
- Experience working with volunteers and/or personal volunteering experience.
- Experience in strategic development of similar hospice services.

Qualifications

- Management and leadership qualification at level 7 or significant equivalent knowledge and experience.
- Professional qualification in a health or social care related discipline or significant equivalent knowledge and experience.

Terms, conditions and benefits

- Salary – Competitive.
- Relocation – EACH will support relocation where required up to a maximum of £8,000.
- Pension – Opportunity to remain in NHS pension scheme if already contributing (or have been within the last 12 months). Alternatively, you can join a group pension plan of up to 7% matched employer contribution.
- Annual leave – 27 days + Bank Holidays (rising to 29 days after 5 years and 33 days after 10 years). Other benefits – Free parking, Life Assurance and Employee Assistance Programme.
- Office location – at one of the EACH Locations- to be agreed with the successful candidate. There is regular travel to other locations in East Anglia and the UK.
- Working hours – With a requirement for 37.5 hours per week, which will include unsocial and/or irregular hours. You will be expected to role model and manage your work diary as appropriate to manage your time effectively and maintain a good work-life balance.