

# Finance and Facilities Director Candidate Brief



## Introduction from Karen Clarke, Chief Executive

Thank you for your interest in the role of Finance and Facilities Director. I hope you will find the following information helpful in explaining more about the role and why it's a pivotal time to be joining St Michael's Hospice.

We are entering a new and ambitious phase of development as we embark on a major £18 million project that will modernise our estate, support service growth, and provide a high-quality environment for patients, families, and our workforce, whilst ensuring our physical infrastructure aligns with our long-term ambitions. The Finance and Facilities Director will be central to shaping the financial strategy, overseeing estates planning and development, managing risk, and ensuring strong governance throughout this capital programme.

However, the external funding environment is increasingly challenging for all hospices. The income we receive from the NHS has reduced and we rely on the local community to provide over 70% of the funding needed to deliver our care, free of charge. Despite having healthy reserves, this, combined with the scale of our ambition will demand robust financial leadership, careful stewardship of resources, and close alignment between finance, estates, income generation, and service delivery.

We recognise that we're in a more competitive commissioning environment, where good quality data and insights will be critical in enabling us to evidence our contribution and support our sustainability. In addition, we're keen to explore new sources of income that will complement our fundraising, retail and lottery revenue. This role will be critical in balancing long-term capital investment with the protection of current core revenue streams as well as pursuing new commercial opportunities.

For the right individual, this role offers an opportunity to make a lasting and tangible impact: safeguarding the Hospice's financial sustainability, supporting the delivery of a transformational capital project, and ensuring that our estate and resources fully support and evidence outstanding care for generations to come.

We're excited about our future and hope that you will feel inspired to come and join us.

**Karen Clarke**  
**Chief Executive**

## About us and the contribution you would make

### Our strategy

Established in 1987, St Michael's Hospice provides specialist palliative and end of life care to around 1,700 people each year across Hastings and Rother.

Our strategy focuses on excellence in clinical care alongside a public health approach to palliative care, strengthening communities to support people to live well with dying, death and loss.

Delivering this ambition requires financial clarity, digital capability, accurate data, well planned assets, and facilities that are flexible, efficient and fit for the future.

### Our people

St Michael's Hospice is much-loved, local charity which is values-led, inclusive and collaborative. We're fortunate to have over 200 skilled and compassionate employees and 450 volunteers, with strong community engagement.

We're also proud of our partnership working across Sussex hospices, particularly in areas such as shared systems, digital infrastructure, and service innovation - areas where financial and facilities leadership is increasingly vital.

### Our values

Our four values - respectful, kind, innovative and inclusive - underpin our mission and the way we work. We're looking for colleagues who share these principles and bring them to life every day.

#### In 2024/25...



**1,577 palliative patients were supported.**



**Over 1,200 hours of support given to patients and their carers through Wellbeing groups.**



**813 patients received home visits.**



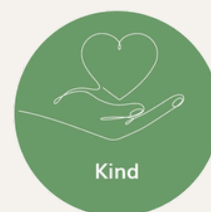
**211 patients were cared for on the In-Patient Unit.**



**470 people were supported by Bereavement Service.**



**Respectful**



**Kind**



**Innovative**



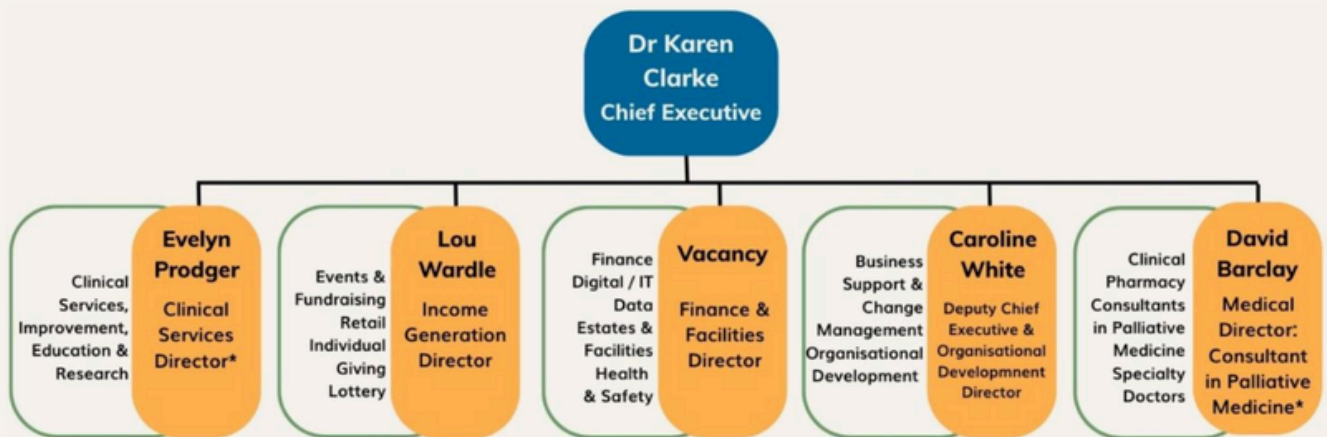
**Inclusive**

## Our structure

As Finance and Facilities Director, you will work closely with the Leadership Team and Trustees, who are aspirational and clear about the Hospice's future direction.

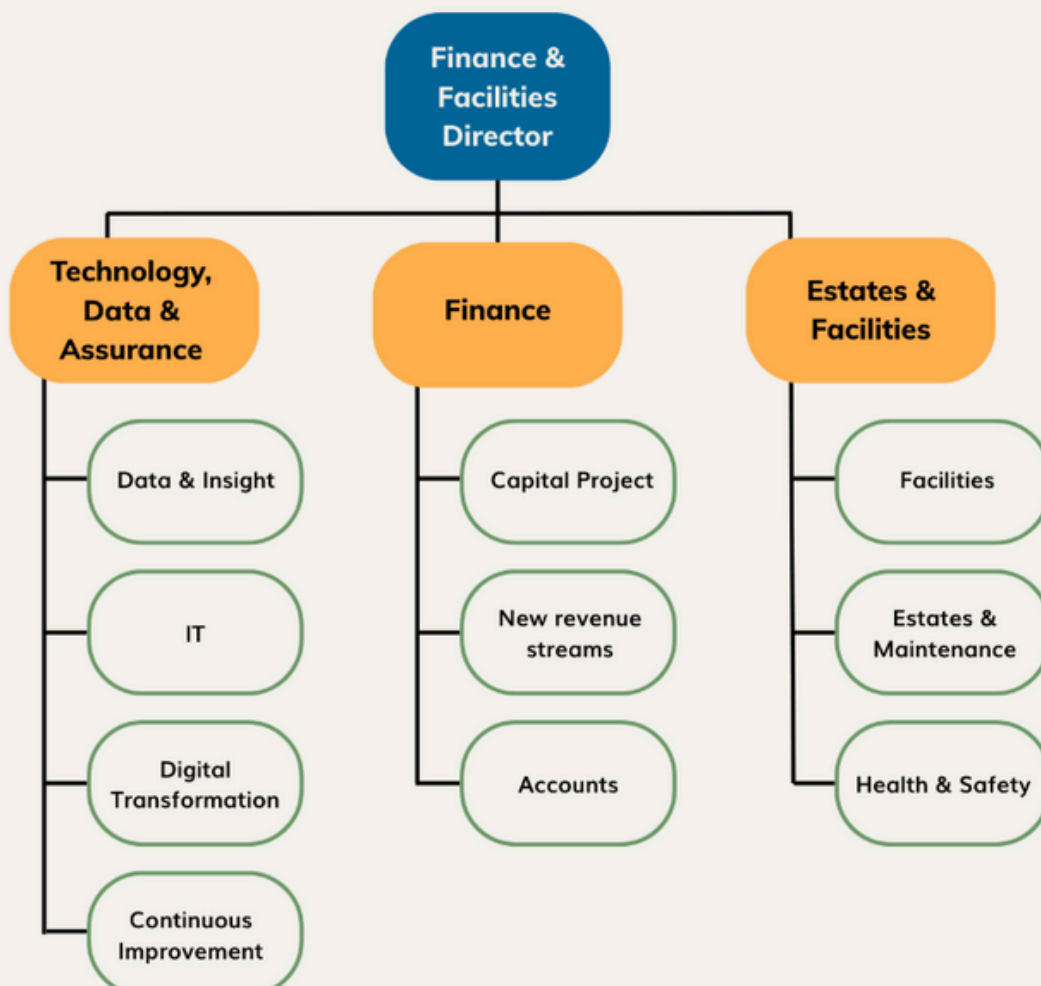
You will contribute to organisational strategy while ensuring the Hospice remains financially resilient, well-governed, and operationally effective as we grow, modernise our estate, and deepen our impact.

## Leadership Team structure



\*joint role with St Wilfrid's Hospice, Eastbourne.

## Finance and Facilities Team structure



## Finance and Facilities Director Role Description

<b>Job title:</b>	Finance and Facilities Director
<b>Job location:</b>	St Michael's Hospice, Hastings and Rother
<b>Responsible to:</b>	Chief Executive Officer (CEO)
<b>Responsible for:</b>	Finance, digital/IT, Estates and Facilities and Health and Safety

### **Main purpose of the role**

Provide expert, strategic financial leadership at Board level while overseeing the organisation's core resources (finance, digital/IT, estates & facilities, and health & safety) to ensure long term sustainability and growth, robust governance, digital innovation and a positive, inclusive workplace culture.

Shape the financial strategy for a capital programme that will support the palliative care needs of future generations by delivering a new build that provides a high-quality environment for patients, families, and our workforce and ensures the Hospice's infrastructure aligns with our long-term ambitions.

### **1. Hospice leadership**

**1.1** Serve as an effective member of the Leadership Team, collaborating with the Chief Executive (CEO), Board, committees and cross-organisational colleagues to make a measurable contribution to the overall leadership of the Hospice.

**1.2** Provide values-led organisational leadership that drives, inspires and influences a positive and inclusive culture.

**1.3** Support strategy development, planning and implementation that aligns with business goals and promotes growth, evaluating performance through data and insight.

**1.4** Identify and develop new revenue streams and commercial opportunities, working across departments to optimise resources and diversify income while ensuring the organisation remains safe, effective and efficient.

**1.5** Deliver an estates strategy that helps to ensure the Hospice's long-term sustainability.

**1.6** Provide assurance to the Board and advice and guidance to the CEO on health, safety and risk.

## **2. Financial leadership**

**2.1** Act as principal financial adviser to the Board, CEO and Leadership Team, ensuring clear understanding of financial risks and opportunities.

**2.2** Oversee all financial operations with a focus on strategic planning, financial management, operational efficiency and deficit reduction.

**2.3** Develop a multi-year financial strategy, annual budgets and forecasts; oversee monthly management accounts, statutory accounts and the external audit process.

**2.4** Ensure efficient internal controls and regular internal checks; lead procurement strategy and tendering to secure best value and robust financial governance, including for the capital project.

**2.5** Improve financial systems, processes and literacy to enhance decision-making and promote a culture of financial accountability and transparency.

**2.6** Build productive and effective relationships and contribute to negotiations with commissioners, the Integrated Care Board (ICB) and NHS partners to influence positive financial outcomes and support sustainable funding.

**2.7** Explore opportunities for collaboration with other hospices (e.g., St Wilfrid's Hospice, Eastbourne and the Sussex Hospice Alliance) and aligned organisations to improve value, resilience and quality.

## **3. Digital, technology and data**

**3.1** Maintain a clear understanding of clinical activity, cost of services, profitability, return on investment etc. to ensure data driven decision making and inform commercial opportunities.

**3.2** Support the Associate Director by providing leadership for IT and the broader digital estate, ensuring investment and service delivery align with strategic intent.

**3.3** With the Associate Director, develop and implement IT and digitisation strategies, delivering effective systems and the timely digitisation of key business processes.

**3.4** Ensure effective management of third-party IT services and contracts, ensuring robust infrastructure, service levels and periodic market testing.

## **4. Estates and facilities**

**4.1** Support the CEO to deliver a new Hospice by being a core member of the Capital Project Board, leading on the financial strategy, contributing to risk management and ensuring robust governance.

**4.2** Support the Estates, Facilities and Health and Safety Manager to ensure all sites are managed efficiently and maintained appropriately, overseeing integrated programmes of construction, refurbishment and maintenance.

**4.3** Provide Board assurance on health and safety and risk, ensuring compliance with relevant regulations and standards.

**4.4** Lead the development and implementation of an environmental, social and governance (ESG) programme across the organisation.

**4.5** Ensure a best-practice approach to sustainability in estates, procurement and operations, with measurable improvements in environmental performance.

## **5. Governance, risk and assurance**

**5.1** Provide knowledgeable contributions to Board discussions; attend and support audit, finance, investment and income generation committees.

**5.2** Ensure compliance with Charities SORP, charity and company law, relevant regulations and information governance requirements, including being the Hospice's senior information risk owner (SIRO).

**5.3** Support the Associate Director to oversee risk management, ensuring the Board and CEO are assured on key risks and mitigations.

**5.4** Work with the Associate Director to conduct internal reviews and assurance activities; monitor auditor performance and ensure effective external audit outcomes.

## **6. People and operational management**

**6.1** Lead the teams responsible for central functions (finance, IT, data, estates, catering etc.) to deliver cost-effective, customer-focused services via a business-partnering approach across all teams.

**6.2** Lead annual operational plans and budgets for all areas of responsibility to deliver strategic objectives.

**6.3** Provide visible, accessible leadership that inspires, motivates and empowers high performance across finance and facilities teams.

**6.4** Conduct regular 1:1s and performance reviews; promote inter-professional communication and collaborative working.

**6.5** Maintain personal and professional development; participate in on-call rotas to provide advice and support.

## **Additional responsibilities**

- Carry out duties with full regard to Hospice policies and quality initiatives.
- Act as a responsible individual for Health & Safety, ensuring a safe environment for patients, visitors, staff and volunteers.
- Ensure confidentiality and the lawful, ethical use of staff information; hold DBS and Occupational Health clearances appropriate to the role.
- Be an ambassador for the Hospice, supporting and participating in fundraising activities where possible.

## Person specification

	Essential Criteria	Desirable Criteria
<b>Education/ qualifications</b>	<ul style="list-style-type: none"> <li>• A recognised accounting qualification (ACA; CIMA; ACCA; CIPFA).</li> <li>• Evidence of continuing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Master's degree or working towards it or equivalent professional qualification.</li> <li>• Management qualification.</li> </ul>
<b>Work background and experience</b>	<ul style="list-style-type: none"> <li>• Board level experience.</li> <li>• Significant experience of finance functions at a senior level, including financial planning and budgeting, final accounts, investment appraisal, costing, pricing and value for money.</li> <li>• Driving financial turnaround.</li> <li>• Commercial growth.</li> <li>• Preparing statutory accounts for an organisation of comparable scale and complexity for external audit.</li> <li>• Setting and managing substantial budgets.</li> <li>• Procurement</li> <li>• Negotiating contracts.</li> </ul>	<ul style="list-style-type: none"> <li>• Leading multiple departments.</li> <li>• Understanding/ experience of the hospice sector.</li> <li>• Knowledge of accounting software packages.</li> <li>• Capital project.</li> </ul>
<b>Skills/ability/ knowledge</b>	<ul style="list-style-type: none"> <li>• Sound understanding of estates and facilities management.</li> <li>• Strategic thinker, with the ability to identify critical issues and formulate and deliver plans in response.</li> <li>• Ability to build positive relationships.</li> <li>• Competent in analysing and interpreting financial information and presenting this in a clear and concise manner.</li> <li>• Ability to lead and inspire others.</li> <li>• Excellent analytical skills and sound judgement.</li> <li>• Business acumen.</li> <li>• Politically astute.</li> <li>• Ability to identify and control risks.</li> <li>• Strong organisational skills.</li> <li>• Project management.</li> <li>• Ability to effectively manage multiple priorities.</li> <li>• High level of IT literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of charity finance and governance.</li> <li>• Understanding of health and social care including commissioning.</li> <li>• Good understanding of information governance.</li> </ul>



<b>Personal qualities and other requirements</b>	<ul style="list-style-type: none"> <li>• High degree of integrity.</li> <li>• Empowering and enabling.</li> <li>• Emotionally resilient and intelligent.</li> <li>• Diplomatic and persuasive.</li> <li>• Empathetic and sensitive to others.</li> </ul>	
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## Employee benefits

### Annual leave and flexible working

We offer up to 33 days annual leave and flexible working arrangements wherever possible, including hybrid working and varied working patterns, to help you balance caring responsibilities, family life and personal wellbeing.

### Benenden Health Employee Assistance Programme

Our Benenden Health membership offers free access to a wide range of healthcare services including a 24/7 GP telephone helpline, medical diagnostics and physiotherapy services. It also provides unlimited access to advice, information and practical support to deal with a variety of personal, domestic or professional issues.

The Employee Assistance Programme can help you to avoid long NHS waiting times, providing assistance for medical diagnostics where NHS waiting times are over three weeks and for certain surgical procedures where they are over five weeks.

### Enhanced pension and life assurance

We currently offer a generous private pension scheme with Standard Life. If you contribute the minimum of 6%, the Hospice will contribute a further 10%. Life assurance pays twice your annual salary to your nominated beneficiary on death in service.

### Training, education and development

Your training, education and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service in your role and contributing to the success of St Michael's Hospice.

Our proactive Education Team will provide induction, statutory and mandatory, and on-the-job training. We also support independent study and development opportunities to help you grow in your role.

### Free parking, tea and coffee and subsidised meals

There is onsite free parking available, kitchens stocked with free tea, coffee and milk and subsidised hot and cold meals available from our onsite catering provider.

## Blue Light Card

As a St Michael's Hospice employee, you will have access to the Blue Light Card discount scheme giving you big savings on a range of brands and services, including discounted gym membership with providers such as PUREGYM, Bannatyne Health Clubs, the gym group and Nuffield Health.

## How to apply

If you would like an informal conversation with Karen Clarke, CEO please contact: Ali Dennett, Executive Assistant via email **ADennett@stmichaelshospice.com** or by phone **01424 456366**.

To apply, please submit a CV with a covering letter explaining your interest in the role and how you meet the criteria as outlined in the person specification.

Please email your application to **ADennett@stmichaelshospice.com**

**Closing date for applications:** 9am on Wednesday 4<sup>th</sup> March.

**Interviews:** Wednesday 11<sup>th</sup> March.

