



ellenor.^x
hospice care in your home or ours

Job Description

Interim Chief Executive Officer

ellenor.org

 01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Interim Chief Executive Officer (CEO)

Department: Executive

Contract Terms: Fixed Term - 6 Months Contract, Full Time
37.5 hours

Salary: £85,000 per annum pro rata

Location: **ellenor** Hospice, Gravesend, DA11 7HQ

Responsible To: Chair of the Board of Trustees

Accountable To: Chair of the Board of Trustees

Manages: Executive Team of Directors

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

Accountable to the Trustee Board for the development and implementation of a strategy which delivers the vision, purpose and values of **ellenor**, and for providing inspirational leadership across the Organisation.

- To convey the vision of **ellenor**, having credibility with staff volunteers and external partners.
- To ensure **ellenor** continues to play a lead role in all aspects of Hospice and End of Life Care, locally and nationally.
- To take overall responsibility for the strategic leadership and management of the organisation in the execution of the Board of Trustees' policies and duties.
- Together with the Chair, support the Board of Trustees to fulfil its responsibilities, ensuring that the Board receives timely and appropriate advice and information on all relevant matters.
- To lead, direct and implement the organisation's vision, mission and objectives.



Main Duties and Responsibilities:

Principal Accountabilities

Leading and managing the organisation:

- To work in collaboration with the Directors and Senior Managers to maintain the focus of ellenor on excellence in patient care and family support.
- To ensure that the organisation has a long-term strategy to enable it to achieve its objectives. To monitor and review this strategy on a regular basis.
- To ensure that any projects commissioned by the organisation are completed on time and within budget.
- To provide visible leadership to the executive and senior management teams, ensuring the organisation's corporate philosophy and policies are consistent, pertinent and practised throughout the organisation.
- To lead by example in the management of the executive team including developing skills and capabilities through performance and appraisal reviews in line with the strategic objectives.
- To ensure that the organisation has the resources to progress and develop towards the achievements of its strategic objectives.
- To work with the Director of People & Development and in collaboration with other Directors and senior managers in the maintenance of an effective system for the recruitment, management, training and developing of staff and volunteers to achieve the organisation's objectives and to implement its strategy, ensuring implementation of the Equalities, Diversity and Inclusion and Equality and Diversity Strategy.
- To promote good communications, and the training and development of staff and volunteers throughout the organisation building an environment that attracts, retains and motivates a top quality and effective workforce.
- To encourage and develop a strong sense of team spirit across the organisation.
- To ensure the organisation is always presented in a professional and caring manner.



- To ensure that the necessary resources are provided and proper standards maintained for the protection of people and the organisation's assets, giving particular attention to:
 - Legal requirements
 - Health and Safety at work
 - Maintenance and security of property
 - CQC Regulatory Framework
- To build and maintain good relations with external stakeholders including government, statutory and voluntary bodies, together with other relevant organisations.
- To report regularly to the Board of Trustees on the progress of the organisation's work, together with any other matters which are relevant to the discharge of the Board of Trustees' responsibilities.
- To actively encourage and support the sharing of expertise through collaborative relationships with other hospices and health service providers in the area.
- To act as or appoint a CQC Nominated Individual.

Working with the Chair and the Board of Trustees:

- To ensure that items requiring the consideration of the Board are placed on the agenda of their meetings as appropriate.
- To report to the Chair and when appropriate to the whole board on an exception basis, both current and potential issues, events and incidents that present a legal, financial or reputational risk to the charity, its staff or to the patients and families we care for.
- To report regularly to the Board or Executive Committee as appropriate on the progress and wellbeing of the organisation and on all other matters relevant to the discharge of the Board's responsibilities.
- To formulate policy proposals for submission to and approval by the Board of Trustees.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Degree Level Qualification and/or equivalent experience within a Care, Business, Management or Clinical Discipline

Experience:

- Proven track record of effective leadership and management of an organisation or large department/division, in a relevant regulated health or charity environment.
- Leading change at a senior level through collaboration and positive working relationships.
- Experience of working collaboratively with a Board of Trustees and encouraging an inclusive, open and transparent culture and approach.
- Broad commercial and strong skills in financial management to include budget planning and cost control at a strategic level.
- Understanding of income generation and commissioning and encouragement of a fundraising ethos across an organisation.
- Delivery of a first-class person-centred service in a health environment and commitment to excellence.
- Strong ambassadorial and influencing skills with ability to build outstanding internal and external relationships, develop collaborative opportunities and represent the organisation externally at a local, regional and national level.
- Demonstratable Senior Leadership and Director Level experience with a proven track record of enhancement and continual improvement

Knowledge, Skills and Attributes:

- An empathy with the purpose and values of ellenor.
- A high level of self-awareness and emotional intelligence and to exercise good judgement.
- Ability to take tough decisions and bring a team with you.
- High level of personal empathy and integrity.
- Provide inspiring leadership to the organisation.
- High level of personal resilience with the ability to keep calm under pressure.
- Ability to manage multiple, conflicting demands.

