



Job Description

Job Title:	Chief Executive Officer
Accountable To:	The Chair of Trustees through to the Board of Trustees
Responsible For:	All staff employed at the Hospice of St Francis and specifically the Executive Team and all staff reporting directly to the post holder
Location:	The Hospice of St Francis, Berkhamsted
Job Purpose:	As the CEO of the Hospice you will work with the Board to provide leadership by setting strategic direction, ensuring high quality care and maintaining financial stability.

Strategic Leadership: Develop and implement the hospice's long-term vision and strategy, adapting to changing healthcare and financial environments.

Operational Oversight: Ensure effective day-to-day management across all departments, including clinical, non-clinical services, commercial services and retailing activities.

Financial Stewardship: Ensure financial stability through income generation, cost control and robust budgetary and financial systems and procedures.

Governance and Compliance: Work closely with the Board of Trustees to uphold governance standards and regulatory compliance.

Team Development: Lead and support the Executive Team, fostering a culture of continuous learning and professional growth where staff, volunteers and other stakeholders are respected and valued.

Community Engagement: Act as an ambassador for the hospice, enhancing its reputation and building relationships with stakeholders, donors, and the wider community.

Organisational Impact

The CEO plays a pivotal role in shaping the hospice's future—whether it's expanding services, redeveloping facilities, or innovating care models. They ensure the hospice remains a trusted provider of end-of-life care while adapting to evolving community needs.



Main Responsibilities

Working with the Board of Trustees the postholder will:

- Initiate and facilitate the development of strategy for approval by the Board including with reference to the threats and opportunities presented by the external environment.
- Ensure appropriate presentation and reporting to the Board on the progress of the organisation against its programme plans, on its financial performance and budgets, on its achievement of performance objectives and on all other matters relevant to the discharge by the Board of its responsibilities.
- Support the Board fully on a day-to-day basis in its collective responsibility to operate with financial regularity and propriety, proposing the budget and spending priorities reflecting the operational needs and circumstances to meet statutory responsibilities and service demands.
- Develop policy proposals for discussion and decision
- Support the Chair of Trustees in ensuring the continuing engagement and involvement of all members of the Board.
- Advise on the composition of the Board of Trustees and of any sub-committees, and on the process of training and development, ensuring that the Board of Trustees collectively possesses the qualities required properly to discharge its responsibilities.
- Ensure that there is an annual Board Calendar and that all meetings are duly called, held and minuted.

Leading and Managing the Hospice of St Francis the postholder will:

- Provide corporate and strategic leadership working effectively with the Board of Trustees and with the Executive Team, promoting good working relationships and effective coordination throughout the organisation
- Work to develop the capacity, direction and reputation of the Hospice of St Francis and work flexibly with staff, volunteers and other stakeholders to ensure that the aims and objectives of the organisation are delivered.
- Lead the development of the organisation's strategy and business planning both short-term and long-range and provide budgets to support strategic business goals.
- Be responsible to the Board of Trustees for the overall financial health of the Hospice by ensuring financial stability, by developing, supporting and implementing new commercial and fundraising initiatives, and by maintaining an adequate level of reserves
- Provide leadership to direct reports, inspiring, developing and empowering them to perform to their best and appraise their work through the agreeing and monitoring of annual performance objectives.
- Develop a high personal profile and reputation with external partners and stakeholders, forming effective relationships at the most senior level
- Enable the Charity to articulate its Vision, Mission and Values and ensure that these are applied consistently across the organisation.
- Ensure that appropriate delegation is in place and that all managers and staff understand the extent of their respective authority.
- Have responsibility for governance, quality assurance and compliance requirements. Ensure compliance with legal and statutory responsibilities and ensure that robust risk management processes are in operation.
- Negotiate, as required, and deliver contracts for resources and services in accordance with the Hospice's plans, aims and values.
- Ensure that the Hospice has the resources necessary (human, material, facilities, equipment, IT and financial) to operate effectively and efficiently and to meet the demands of agreed plans.



Qualifications, Skills, Experience, Knowledge & Approach	<ul style="list-style-type: none"> • Proven experience in executive leadership. It would be desirable that this includes leadership experience within a complex, CQC-regulated healthcare or nonprofit organisation/company. • Strong financial acumen; a demonstrable track record of developing commercial operations to successfully grow income. • Strong financial and strategic planning skills • Deep commitment to compassionate care and ethical leadership and a track record of creating and nurturing positive organisational culture • Strategic thinking with the ability to navigate change and uncertainty and lead through complexity • Demonstrated success in strategic stakeholder engagement and influencing • Experience of positively managing the relationship with the board
Key Accountabilities	
Communication	<ul style="list-style-type: none"> • Strong communication and interpersonal skills • Confident in expressing opinions but sensitive to the views of others • Excellent relationship building skills • Ability to influence and manage expectations across diverse groups: board members, donors, regulators, volunteers, partners and the wider community • Communicates the organisation's vision and strategic goals with clarity and conviction • Skilled in navigating sensitive topics like end-of-life care, ethical dilemmas, and public misconceptions about palliative services • Ability to maintain calm, with clarity, and transparency during internal or external challenges. • Represents the hospice in public forums, media interviews, and advocacy efforts. • Model our values and our passion for what we do. • An adept storyteller able to convey fluently the value and purpose of the Hospice • A proven networker with the ability to inspire trust and confidence across communities and cultures
Internal & External Contacts	<ul style="list-style-type: none"> • Board of Trustees • Executive Team • Medical and Clinical Staff • Administrative Staff • Volunteers • Commercial partners • Patients and Families • Donors and Funders • Healthcare Partners • Regulatory Bodies • Local Government and Councils • Media and Public Relations • Professional Associations • Legal and Financial Advisors
Decision Making	<ul style="list-style-type: none"> • Analytical thinker – ability to analyse data • Strong problem solver • Freedom to act within delegated responsibility and charity policy and



	<p>procedure</p> <ul style="list-style-type: none"> Consistently apply the level of judgement commensurate with a CEO role and act at all times in the best interests of the Hospice in accordance with the Nolan Principles of Public Life Take soundings, advice and feedback from a range of people internally and externally Keep abreast of best practice in the UK and internationally, communicate and apply that learning
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> Commitment to the aims and ethos of the Hospice Continually strive to improve the business Development of others to succeed Keen to develop self within role Ability to work alone with the support and guidance of the Chair of Trustees Frequent interruptions with unpredictable workload Requirement to have full driving license, own car and the ability to drive between sites as required. Must have the right to work in the UK
Health & Safety	<ul style="list-style-type: none"> Understand and comply with all Health and Safety, Fire and Infection Control regulations Complete all mandatory training and ensure compliance of direct reports and contractors
Safeguarding	<ul style="list-style-type: none"> Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis