

Queenscourt Hospice Role Description	
<b>Post:</b>	Executive Director of Strategy and Business Development
<b>Reports to:</b>	Co-Chair of Trustees
<b>Accountable to:</b>	Co-Chair of Trustees
<b>Key Relationships:</b>	Executive Director of Nursing Services Executive Medical Director

### Background

The post holder will:-

- Have a strong commitment to, loyalty to, passion and respect for, the work of Queenscourt Hospice, its staff, volunteers and supporters
- Have an understanding of the context in which Queenscourt has to provide services, with an understanding of the charitable and healthcare sectors
- Have a background which prepares them for the variety of roles they will need to undertake.

### Roles

- Executive Director and part of the Executive Leadership and Management Team with the Executive Director of Clinical Services and Executive Medical Director, with whom the day-to-day management and oversight of Queenscourt and its activities is equally shared
- Responsible Individual for the purposes of the regulatory body, the Care Quality Commission
- Senior Information Risk Owner (SIRO) as required by the Information Governance Toolkit
- 24-hour lead and responsibility for all non-clinical services with an expectation to provide second on-call cover for emergencies
- Lead for strategic development and for contracting and commissioning relationships.

### Main Duties and responsibilities

1. Be responsible for the management and leadership of all non-clinical services within Queenscourt Hospice.
2. As chief administrative officer of the company, be responsible, along with the Council of Trustees for certain tasks under the Companies Act.
3. Enter into certain contracts on the company's behalf.
4. Have current knowledge and awareness of company and charity law as it relates to the business of Queenscourt and its subsidiaries.
5. Keep oversight of legislative, regulatory and governance developments that may impact Queenscourt and its' subsidiaries and ensure that the Council of Trustees and relevant boards are appropriately briefed.
6. Support the Council of Trustees, subsidiary boards and the Strategy and Succession committee with succession planning processes.
7. Enable and work with the Governance and Facilities manager, as Company Secretary, to ensure that disclosures on corporate governance issues and the workings of the Council and boards are appropriately managed and reported.
8. Maintain confidentiality relating to all Council and Queenscourt matters.

9. Ensure the necessary returns are submitted to Companies House and the Charity Commission.
10. Prepare the Annual Report, in consultation with the other Executive Directors, and the Governance and Facilities manager.
11. Oversee the planning, preparation and scheduling of the Council meetings and AGM.

#### **Human Resources Management**

12. Ensure that there is an effective Human Resources Strategy which meets all the regulatory and legal requirements.
13. Ensure terms and conditions of employment are in place to meet the current and future needs of Queenscourt.
14. As part of the Executive Leadership and Management Team, work with the Head of HR and Volunteering (HoHR) to develop and update a workforce strategy for the future.
15. Provide support to the HoHR to ensure that all Queenscourt policies, procedures and employment practices are lawful, equitable and consistent with the overall HR Strategy.
16. Provide leadership, oversight and support to the Human Resources and Volunteering Team.

#### **Estates, Health, Safety & Risk**

17. Responsible Director for legal and regulatory requirements of Health and Safety for Queenscourt Hospice and its subsidiary companies.
18. Liaise closely regarding Health & Safety matters with the Executive Director of Nursing Services and the Health, Safety and Estates Manager to ensure clarity and commonality of messaging across all subsidiaries and services.
19. Ensure a robust programme of Estates management and preventative maintenance is in place.
20. Ensure appropriate reporting of incidents and accidents in line with Queenscourt's systems so that lessons are learned across the organisation and appropriate corporate actions taken.
21. In relation to Fire Safety, take responsibility for regulatory Inspections and requirements, oversee the appointment of appropriately trained Fire Wardens, mandatory training of all staff, annual review of the Fire Risk Assessment and updating of Fire Policy.
22. As a member of the Risk, Health and Safety Committee, oversee the management of risk in both Queenscourt and its subsidiary companies and the review of Queenscourt's strategic risk register.
23. Ensure all risk assessments are completed as required and submit reports via the Board Assurance Framework.

#### **Finance**

24. As a key member of the Finance Committee, ensure appropriate financial governance and controls in place.
25. Oversee the management of resources in order to meet charitable objectives in line with Queenscourt's policies and legislative frameworks.
26. Act as one of the authorised signatories for expenditure as laid out in the Governance arrangements.
27. Agree and monitor annual budgets in collaboration with the Head of Finance and other Executive Directors, taking specific responsibility for non-clinical departments.
28. Be able to articulate a current and clear understanding of the performance of the charity's resources, assets, liabilities and cashflow in the context of history and future service developments.
29. Consider opportunities to enhance existing income streams and develop new business opportunities.
30. Provide leadership, oversight and support to the Finance Team.
31. Oversee capital schemes as necessary, dealing with operational issues.

### **Income Generation & Communications**

32. Provide leadership and support to the Head of Income Generation and Communications in the successful application of Queenscourt's Income Generation Strategy.
33. Provide leadership, oversight and support to the subsidiary companies, whose only purpose is to provide financial resources for Queenscourt whilst promoting its service.
34. As a key member of the Communications and Marketing Committee, ensure appropriate controls are in place to manage the flow and content of public relations material, ensuring that all information generated by Queenscourt, for the public domain, complies with the Communications and Marketing Strategy and that Queenscourt's vision is appropriately communicated throughout and without the organisation by all available and appropriate means.
35. Provide leadership, oversight and support to the Income Generation and Communications teams.

### **Strategy & Service Development**

36. As part of the Strategy and Succession Committee, support the Council of Trustees in the development of strategic vision and formation of strategic documents, including business plans.
37. Establish, develop and maintain excellent working relationships with existing and potential commissioners of hospice services, to protect and strengthen current income streams, whilst identifying further opportunities for growing services and maximising income.
38. Ensure the organisation is prepared to submit tenders for appropriate service bids, developing tender documents and costing as required.
39. Develop excellent working relationships with other providers both statutory and voluntary.
40. Maintain relationships with, and awareness of the work of, specialist and supportive palliative care and hospice organisations.
41. As part of the Education Committee, work with the Executive Director of Nursing and Executive Medical Director to deliver a comprehensive programme of clinical education.
42. Provide leadership and line management to the education team.
43. Lead the development of a commercial strategy for Queenscourt's Terence Burgess Education Centre.
44. Represent Queenscourt externally with key stakeholders and in key settings, such as place partnership groups, Hospice UK, Hospice Collaboratives and any other such key influencers.

### **Information Governance**

45. Be the Senior Information Risk Owner (SIRO) as required by the Information Governance Toolkit for Queenscourt and its subsidiaries.
46. Ensure and oversee IT Strategy, information governance and data protection, in conjunction with the IT Team and MWL Trust.
47. Provide leadership, oversight and support for the IT and Data Team.
48. Oversee and support the IT Manager to ensure the data flow and collection required to meet requirements for internal use, evidence of impact and external reporting.

**NOTE: Within this role, there will be a requirement for social contact with patients and/or patient families. This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

## Person Specification – Corporate Services Executive Director

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<b><u>Qualifications</u></b>	<ul style="list-style-type: none"> <li>Professional Qualification</li> <li>Level 7 qualification or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>Experience of commissioning or a commercial background</li> </ul>	Application Form Certificates
<b><u>Experience</u></b>	<ul style="list-style-type: none"> <li>Substantial previous experience in a Senior Leadership role</li> <li>Extensive experience of managing and working in teams</li> <li>Experience of visioning and implementing change</li> <li>Experience of strategic planning, development and implementation</li> <li>Experience of meeting regulatory requirements and quality standards</li> <li>Demonstrable experience of building positive relationships with internal and external stakeholders</li> <li>Practical experience in the preparation, monitoring and interpretation of financial information</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in the voluntary sector</li> <li>Experience of working in or with the charitable sector</li> <li>Experience of working with or in public sector structures</li> </ul>	Application Form Interview Assessment References
<b><u>Skills &amp; knowledge</u></b>	<ul style="list-style-type: none"> <li>Ability to prioritise and self-manage effectively</li> <li>Highly developed communication and presentation skills</li> <li>Proven ability to manage conflict and challenge appropriately</li> <li>Excellent business acumen and commercial understanding</li> <li>Ability to plan strategically and turn plans into reality</li> <li>Ability to demonstrate a solution focused approach</li> <li>Ability to balance competing priorities, articulate opposing views and make decisions</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Charity Commission</li> <li>Knowledge of companies' legislation</li> <li>Knowledge of governance and regulation in the charitable sector</li> </ul>	Application Form Interview Assessment References
<b><u>Personal Qualities</u></b>	Special interest in working in hospice and palliative care environment; Highly motivated, can demonstrate initiative and an intuitive approach to dealing with sensitive situations; Team player who can demonstrate a positive approach along with an understanding of the charitable ethos and of working with volunteers; Willingness to be hands on and ability to mix with all sections of the community; ability to work unsocial hours as required; ability to travel independently throughout the UK and beyond.		Interview Assessment References

<b>DBS</b>	This post is subject to a disclosure and barring check. Whilst information relating to convictions is sought on our application form, under the Rehabilitation of Offenders Act (Exemptions order 1975) the existence of a criminal record will not automatically bar someone from employment
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