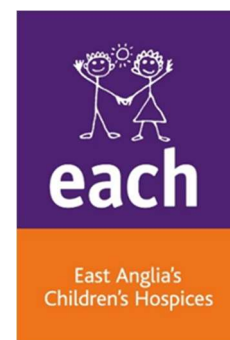


East Anglia Children's Hospices - EACH

Job Description



Job Title: Head of Care & Wellbeing Operations

Responsible to: Director of Care

Directorate: Care

Job Summary:

Senior leadership role responsible for ensuring the safe, effective, and compassionate delivery of all care and well-being services across the hospices. Leading operational performance across care and well-being teams, ensuring high-quality standards, compliance with regulatory frameworks, and a seamless experience for babies, children, young people, and families accessing hospice services.

Influencing children's palliative care across the region, shaping system strategy, reducing inequalities, and delivering transformational change while remaining closely connected to families and frontline services. Working closely with the Director of Care to translate strategic objectives into operational practice, the role will foster a culture of continuous improvement, and ensure services are flexible, resilient, and responsive to the complex needs of children with life-limiting conditions.

Responsible for line managing the EACH Service Managers and Locality Well-being Leads, ensuring an integrated holistic approach to the provision of EACH services. The first line management team are responsible for managing large clinical/well-being teams which includes Care Managers at each hospice, nurses, care assistants and Counsellors, play and music specialists.

An integral member of the Care Senior Leadership Team providing strong and visible leadership across the three sites (Cambridge, Milton, Norwich).

Responsibilities

Strategic

- To oversee the delivery and implementation of agreed transformation programmes and ensure that staff engagement is maintained throughout the transformation process.

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- To lead the development and delivery of operational plans to achieve the organisation's strategic objectives.
- To seek innovative and collaborative opportunities to promote the progress of EACH's care and well-being operations, ensuring EACH is able to meet the growing need for services.
- To ensure EACH upholds the commitment to co-production ensuring family voice is at the centre of all we do.
- Maintain a strong working knowledge of quality assurance, clinical governance, and Care Quality Commission (CQC) requirements, ensuring that all care operations are delivered in accordance with regulatory standards, organisational policies, and best practice guidance, while working collaboratively with the Head of Compliance and Quality Improvement to support a culture of continuous quality improvement.
- Promote equitable access to services for all families, ensuring policies and processes reflect diversity and inclusion and foster a compassionate culture that enables team members and volunteers to thrive and perform at their best.
- Provide operational performance data and analysis for board assurance and other reporting requirements.
- Attend ICB meetings and other external meetings or events as required by the Director of Care.
- Support workforce planning, including recruitment, induction, and retention strategies.
- To drive efficiency in the delivery of care services, optimising capacity and sustainability to ensure EACH is able to meet the needs of all those who require our services.
- To promote and contribute to the digital transformation agenda within care, identifying and facilitating solutions that support increased efficiency, including e-roster system, AI transcribing, Care App.
- To be instrumental in the further development and integration of care volunteers across care and well-being operations.
- Support the Care Directorate preparation of budgets and business plans that align with strategic direction.

Corporate

- To be an engaged and active member of the organisations' Care leadership team and work cooperatively with colleagues to roll out Care and charity-wide initiatives.
- To positively and professionally represent the organisation and the Care team internally and externally as required acting in the best interests of the charity.
- To forge positive working relationships with Trustees, peers in partner organisations and with key stakeholders.
- To prepare and present papers to the Board of Trustees, Care leadership team, Clinical Governance Committee, Management Executive etc and other committees, meetings and events as required.
- To be a key contributor to the annual quality accounts for the organisation.
- Ensure that care and well-being services strive to provide equitable access and experiences, meeting the needs of diverse communities and addressing barriers in accessing EACH services.
- Champion inclusive leadership practices, promoting equality, belonging and wellbeing across all teams

Operational

- To be accountable for the effective day to day operations of the EACH care services.
- To line manage the EACH Service Managers (Registered Managers) and Well-being Leads for each site.
- Ensure best use of Care resources to maximise service delivery and service flexibility for service users.
- To review and develop an effective operational model that enables a responsive specialist and end of life care service, alongside reliable planned care.
- To support and enable the growth of well-being and spiritual care services.
- To ensure the operational model enables an equitable offer of services and outcomes for families across the three sites.
- To support the negotiation, monitoring and management of agreements with health and care commissioners, and partner organisations in conjunction with the Director of Care and Leadership Team.
- To support the maintenance of good relationships with funders of care services and ensure all relevant conditions of funding are met.
- To support the development of business cases for new services and expansion of existing services in line with agreed strategic priorities and objectives.
- To be a key contributor in the preparation and presentation of performance and assurance papers for the Clinical Governance Committee.
- To provide operational leadership and project management support for the introduction of new services and service development initiatives, working closely with the Head of Care Transformation and Development.
- To work with colleagues within the ICS, and act as a system partner as required, seeking opportunities to collaborate where appropriate.
- Be responsible for developing KPIs that measure key care deliverables and strive for continuous improvement.
- Lead ongoing efforts to improve service productivity by reviewing working practices, identifying inefficiencies, and implementing solutions that support high-quality and safe service delivery.
- Maintain oversight of safeguarding within care operations, ensuring that staff understand and fulfil their safeguarding responsibilities, concerns are escalated appropriately, and safeguarding practices are embedded within the delivery of safe, high-quality care.

General requirements

- To be a role model in the promotion and accountability of the charity's mission, vision and values.
- To act as a positive ambassador for the charity at all times.
- To ensure that all professional, people-management and financial decisions are carried out with integrity, honesty, fairness and proper accountability, maintaining good relations with colleagues and external partners and to act in accordance with the charity's code of conduct.
- To uphold and promote equity, diversity, inclusion and allyship, ensuring that all individuals are treated with dignity, respect and fairness, and championing an inclusive culture where everyone feels valued, heard and able to thrive
- Maintain confidentiality in all areas of work at EACH.

- Ensure the respect, dignity and rights to privacy of babies, children, young people and their families as far as possible.
- Take responsibility for continuing professional development.
- Ensure that your conduct within and outside EACH does not conflict with organisational expectations and values as below.
- Actively support and promote EACH and all its policies.
- Promote the safeguarding and welfare of children, young people and vulnerable adults
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Act as a representative of EACH by championing our mission and values and supporting an inclusive and respectful working environment for all.
- The role of volunteers is integral with the work of EACH, and employees are required to underpin this in their attitude and actions.

EACH - Values

Empathy, understanding and inclusion

Understanding the views and feelings of others is central to our work relationships and how we interact daily. We actively encourage unique perspectives, backgrounds, and experiences of others, fostering an environment where all voices feel valued.

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

Open, respectful and accountable

We operate in an honest, respectful and collaborative way, encourage open constructive feedback and celebrate diverse viewpoints. We are mindful of the power of our words, actions and biases, and hold ourselves accountable to ensure a safe and inclusive environment for everyone.

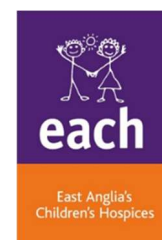
Make it happen

We are empowered to take responsibility for getting things done.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

East Anglia Children's Hospices - EACH

Person Specification



Job Title: Head of Care & Wellbeing Operations

	Essential	Desirable
Knowledge/ Training	• Leadership experience in healthcare, social care, children's services, palliative care, hospice care, community or well-being services or related environments, supported by relevant professional qualifications and/or equivalent experience. • A recognised leadership qualification or completed leadership development programme is preferential – for example NHS Leadership Academy completion, ILM Level 5 or 7, Chartered Management Institute qualification or equivalent. • Knowledge of safeguarding and clinical governance, quality assurance, risk management and performance assurance frameworks. • Up to date knowledge of the law and regulatory requirements which underpin best practice in safeguarding children and adults at risk. • Demonstrable understanding of equity, diversity, inclusion and belonging, and experience of embedding inclusive practices within teams and service delivery • Understanding of integrated health and care systems and partnership working	• Health, social care or well-being qualification with current professional registration, alongside significant post qualification study. • Master's degree in relevant topic or related discipline, or equivalent senior leadership experience demonstrating strategic and operational expertise • Knowledge of transformation, service development and change management principles with evidence by CPD. • Advanced specialist knowledge and experience in paediatric palliative and end-of-life care • Knowledge of psychological therapies and well-being interventions, for pre and post bereavement support. • Knowledge of CQC requirements and regulatory compliance. • Knowledge of digital technologies that support operational efficiency and service delivery.

Experience	• Experience of operational management within a health or social care related service. • Evidence of leadership skills, motivation and development of people • Proven experience in review of operational models and service development. • Experience of performance monitoring and reporting. • Business management experience or co-ordinating budgets and resources • Experience of managing partnership agreements and contracts. • Experience of business development and stakeholder engagement. • Demonstrable skills of managing change and people. • Experience of co-production - Ensure the voices of families are actively sought, valued and incorporated into service design, evaluation and improvement activities.	• Experience of working in a hospice setting or palliative care service provider • Experience of operational responsibility for children's services. • Experience of managing multi-disciplinary teams delivering holistic care. • Experience of managing and developing volunteer roles in a care setting.
Skills & Abilities	• Highly developed communication and listening skills with ability to articulate ideas clearly. • Ability to produce clear, accurate, and audience-appropriate written communications • Proven ability in problem solving and ability to work on own initiative. • Able to develop and maintain relationships across agencies. • Able to implement policies and propose policy change/ service development. • Able to monitor service effectiveness and efficiency. • Demonstrated planning and organisational skills, with the	

	ability to manage multiple priorities and meet deadlines. • Able to demonstrate a flexible attitude and approach to the changing work environment.	
Other Requirements	• Ability to travel across East Anglia region responsively as required. • Evidence of commitment to own continuing professional development. • Adaptable and work flexibly to the requirements of the post which may require occasional working outside of core office hours.	