

Job Description

1. JOB DETAILS	
Job Title	Head of Enabling Services
Department	SMT
Grade	8a (Subject to Job Evaluation)
Responsible to:	Chief Executive
2. AIM	
<ul style="list-style-type: none"> • Provide visionary leadership and management for the staff and volunteers in Central Support, Estates, Finance, Governance, HR and IT ensuring a high level of motivation and morale and a focus on achieving the Hospice's strategic enablers for the benefit of the people who use our services. • As a member of the Senior Management Team, advise the Chief Executive and the Board on the strengths and weaknesses of the Hospice corporate services and the resources needed to operate support services that are cost-effective, enable the Hospice to achieve its strategic goals and protect the Hospice and its users from unacceptable risk. 	
3. ORGANISATIONAL CHART	
Please find attached	
4. KEY RESPONSIBILITIES	
Communication and relationships	
<ul style="list-style-type: none"> • Reporting directly to the Chief Executive, the Head of Enabling Services will manage and be accountable for leading, managing and developing efficient and effective enabling services as set out in the Hospice Strategic Plan. • Make an effective contribution to the overall leadership and management of the Hospice through membership of the Senior Management Team. • Network effectively in the community, and with counterparts in other Hospices, regionally and nationally. 	

- Develop and maintain effective working relationships with Clinical Services to ensure a very good understanding of the Hospice's clinical, education and research activities and aspirations.
- Identify and engage in opportunities to build the brand and profile of St Cuthbert's Hospice. • Develop and prepare regular and ad hoc reports for the Board of Trustees and its Sub-Committees.
- Develop and maintain a culture that embeds the Hospice values.
- With the SMT, build a culture of learning and improvement across the Hospice.
- To work closely with the SMT to define and implement the Hospice's strategic goals and operational objectives and communicate clearly the Hospice's vision to internal and external audiences.
- To personally manage one of the Enabling Services teams (Central Support, Finance, HR).
- Fulfil role as on-call manager.

Analytical and judgement skills

- Develop a shared understanding of the role of Enabling Services and a data led approach to optimising their effectiveness and efficiency, utilising customer relationship management processes, benchmarking and relevant standards.
- Explore and understand the external environment (regulatory, voluntary sector, health and social care, hospice) in order to identify emerging opportunities and threats and respond accordingly, including through partnership working.
- Participate in analysis of incidents and complaints and their root cause
- Determine and monitor key performance indicators for Enabling Services. Planning and organisational skills

Planning and organisational skills

- As a member of the SMT, contribute to the development and implementation of the Hospice's Strategic Plan.
- Develop and oversee the implementation of plans which enable the Hospice to achieve its strategic goals and grow sustainably.
- Hold teams accountable for the delivery of plans in an agile and result focussed way.
- Ensure the development of systems and processes which maximise efficiency and effectiveness.
- Day to day responsibility for the operational management of the Hospice's statutory functions and responsibilities.
- Developing and managing the provision of the HR function
- Oversee development and management of financial management and reporting processes including working alongside our contracted auditors to prepare monthly, quarterly and annual financial and management accounts in support of the budget process.
- Be responsible for the effectiveness of the governance arrangements of the organisation, overseeing due diligence and reporting to the Finance, HR and Governance Review Committees.

- The post holder will fulfil the roles of Company Secretary, Data Protection Officer and Health and Safety Responsible Officer and undertake the legal responsibilities of those roles.
- Continued development, monitoring and reporting of the Hospice's Enabling Services risk registers including reporting to Chief Executive, Senior Management Team and Board/Sub-Committees.
- Maintaining and managing adherence to health and safety policies and procedures and ensuring compliance and adherence to all relevant legislation.
- To arrange the management and provision of secretariat support to the Company's board meetings, committees and sub-groups.

Physical skills

- Requirement to be able to travel to events and meetings off site.
- Standard keyboard skills.

Patient/Client Care

- Through own behaviour and leadership, promote positive relationships, a learning culture, collaboration and effective team working across the Hospice to support outstanding and safe patient and customer care.
- Actively seek and respond to feedback from people who support the Hospice.
- Ensure key stakeholders are appropriately informed to enable them to positively influence the development of the Hospice.
- Ensure the Hospice is highly resilient to respond to incidents and events that could impact unfavourably on the delivery of outstanding services.

Policy and Service Development

- Advise the Chief Executive, SMT and Trustees on all matters relating to corporate governance and management.
- Ensure that appropriate processes are in place to assure the quality of work done by the department including audit and feedback mechanisms.
- Develop business cases for new developments to enable informed decision making by the Trustees.
- Lead the development and review of Hospice Finance, Estates, Governance and HR policies and procedures.
- Participate in developing and reviewing policies and procedures to ensure safe and effective practice and ensure understanding of and compliance with all relevant Hospice policies and procedures.
- Contribute to the effective governance of the Hospice by appropriate and effective engagement with all Hospice governance processes, including the management of incidents and accidents.

Financial and Physical Resources

- Lead the development and implementation of financial plans in line with current and future Hospice goals and objectives
- Shape and manage budgets effectively with a focus on maximising return on investment as well as value for money.
- Lead and support the preparation of operational plans and budgets for Enabling Services.

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.
- Ensure strong and transparent financial management and accountability.

Human Resources

- Lead an established team of staff and volunteers with the right mix skills and capacity (a team of approximately 10 paid staff and 50 volunteers), including involvement in recruitment, appraisal, management of absence, disciplinary and grievance.
- Lead the development and implementation of human resource strategies in line with current and future Hospice goals and objectives.
- Conduct effective appraisals and performance reviews to maximise the impact of the Department.
- Contribute to the appointment and induction of new staff and volunteers.
- Lead and support change management.
- Participate in an annual appraisal with the Chief Executive and regular reviews of progress against agreed objectives and targets.
- Participate in the induction programme for new staff and volunteers (including Trustees).
- Advise on a competency and training framework for staff and volunteers engaged in providing enabling services.
- Deliver appropriate training to managers, staff and volunteers to enable them to deliver responsive, safe, effective, caring and well-led services.
- Carry out disciplinary investigations across the Hospice, if required.

Information Resources

- Work with the Chief Executive and members of the Senior Management Team to ensure effective systems of communication to promote staff and volunteer engagement
- Responsible for compliance of the Enabling Services teams with Data Protection and Information Governance, including ensuring the safe use, storage and archiving of data as well as the security of information assets.

Research and Development

- Encourage and evaluate innovation and improvement in processes and products to support delivery of improved outcomes and impact.
- Ensure own professional and personal development.
- Keep up to date with relevant developments in the charity, public and commercial sectors.
- Attend, contribute to and provide feedback from relevant conferences, seminars and workshops.
- Undertake mandatory training.

Freedom to Act

- Guided by policy and legislation, manage all enabling services activities.

EFFORT & ENVIRONMENT

Physical

- Ability to access all areas of the Hospice and travel to meetings and events away from the main site.

Mental

- There is a frequent requirement for concentration e.g. report writing and with frequent interruptions necessary to respond to the day to day demands of the Hospice's operation.

Emotional

- There is an occasional requirement to interact with users of Hospice services, their families and carers.

Working Conditions

- The post is predominantly Hospice based with an occasional requirement to attend events and outlets away from the main site.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- Support the maintenance and development of an environment and culture that improves health and safety and security and be responsible for the implementation of good health and safety practice across the Income Generation teams.
- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.
- As a member of SMT, contribute to effective risk management across the Hospice.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

