

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Governance and Compliance Manager REF: GCM0824**

**Closing Date 04.09.2024 | Interview Date 09.09.2024**

If you have not heard from us by 05.09.2024, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Governance & Compliance Manager.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count.

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 9 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

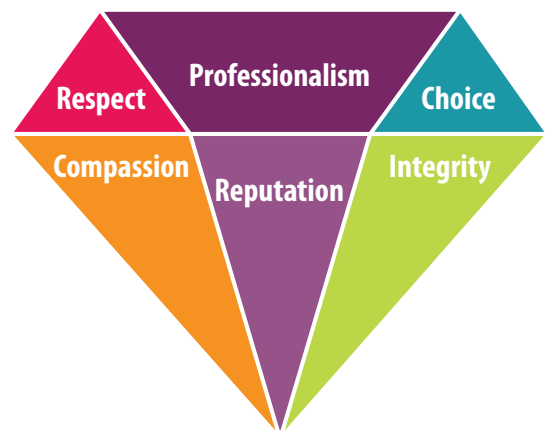
## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.





# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

We are looking for an experienced Governance and Compliance manager with a knowledge of contract monitoring, compliance, reporting and governance to join our friendly Hospice in Durham. If you would like to work in a caring and supportive environment with people who strive to make a real difference, then this role could be for you.

This is a new and exciting post in our organisation. As Governance and Compliance manager, you will oversee our Governance framework, keep our arrangements for governance under review and ensure that our contracts are set up and managed in a timely and lawful manner.

Ideally, we are looking for a candidate who has:-

- Experience of working in a governance / committee environment
- An understanding of the governance and regulatory framework in which a charity operates
- Experience in a governance or business management role.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**[Judith.Weston@stcuthbertshospice.com](mailto:Judith.Weston@stcuthbertshospice.com) or Telephone 0191 374 6174.**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



## Governance & Compliance Manager

**Department:** Enabling Services

**Grade:** 6 (Subject to Job Evaluation)

**Responsible to:** Head of Enabling Services

**Hours:** 25 - 30 hours per week

**Salary:** Up to £43,550 pro rata

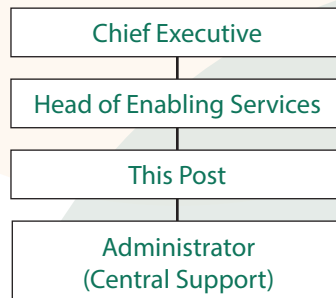
**Contract:** Permanent

### Aim

To lead the development of effective governance of St Cuthbert's Hospice.

To ensure that contracts for external services are set up in a timely and lawful manner and that these contracts are carefully monitored and reviewed so that the Hospice can be satisfied it is getting best value.

### Organisational Chart



### Key Responsibilities

#### Communication and relationships

- Act as the first point of contact for all Board Members for all queries or requests.
- Provide effective support to the Hospice Board and its Committees, including preparation of papers, drafting of minutes, recording of actions and briefing of members.
- In conjunction with the Chair and Chief Executive, plan, arrange and produce agendas for the Hospice Board and Sub-Committee meetings.
- Co-ordinate the minute taking of every meeting of the Board and its SubCommittees as required ensuring decisions are recorded and follow-up any subsequent actions.
- Collect, collate and submit information for the regulatory returns for St Cuthbert's Hospice to the Charity Commission.
- Maintain the register of interests of Board Members and Senior Managers and the register of gifts and hospitality.
- Support the Chair in setting up and administering the Trustee appraisal process.
- Develop and maintain effective working relationships with external service providers relating to information technology and data visualisation and analysis and internally within the Hospice.

#### Analytical and judgemental skills

- Keep under review all governance arrangements, risks and issues which might affect St Cuthbert's and ensure the Board is fully briefed on these matters and have regard to them when taking decisions.



## Planning and organisational skills

- Facilitate the strategic use of management information to improve the governance and management of Hospice services
- Maintain, develop and implement governance systems, procedures and events for the Board, its Sub-Committees and others as appropriate.
- To be responsible for the planning and co-ordination of Board meetings or governance events.
- Implement and continuously improve the governance policy standards and procedures across the organisation.
- Create and implement sustainable procedures for record-keeping and information retrieval to comply with agreed governance standards and current regulation.
- Ensure that arrangements are in place for the recruitment, selection, election, induction and ongoing development of Board members.
- In conjunction with the Governance Committee, establish arrangements for the evaluation of the Board and its Sub-Committees.
- Oversee the effective implementation of The Hospice's information governance, risk management and policy development frameworks

## Physical skills

- Standard keyboard skills are required.

## Patient/Client Care

- While there is no direct contact with patients/carers, there may be occasional incidental contacts by nature of being in a supportive role within the organisation.

## Policy and Service Development

- Ensure that Sub-Committees are properly constituted with clear terms of reference.
- Assure the integrity of reports, identifying and highlighting deviations from agreed standards.
- Oversee the implementation of effective information governance through the development and auditing of appropriate policies and procedures
- Oversee and co-ordinate the policy development and review process
- Maintain and develop the implementation of governance quality standards
- Ensure that the development and review of governance policies occurs in accordance with agreed timescales and standards.
- Comply with all Hospice policies and procedures.

## Financial and Physical Resources

- Responsible for the Central Support budget.
- Promote the use of digital technology within the area of responsibility
- Support the efficient use of Hospice resources
- Implement environmental friendly practices within the area of responsibility.

## Human Resources

- Manage the Administrator (central support) and Central Support volunteers.
- Participate in the delivery of the induction programme and mandatory training for all staff and volunteers.
- Attend appropriate training when mandatory and when identified and agreed at annual performance review.

## Information Resources

To act as the Hospice's Data Protection Officer

- To lead the development of St Cuthbert's data protection policies and procedures and oversee compliance with them, including:
  - Ensuring the take up of data protection training
  - Conducting data protection Impact assessments
- To lead responses to Subject Access requests
- To be the first point of contact for all data protection queries.
- Preserve the confidentiality of any information regarding patients, staff, volunteers and the business of the Hospice.



## Research and Development

- Support any audits or surveys taking place in any operational area.

## Freedom to Act

- Work within the agreed annual budget and plan, with guidance from the Chief Executive
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## Effort & Environment

### Physical

- Standard keyboard skills are required.

### Mental

- There is a frequent requirement for concentration (eg report writing and checking of tenders). As there can be frequent interruptions, good concentration and the ability to prioritise is essential.

### Emotional

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

## Working Conditions

- The post is substantially office-based.
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## General

### Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 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

- 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.

### Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- 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 DBS 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.

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Governance and Compliance Manager		<b>Grade:</b> 6	<b>Department:</b> Enabling Services	
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	Educated to degree level in a relevant discipline (e.g business management) or equivalent experience in a governance or business management role	Application form and interview		Application form and interview
Experience	<p>Experience of organising meetings, writing agendas and taking accurate concise minutes in formal and informal meetings</p> <p>Previous experience of day to day management of staff or volunteers</p> <p>Experience of developing accurate paper and electronic record systems for retrieval, analysis and dissemination</p> <p>Ability to extract, analyse, interpret and report data and provide information based on the data to drive performance improvement</p> <p>Proven experience of working in a governance/committee environment</p> <p>Experience in working to multiple deadlines</p>	Application form and interview	<p>Experience of presenting complex issues and reports to meetings.</p> <p>Experience of procurement practice and assessing quotes and tenders</p> <p>Experience of meeting the requirements of the Charity Commission.</p>	Application form and interview
Skills and Knowledge	<p>Excellent written, verbal and listening communications skills</p> <p>Presentation skills</p> <p>Understand the governance and regulatory framework in which a charity operates including knowledge of how the Board of Trustees operates</p> <p>Understanding of the difference between outputs and outcomes and how these can be evidenced across a range of specialisms</p> <p>Understanding of information governance, data protection and maintaining strict confidentiality</p> <p>Advanced IT skills including good understanding and experience of Microsoft Office Products (Word, PowerPoint, Excel, Outlook)</p>	Application form/ interview	<p>Knowledge and experience of good practice in charity and company governance</p> <p>Project management skills</p>	Application form Application form

<b>Post Title:</b>	Governance and Compliance Manager	<b>Grade:</b> 6	<b>Department:</b> Enabling Services	
Skills and Knowledge	Excellent time management and planning skills Ability to form working relationships at all levels in the organisation	Application form/ interview		Application form/ interview
Personal Attributes	Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation, compassion and respect. Flexible and adaptable Excellent interpersonal skills Tact and diplomacy Ability to work on own initiative	interview		interview
Special Requirements	There is an occasional requirement to attend meetings and respond to unexpected events outside of normal working hours	interview		interview

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....



### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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0191 386 1170

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[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

St Cuthbert's Hospice, Durham is registered by the Charity Commission  
as a Charitable Incorporated Organisation.  
Charity Number: 519767 VAT Number: 997305770.  
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF