



Job description

Post:	Chief Executive
Department:	Executive & Finance
Reports to:	Chair of Trustees

The Chief Executive is responsible to the Board of Trustees for the:

- overall management of the Hospice and its subsidiary companies;
- formulation, setting and delivery, in conjunction with the Board of Trustees, of the strategic direction and development of the Hospice's services;
- formulation, in conjunction with the Board of Trustees, of an annual operational plan consistent with the Hospice's strategy; ongoing monitoring of performance against this plan and the proposing of amendment to the plan, in conjunction with the Board of Trustees, in the case of significant divergence from plan;
- provision and delivery of an effective and efficient organisation in order to provide the Hospice's high quality services to its local community; and
- the provision of leadership and coordination of "staff" (i.e. both employees and volunteers) working in and for the Hospice.

Signature:		Date:	
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Our values and behaviours

Our Values are summarised by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE	
Integrity	<ul style="list-style-type: none"> • We are honest and open • We are trustworthy and authentic in our dealings with others • We always try to do the right thing
Compassion	<ul style="list-style-type: none"> • We are kind, supportive and caring • We have empathy and listen to those around us • We are warm and positive in our interactions
Accountability	<ul style="list-style-type: none"> • We work together to make the Hospice's vision a reality • We take responsibility for our work, performance and behavior • We acknowledge and learn from our mistakes

Respect	<ul style="list-style-type: none"> • <i>We are inclusive, we value difference and work together effectively</i> • <i>We are sensitive to the thoughts, feelings and opinions of others</i> • <i>We treat everybody with dignity</i>
Excellence	<ul style="list-style-type: none"> • <i>We aim to be our best</i> • <i>We are forward-thinking and open to change</i> • <i>We share our skills, expertise and learning, striving for excellence together</i>

Key responsibilities

1. Strategic Planning

- 1.1 To formulate, advise and guide the Trustees on the strategy for the Hospice, taking into account both the needs of the local community within the Hospice's care area and the local and national healthcare policy and financing environment;
- 1.2 To formulate three year strategic business plans for the Hospice for approval by the Board of Trustees;
- 1.3 To formulate annual operational plans for the Hospice, consistent with the agreed three year strategic business plan, for approval by the Board of Trustees;
- 1.4 To ensure that the three year strategic business plans and the annual operational plans are consistent with the Hospice's charitable objectives;
- 1.5 To develop constructive partnerships and strategic alliances within the local healthcare arena including with commissioning bodies, other palliative care providers and other appropriate organisations and agencies; and
- 1.6 To liaise with national organisations and contribute as necessary in the national and international forum in furtherance of the mission of the Hospice.

2. Leadership and Co-ordination

- 2.1 To advise and guide the Trustees on policy and governance of the Charity and to agree a framework and guidelines within which the Hospice's management operates;
- 2.2 Ensure an annual calendar of meetings of the Board of Trustees and its principal sub-committees is in place and to support the Chairman in ensuring the continued engagement/involvement of all members of the Board of Trustees;
- 2.3 To act as senior executive manager in the day-to-day management of all staff, services and operations provided by the Hospice; to be achieved through an appropriate management structure, appropriate delegation and in conjunction with the senior leadership team;
- 2.4 To act as an ambassador and spokesperson for the Hospice in all internal and external dealings, on a local, regional and national basis;
- 2.5 To recruit, as necessary, and develop the Hospice's senior leadership team and to appraise the same on an annual basis;

- 2.6. To lead and motivate all the Hospice's staff, using effective communication channels;
- 2.7. Actively to promote and represent the Hospice in the local community and nationally;
- 2.8. To support and service the Board of Trustees and its Committees, as agreed with the Chairman, and ensure they receive appropriate and timely information to establish overall strategic, operational and policy objectives.

3. Income Generation

- 3.1. To ensure, in conjunction with the senior leadership team, that there is an appropriate strategy for income generation in place and approved by the Board of Trustees;
- 3.2. To develop effective working relationships with external funding providers so that opportunities to access the maximum public sector funding can be identified and pursued;
- 3.3. To ensure that the Hospice meets its objectives within the available financial resources; and
- 3.4. To provide ongoing support of the Hospice fundraising activities, including attending social and community events, public speaking and developing relationships with donors;

4. Performance Monitoring and Reporting

- 4.1. To ensure that high quality standards are in place and implemented, and that outcomes are monitored for clinical and support services, within the framework of both clinical and corporate governance;
- 4.2. To ensure the compliance with all relevant legislation, guidelines and good practice;
- 4.3. To ensure the provision of prompt performance information and regular and timely financial reports to the Board of Trustees and to ensure the appropriate reporting on all other matters relevant to the discharge by the Board of Trustees of its responsibilities;
- 4.4. To ensure the timely production of the Trustee's annual report and financial statements;
- 4.5. To ensure all necessary reports and other filings are made with all appropriate authorities and in due time;
- 4.6. To review all major risks relating to the Hospice on a regular basis , in conjunction with the Board of Trustees, and to ensure that mitigating measures and effective plans, as agreed with the Board of Trustees, are in place to manage such risks appropriately; and
- 4.7. To ensure that decisions of the Board of Trustees are implemented in a timely fashion and to report thereon to the Chairman.

5. General

- 5.1. To act as Company Secretary to Princess Alice Hospice, a company limited by guarantee, and its subsidiary companies;
- 5.2. To attend relevant internal, external meetings and events; and
- 5.3. To undertake any other duties commensurate with the role as may be required by the Chairman or the Board of Trustees.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

Board and Committee meetings and fundraising events can take place outside normal working hours or at weekends; and one week in six each member of the senior leadership team and the CEO is required to be “on call” to deal with out of hours (including weekend) emergencies.

Person Specification

Essential Experience

- Extensive senior leadership experience within a relevant voluntary, charity, public or commercial sector environment of similar breadth and complexity
- A visionary and collaborative leader; with a proven ability to inspire and galvanise values driven and high performing teams and cultures.
- Successful track record of formulating and implementing people/customer focused organisational strategy and design.
- Experience of effective partnership working in complex system; able to forge and nurture collaborative relationships with a wide range of stakeholders.
- Experience of operating in a high-profile ambassadorial role with a demonstrable track record of promoting an organisation (locally and nationally) and positively raising its profile.
- A demonstrable commitment to Equity, Diversity and Inclusion.
- Strong financial and commercial acumen; experienced in developing financial sustainability.

Desirable Experience

- Experience and knowledge of the healthcare sector
- Prior CEO experience
- An understanding of charity finance and fundraising

Personal Skills and Abilities

- Values led in practice and leadership
- Committed to the vision and values of PAH
- Ability to think creatively and innovatively and drive new ideas to implementation
- Strong written and oral communication skills with the ability to engage both internally and externally
- Confident and credible public speaker
- Able to demonstrate a coaching and mentoring style at all levels in the organisation.
- High levels of emotional intelligence, personal integrity and honesty.