



Chief Executive Officer Recruitment Pack

Contents

Introduction from the Chair and CEO	3
About Us	4
Role Profile	5
Person Specification	8
Our Values	9
Our Strategic Objectives	10
Our Services	11
Our Impact	12
Our Structure	13
How to Apply	14



Introduction from the Chair and CEO

Thank you for your interest in the role of Chief Executive Officer at Barnsley Hospice.

We have been at the heart of the community for over 30 years, providing specialist palliative and end of life care to the people of Barnsley. Our roots lie in the passion and dedication of a small group of volunteers who campaigned tirelessly to bring hospice care to Barnsley, with the support and generosity of our local council, businesses, and community groups. Their continued support has been the cornerstone of our success, enabling us to deliver essential care and support when it matters most.

As we reflect on three decades of impact, we also look ahead with ambition. Our future is filled with opportunities to grow, develop, and transform our services so they continue to meet the changing needs of our patients, their families, and the wider community. We are determined to become a more sustainable organisation that is fit for purpose throughout the next 30 years and beyond. Achieving this vision will require bold leadership, continuous improvement, and a relentless focus on quality and innovation.

Like many charities, we face the ongoing challenge of securing a variety of income streams to sustain and expand our work. We serve a diverse community and are committed to ensuring our services are accessible, inclusive, and responsive to the needs of all individuals and families. To meet the evolving needs of local people, we are dedicated to enhancing our care environment, adopting new technologies, and expanding our services within the community. We aim to broaden our impact through outreach, education, and collaboration.

This is an exciting time to join Barnsley Hospice. We have built a reputation for excellence, being rated Outstanding by our regulator, and we are proud of our achievements. However, we believe there is still more to do. We want to reach more people, provide greater support, and continue to make a meaningful difference.

We are looking for an ambitious, visionary leader who can foster a culture where all voices are heard and respected, build on our strong foundations, and lead us confidently into the future. If you share our passion for making a difference and have the leadership skills to take Barnsley Hospice beyond outstanding, we would love to hear from you.

Please note, our current Chair of the Board of Trustees, Carole Gibbard, will be retiring at the end of June. The new chair, who is a current Trustee, will take over the Chair position from July 2025.

Thank you



Carole Gibbard
Chair of the Board of Trustees



Martine Tune
CEO and Chief Nurse



About Us

Barnsley Hospice provides specialist palliative and end of life care for the people of Barnsley.

We care for adults living with active and progressive life-limiting illnesses, including cancer, heart and lung diseases and neurological diseases such as motor neurone disease and Parkinson's disease. We are also here to support friends and family.

At the hospice, we provide a range of services free of charge for the people of Barnsley. These include a 10-bedded inpatient unit, support and wellbeing service, counselling and bereavement support, medical outpatient appointments and more. We tailor our services to each individual and empower people to make choices about their care.

Hospice care is different for everyone, and wherever possible, we support people in the ways that work best for them.

Our aim is to help people to live as well as possible, and do the things that are important to them. We take a holistic approach to our care, helping people with pain and symptom management, and providing practical, emotional, spiritual and social support.

End of life care is an important part of what we do, but we are also here to support people from earlier in their diagnosis.

As a charity, we rely on our fundraising and retail efforts and the generosity of the local community to fund our services.

Since we first opened our doors in 1994, we have grown and adapted our services, remaining focused on embracing a culture of continuous improvement and training. This is integral to helping us meet our strategic objectives and providing the highest quality of care possible.

We are looking to recruit an outstanding, ambitious, and committed Chief Executive Officer to continue driving forward our Board of Trustees' strategic vision for our charity.

The CEO's role is outlined in the Role Profile and Person Specification. The CEO is supported by an experienced and talented Board of Trustees, Executive Leadership Team, Heads of Service, and a committed team of staff and volunteers.

Role Profile

Job Title: Chief Executive Officer (CEO)

Hours of Work: 37.5 hours per week

Salary: Circa £90,000 commensurate with experience

Base: Barnsley Hospice, Gawber, Barnsley

Department: Hospice Wide

Accountable To: Chair of the Board of Trustees

Responsible For:

- Responsible for delivery of the hospice's strategic objectives and its financial, operational and quality targets and the long-term financial sustainability of the hospice.

Job Purpose:

- The CEO is the leader and public face of the hospice and ensures effective day-to-day operational performance across all hospice functions. A key purpose is to support the Board of Trustees to fulfil their duties and ensure the effective implementation of Board decisions and that Board vision and strategy is achieved, and that all risks are effectively managed.

Main Duties & Responsibilities

Leadership, Strategy and Partnerships

- Role model the hospice's Values and Leadership Behaviours, being highly visible, inclusive and compassionate in style and approach and empowering all to ensure that patients & their families, employees and volunteers are at the heart of all that we do.
- Create and model a positive, supportive, just culture and encourage productivity across all hospice functions.
- Develop and ensure a culture of openness and engagement where staff feel involved in the hospice's agenda and business.
- In conjunction with the Board of Trustees and members of the Executive Leadership Team (ELT) ensure the development and delivery of effective clinical, financial, retail, fundraising, and corporate quality improvement strategies.
- Lead and support the Executive Leadership Team in the day-to-day running of the hospice, including establishing clear delegation and authority.
- Operate a clear performance management and accountability framework, ensuring appraisals are undertaken at least annually and individual development and appropriate personal development is undertaken to fit with hospice priorities.
- Keep the Chair of the Board informed of all important, complex, contentious or sensitive matters.
- Promoting and conducting the affairs of the hospice with the highest standards of integrity, probity, and corporate governance.
- Keep abreast of best practice in the hospice movement, advising the Board of Trustees of risks and opportunities to respond to national and local policy and developments that impact on the hospice and patients with life-limiting conditions
- Provide leadership within the wider Barnsley Place Partnership and South Yorkshire ICB, building trust, respect and mutual understanding between partners.
- Promote effective joint working across organisational boundaries towards the achievement of the strategic objectives of the partnership.

Quality, Safety and Patient Experience

- Ensure all Care Quality Commission (CQC) requirements are known, understood and met across the hospice and there is a commitment to upholding the highest standards of safety and quality across the hospice.
- Ensure that all aspects of patient safety, including safeguarding, infection prevention and risk management are understood and implemented effectively and outcomes are monitored and reported.

- Responsible for patient experience and engagement, developing a culture of openness and responsiveness and ensuring that high-quality outcomes of care and experience are delivered by well-motivated, well led and engaged staff.
- Promote a culture of innovation and creativity and an ethos of continuous learning and improvement and ensure it is embedded throughout the hospice.
- Ensure that incidents and complaints are fully investigated and that learning from them is implemented effectively and learning is adopted from relevant national reports.
- Ultimately be responsible for the hospice's clinical governance and standards of clinical care and ensure that appropriate assurance and management processes are in place to ensure safe, compassionate and high-quality care is delivered.

Governance and Compliance

- To be the lead contact for the CQC as Nominated Individual.
- Maintain a strong governance framework to ensure compliance with relevant legislation and regulation including Charity Commission Guidance, the Charity Governance Code, Care Quality Commission, Fundraising Regulator and Gambling Commission.
- Ensure the organisation fulfils its legal, statutory and regulatory responsibilities e.g., Companies House
- Ensure that the Board is given the advice and information necessary to perform its duties and that the business of the Board is properly conducted.
- Ensure financial management, corporate and information governance systems are in place and are sufficiently robust to ensure the hospice meets its objectives and provide the Board with regular assurance on their effectiveness.
- Ensure key performance standards and measures are identified including those relating to performance, quality, service, care, audit, workforce, financial and budget are monitored and reported appropriately.
- Ensuring appropriate internal controls are in place to effectively manage risks
- Ensure that all policies and procedures are followed and conform to the highest standards.
- Regularly review the hospice organisational structure to ensure it remains fit for purpose.
- Ensure the financial security and probity of the hospice and that all accounting and financial management systems meet the standards required by regulators and reflect best practice.
- Oversee and monitor budgets and support the Board of Trustees with relevant and meaningful financial information as required.
- Establish systems of control and limits of delegation and provide the Board with regular assurance on their effectiveness.
- Ensure that all resources, including volunteers and staff, buildings and facilities, are utilised effectively.
- Develop clear and deliverable financial strategies that ensure the sustainable future of the hospice, identifying and executing new business opportunities to develop and sustain income streams.
- To ensure that all service delivery operates on a financially sustainable basis.
- Ensure that fundraising and retail strategies meet the needs of the hospice and supports the delivery of the overall financial strategy of the hospice.

Relationship Management

- Represent the hospice and ensure there is effective communication in place with all beneficiaries, stakeholders and supporters, bringing credibility and professional gravitas to the delivery of its services and maximising support and funding for the hospice.
- Utilise sound public relations and marketing activity to promote the work of the hospice within the local community and nationally when required.
- Promote regular, varied and dynamic methods of communication with all staff and the public.
- Work to highlight the need for specialist end of life care to the health and social care sectors and ensure a high profile within the sector for the hospice.
- Promote the work of the hospice within related networks, including Cancer and Palliative Care
- Ensure the hospice is well networked, understood and supported by the local community and continuously build the profile of the hospice to ensure our reputation and capacity for delivering high quality and multidisciplinary education continues to grow.

Other Responsibilities

- To undertake any other duties, commensurate with the role as required by the hospice.
- To act as an ambassador of the hospice, maintaining honesty, integrity and trustworthiness at all times.
- The post holder will be expected to maintain strict confidentiality at all times.
- The post holder will ensure that they are aware of and apply health and safety and fire precautions.
- The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
- The post holder is to ensure data protection is maintained at all times.
- The post holder will be flexible in terms of working hours in order to meet service needs.
- The post holder will support the hospice as required, across the range of duties as appropriate within the grading of this post. Any significant changes will be the subject of full communication and consultation with the post holder.

This role profile is not an exhaustive list but it shows many of the aspects to this role.



Person Specification

Essential Education & Qualifications

- Master's degree level education (or equivalent)
- Evidence of continuing professional development

Essential Skills & Abilities

- Significant proven management experience at a senior level in a complex and diverse environment including:
 - Strategic planning
 - Financial management
 - Stakeholder engagement
 - Business development
 - Project management
 - Organisational and/or cultural change
 - Leading a multi-professional team
- Experience of Governance & Risk Management at Board/Sub-Board level
- Ability to deal with a wide range of data and information and make appropriate decisions from it
- Excellent communication and interpersonal skills including significant influencing and negotiating skills
- Demonstrate strong commitment for action to adhere to Equality and Diversity in the hospice workforce and for patients accessing hospice services
- Able to manage multiple projects and deadlines and delegate effectively.
- Able to work flexibly to meet the needs of the hospice
- Full driving licence and own transport, as will be required to attend external meetings, conferences, etc

Desirable Skills & Abilities

- Experience within the Charity Sector
- System leadership experience
- A strong understanding of political, economic and social changes that affect the delivery of hospice services

Personal attributes

- Self-awareness
- Emotionally resilient, with drive, energy and enthusiasm
- Focused on delivery

The above factors will be assessed via applications and at interview.



Our Values

In 2023 we made the decision to update our values, which had been associated with the hospice for almost 30 years. We wanted our new values to drive our organisational culture, letting people know what is important to us and how they can expect us to operate. It is important that our values represent the wide range of people impacted by our activities, so we engaged with our workforce, external partners, patients and those important to them, customers and donors at our retail hub, and supporters of our fundraising events. Using their feedback, we are proud to introduce our new values and behaviours.



AMBITION

We **aim high** and look for ways to **improve** ourselves, our services, reach more people and play a leading role.

We set high standards for ourselves and the services we provide.

We seek every opportunity to learn: from our successes and our mistakes.

We take a flexible and creative approach when seeking opportunities and solutions.



COLLABORATION

We are **inclusive** and work in **partnership** with others to achieve shared goals and get the best outcome possible.

We value diversity in its broadest sense and take meaningful action to create an inclusive environment.

We seek out and nurture partnerships so we can achieve more together.

We are welcoming and friendly.



COMPASSION

We are **caring** and treat everyone with **kindness** and **respect**.

We show empathy and consideration towards others.

We are genuinely caring and respectful in our interactions with others.

We are generous with our time and attention, and value the people around us.



INTEGRITY

We are **honest**, communicate clearly and **openly**, and take **responsibility**.

We are open and honest with ourselves and others.

We are trustworthy and reliable and deliver on our promises.

We are professional and take our responsibilities seriously.

Our Strategic Objectives

Our strategic objectives outline where we want to be by March 2026 and how we are going to get there. We have high levels of ambition and strive to be the best hospice possible for our local community. We are committed to setting and achieving the highest standards of professional practice, continuously building a culture of outstanding care and services.



Strategic Objective 1

We deliver outstanding care: The care that we provide to patients and those that are important to them will be of the highest achievable quality and will be accessible for all, personal, effective and safe. It will respect their dignity and be delivered with compassion.



Strategic Objective 2

We are acknowledged as a centre of excellence for specialist palliative and end of life care: We will provide a leadership role beyond our organisational boundaries in the development of innovative and outstanding palliative and end of life care research and education and its application to practice.



Strategic Objective 3

We will develop and sustain our financial health: We will manage the financial health of our charity efficiently and effectively to achieve long-term sustainability whilst investing for growth and development.



Strategic Objective 4

We have a culture and environment where people can thrive: We will be the employer and charity of choice in Barnsley. Our people will deliver outstanding care and services and will have an enjoyable and rewarding experience that inspires them to be the best they can be.

Strategic Priorities

For the first year of our new strategy, 'Beyond Outstanding', we identified the following priorities, which we mapped against our strategic objectives.

- **Planning**
- **Building capability**
- **Improving our processes**
- **Equality, diversity and inclusion (EDI)**
- **Delivering value for money.**

Our Services: An Overview

At Barnsley Hospice, we understand the importance of providing specialist palliative and end of life care that is tailored to the individual. We take a person-centred approach to help people live as well as possible and do the things that are important to them. This means providing care and support that considers the whole person - not just their physical needs.

Throughout 2023/24, we supported **496 people** living with life-limiting illnesses and their families and friends. This includes people who accessed care and support through our Inpatient Unit, Counselling and Bereavement service, The Orangery (wellbeing service) and medical outpatients.

Many people do not realise the range of services we provide. These include:



Inpatient Unit

24-hour specialist care delivered by our multidisciplinary team within our 10-bedded unit



The Orangery

Support and wellbeing service, providing complementary therapy and facilitating a range of wellbeing groups for inpatient and outpatients



Social Work

Specialist support for those living with a life-limiting illness and the people close to them



Physiotherapy

Support to manage symptoms and improve mobility, facilitated by our specialist palliative care physiotherapist



Spiritual Support

Providing the option to access the spiritual care and support that is right for people using our services



Counselling and Bereavement Support

A safe and supportive environment for people living with a life-limiting illness, and their families and friends, to explore their feelings



Medical Outpatient

Expert care delivered by our specialist consultants, both from the hospice and in the community and in people's homes



Pall Call

A free helpline for people in Barnsley living with a life-limiting illness and their loved ones to access 24/7 specialist advice



Care in hospitals

Supporting local hospital services to provide specialist care for people with palliative and end of life care needs

Our Impact: A Year in Numbers

*Data from 1 April 2023 to 31 March 2024

We supported

53

Medical Outpatients
in 2023/24



157

people used our Inpatient Unit

276

people used our counselling services

404

social worker support activities
were undertaken in 2023/2024



539

physiotherapy support activities
were undertaken in 2023/2024



432

complementary therapy activities
were undertaken in 2023/2024



496

people used our clinical
services in 2023/24

Our counselling team carried out

1116 contact activities

Our Orangery team carried out

2328 contact activities

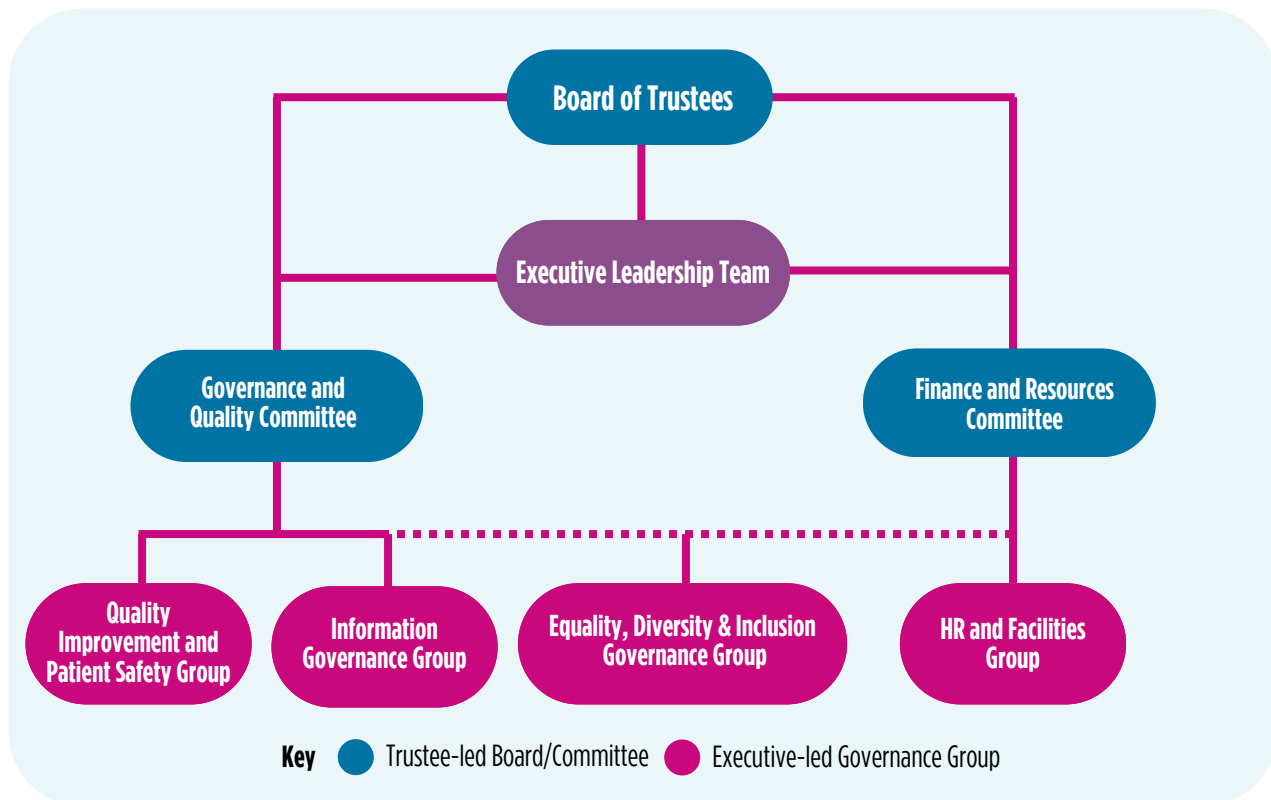
The average Inpatient
Unit occupancy rate was

90%

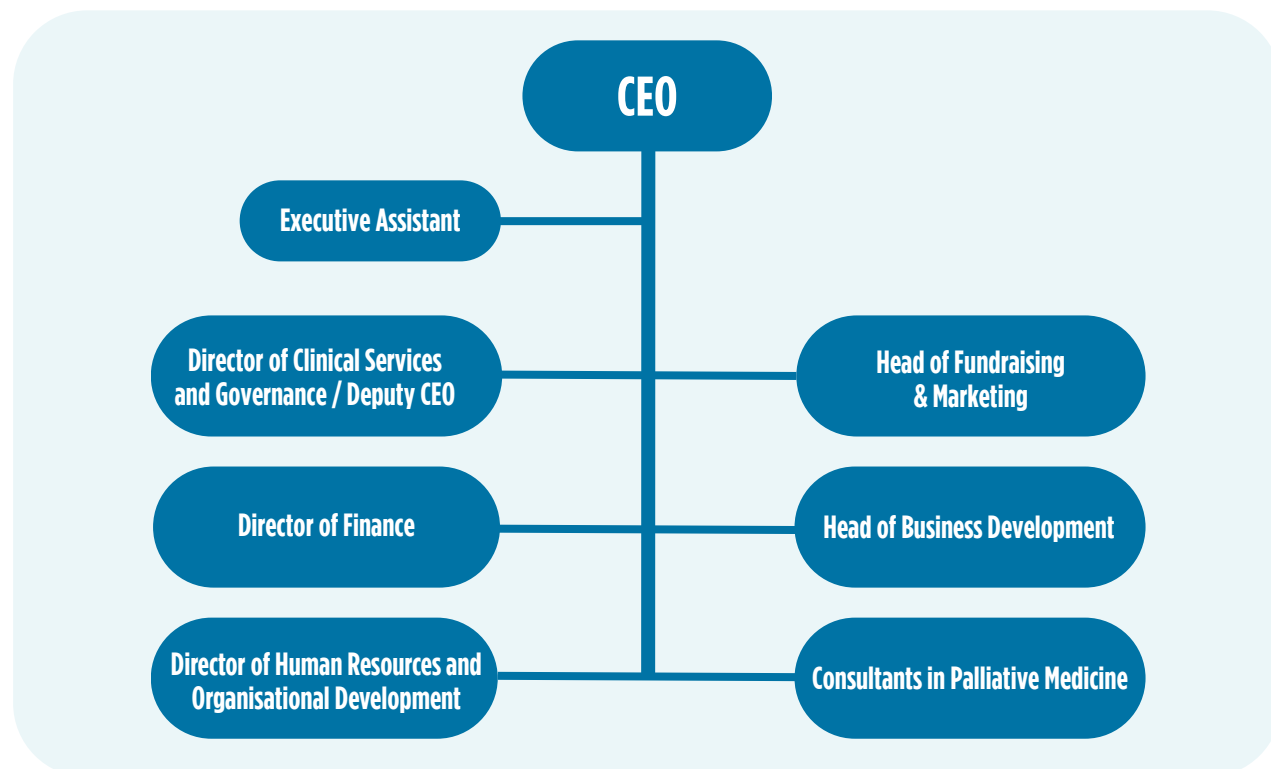
250 people were supported by
The Orangery in 2023/24



Our Governance Structure



Direct Reports



How to Apply

If you would like to apply for the position of Chief Executive Officer, please send your CV, along with a brief covering letter to humanresources@barnsley-hospice.org.

Please explain your interest in Barnsley Hospice and how your skills and experience reflect the person specification for the role.

Barnsley Hospice is committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.

Any candidate who identifies themselves as disabled will be shortlisted if they meet the essential criteria for the role. Essential criteria can be found in the job description and person specification for the role. If you require any accessibility adjustments, please contact a member of the HR team at humanresources@barnsley-hospice.org or by calling 01226 244244.

Key Dates

The closing date for applications is **12 noon on Monday 31 March 2025**.

The shortlist of candidates will be determined the following week.

If you would like to have an informal conversation with the current CEO, please email humanresources@barnsley-hospice.org and a member of the HR team will make the arrangements.

Panel interviews will take place on **16 April 2025**.

For further information about us, please visit our website: www.barnsleyhospice.org

