

Candidate Information Pack

Chief Executive

Closing Date:

Wednesday 9th July 2025



Hospice
ISLE OF MAN



Excellence

**in palliative and end of
life care for our Island
community**



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Forward

Chair of Governors

Thank you for your interest in our Chief Executive vacancy and considering Hospice Isle of Man for your next challenge. Our Hospice here on the Isle of Man can offer you great career satisfaction, an opportunity to shape and lead national strategy around integrated palliative and end of life care, a committed and engaged workforce, and a beautiful and safe place to live and work. We are confident that you will agree once you have taken the opportunity to browse through this pack.

C. J. Hall

Chris Hall
Chair of Governors

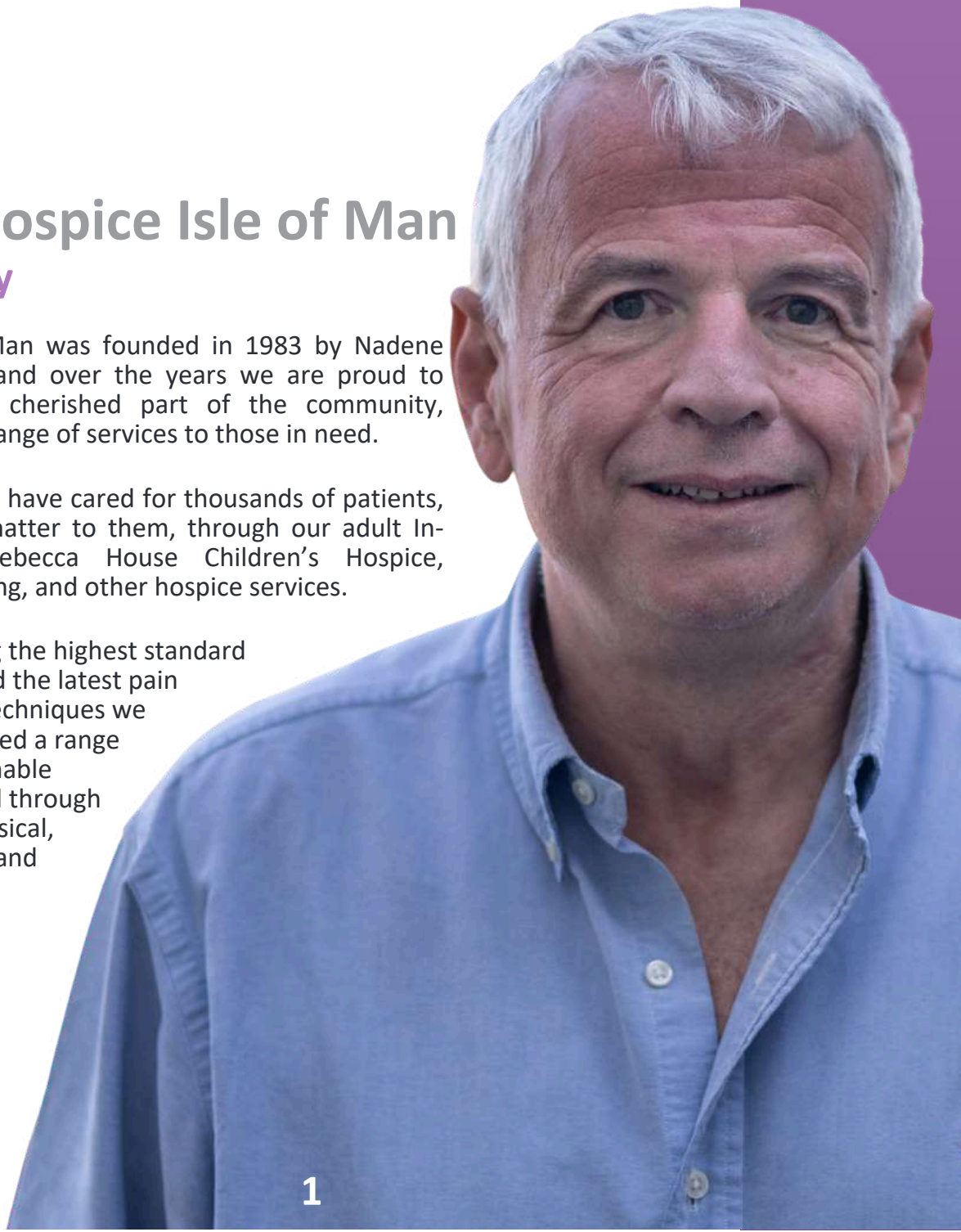
About Hospice Isle of Man

Our Journey

Hospice Isle of Man was founded in 1983 by Nadene Crowther, MBE, and over the years we are proud to have become a cherished part of the community, offering a broad range of services to those in need.

Over this time we have cared for thousands of patients, and those that matter to them, through our adult In-Patient Unit, Rebecca House Children's Hospice, Community Nursing, and other hospice services.

As well as offering the highest standard of clinical care and the latest pain relief drugs and techniques we have also developed a range of services that enable people to live well through meeting their physical, emotional, social and spiritual needs.



Our Funding

We collaborate closely with Manx Care to ensure our community's services are neither duplicated nor under-resourced.

We currently receive approximately £1.7 million in funding from Manx Care and need to fundraise approximately £5.4 million each year in order to meet our £7.1 million running costs. We deliver all of our services completely free of charge to our services users, patients and those who matter to them.

Our People

Our Hospice team work tirelessly to achieve our vision which is "Excellence in palliative and end of life care for our Island community."

We are committed to providing care to anyone on the Isle of Man living with a condition which is terminal or life-limiting. In order to do this we need to reach out beyond our building and work in partnership with a range of stakeholders across our community networks.

Hospice is guided and supported by a very committed Board of Governors and has a passionately engaged workforce which includes over 400 volunteers.

Hospice Isle of Man is part of the North West Palliative Care Network and we receive around 600 referrals each year to our comprehensive range of holistic palliative care services.

Our Organisational Strategy and Values

Our Vision, Mission and Position Statements provide the foundation of our organisational strategy as well as a framework of direction and guidance to help deliver strategic goals and serve our Island community.

Our Vision

Excellence in palliative and end of life care for our Island community

Our Mission

To provide excellent palliative and end of life care, whether directly or alongside others, respecting and valuing each individual and those who matter to them

Our Position

Leaders of palliative and end of life care in the Isle of Man

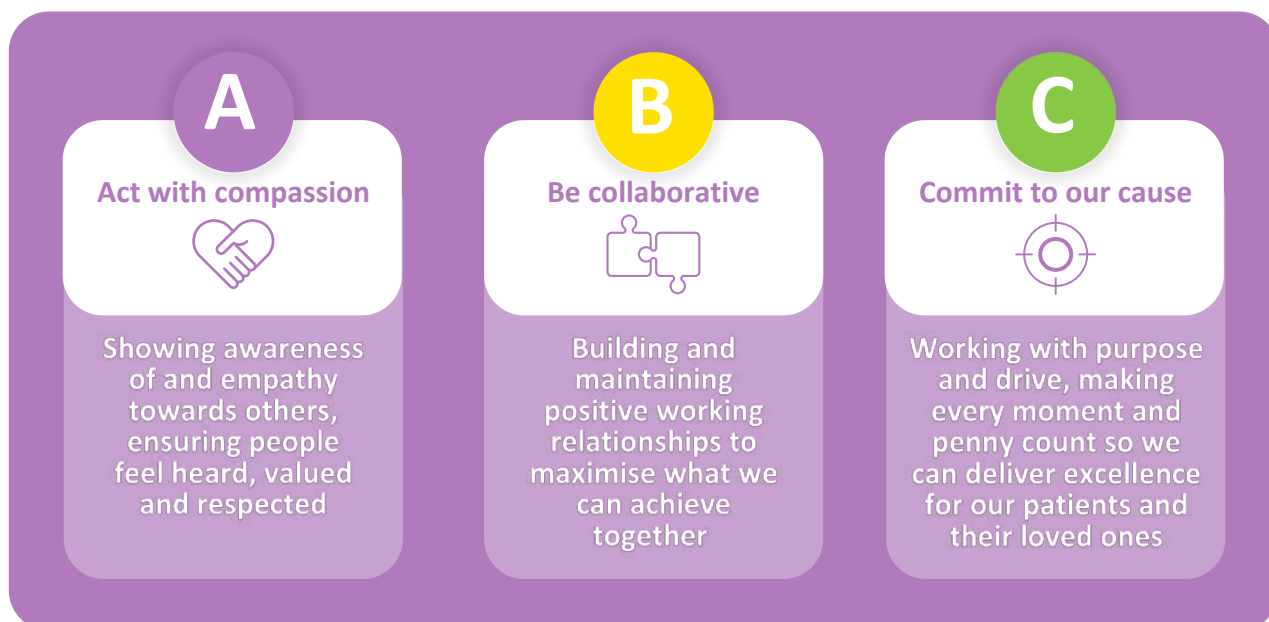
Our Objectives

- 1** **Care Service Provision**
To ensure full hospice service provision to the Island community
- 2** **High Performance Culture**
To further build a high performing culture across the organisation and with our partners
- 3** **Increase Awareness & Growth**
To increase awareness and understanding of Hospice care and grow income to match increasing costs
- 4** **Financial Sustainability**
To achieve our ambitions within a 'cash neutral' budget ensuring any further service development is undertaken only as funds are received

Our Values

Our values are at the heart of everything we do. They are an important part of how we will deliver our strategy not only amongst our staff and volunteers, but in partnership with our communities.

Staff worked with volunteers, service users and visitors to finalise the values.



Service Statistics

Hospice Isle of Man is a major provider of hospice influenced care services on the Island and involves a multidisciplinary approach of expert medical and nursing teams, emotional, social and spiritual support tailored to patient's needs and wishes and in 2024 our extensive services supported our community as shown below:

412

Adult Patient deaths

245

Admissions to the
In Patient Unit

587

Referrals to all Hospice
services

45.4%

Of all Isle of Man deaths

50 Or 20.4% of
admissions

Symptom Management
Admissions

315

Cancer referrals

153

Deaths in the Hospice
In Patient Unit

44 Or 18% of
admissions

Respite Care Admissions

272 Or 46.3% of all
referrals

Non-Cancer referrals

123

Patient deaths in the
community

45

Rebecca House
average monthly
caseload

156

Hospice at Home referrals

136

Patient deaths in
Hospitals

564

Total day care
attendances for Rebecca
House

2,023

Hours of care were
provided by our Hospice
at Home team

535

Adult Hospice average
monthly caseload

14

New Rebecca
House referrals

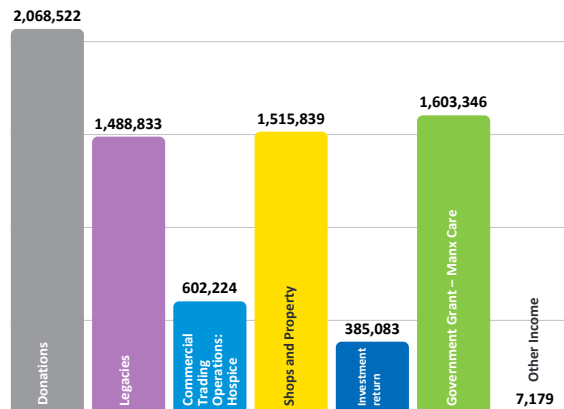


2024 Financial Activities

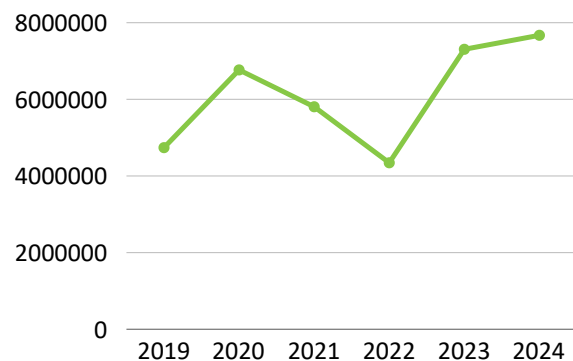
Total Income 2024

£7,671,026

Income Streams 2024



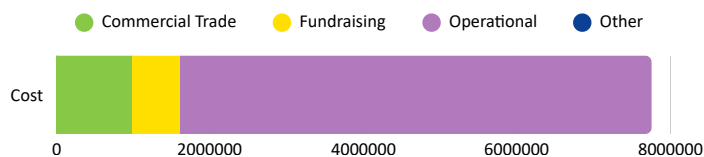
Total Income 2019-2024



Total Expenditure 2024

£7,750,859

Expenditure Streams 2024



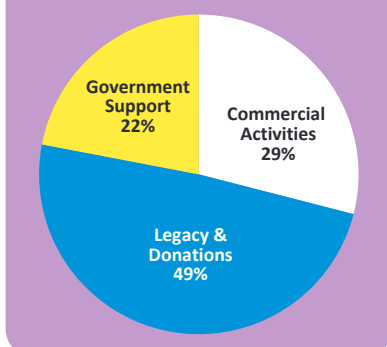
Total comprehensive (loss) / Income 2024

-£79,833

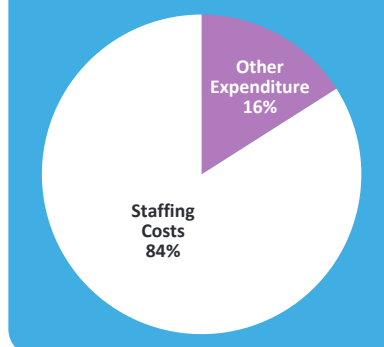
Hospice care financial profile 2024

Hospice's Revenue and Expenditure profiles are very distinct;

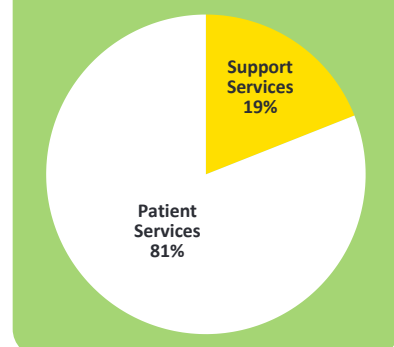
Hospice Care Income Mix



Hospice Care Expenditure Mix



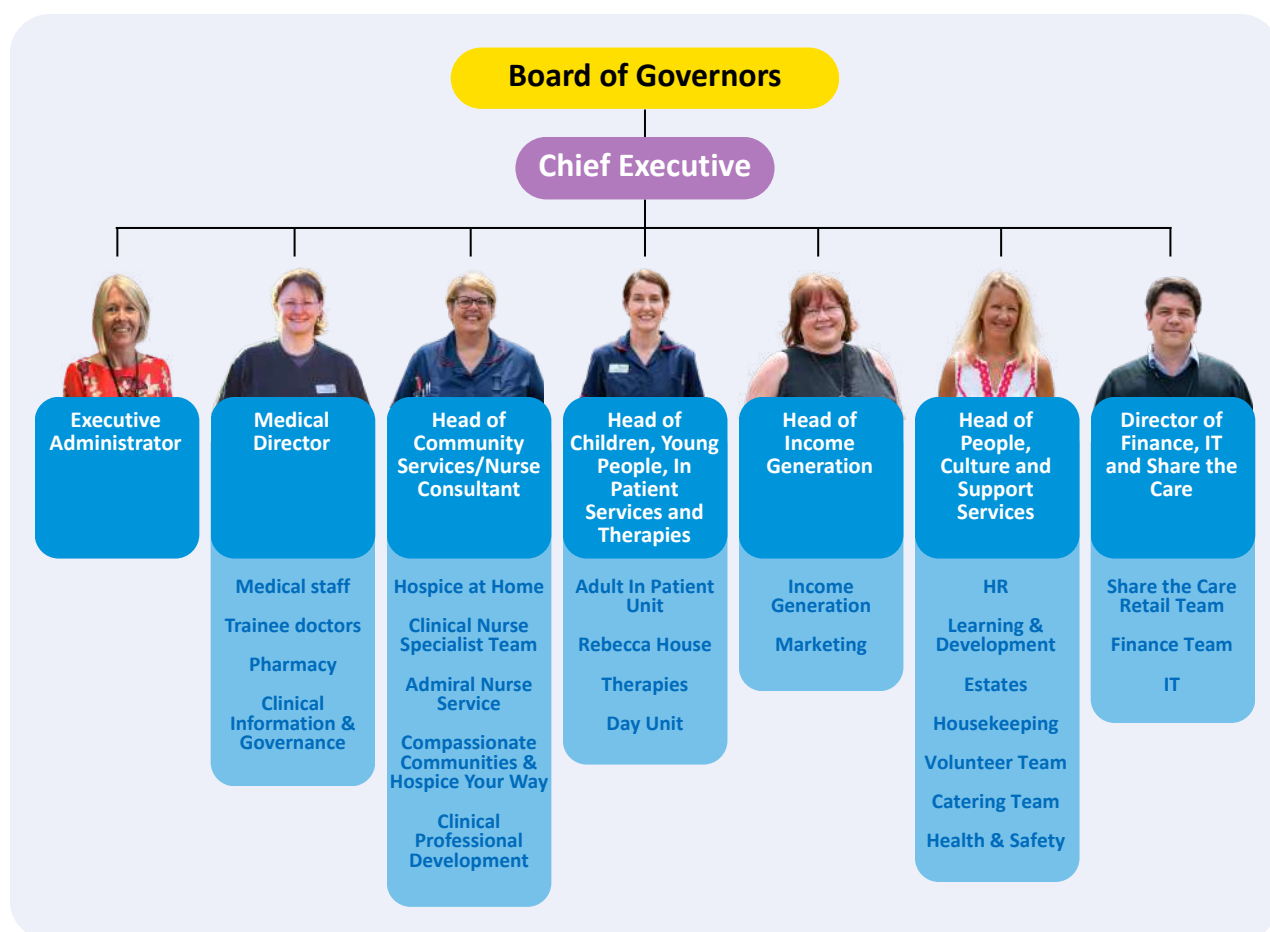
Hospice Care Remuneration Mix



**Draft financial statements 2024*

Organisational Structure

The organisational chart below displays our current reporting or relationship hierarchy structure.



Together as a community of professionals, each employee here at Hospice plays a vital role in ensuring that we deliver exceptional care and support to those in need. Pictured below are just some of our exceptional workforce.



Working at Hospice Isle of Man is more than a job — it's a privilege to make a real difference every day, supporting people with compassion when they need it most. **Hospice employee - 2025**

Job description

Context

Hospice is one of the most highly respected charities in the Isle of Man. We have an amazing team of dedicated staff and volunteers who support patients and their families in our local community who require palliative and end of life care and all our services are provided free of charge. It currently costs £7.1 million to run our services each year, the majority of which is funded through pro-active income generation.

Purpose of the role

The Chief Executive of Hospice provides visible and connected leadership across our entire paid and volunteer workforce. They also work in partnership with the Board of Governors to determine the vision, values and strategy to most effectively meet the current and future needs of the charity's patients and their families.

Our Chief Executive is the role model and ambassador for our values and who we are as an organisation, enhancing Hospice's reputation in the community and ensuring financial sustainability into the future.

The scope of the Chief Executive role is broad and includes:

- clinical services - this is provided by a qualified nursing team and who has day-to-day responsibility for the delivery of these services
- partnership working with Manx Care - managing and developing our key relationship to ensure excellence in the delivery of services and evolving care funding levels
- our limited trading companies - this includes our Share the Care retail activities
- income streams - maintaining existing ones and identifying and taking an active role in pursuing new opportunities
- taking a lead role in public relations
- overseeing support and administrative functions
- our paid and volunteer workforce - leading and supporting them to deliver high performance
- building and maintaining relationships with key high net worth donors and supporters

This postholder is responsible for ensuring the effective and efficient management of each of these areas of activity cohesively and supporting a one team approach to maximise Hospice's opportunities and resolve challenges when they arise.



Key Duties

Strategy & Leadership

With the support of the Senior Leadership Team the Chief Executive will be accountable for:

- ensuring that Hospice continues to play a leading role in the continuing provision of high quality end of life care across the whole of the Isle of Man, developing services where appropriate to meet future needs, within the constraints of funding available from various income streams
- leading, inspiring and motivating all services across Hospice including clinical, income generation and support services and externally across our partners and fundraising. This will ensure through strategic action that quality care can be funded and delivered and that all staff and volunteers feel valued and able to make a difference
- championing and role modelling Hospice Isle of Man's culture, values and behaviours, setting an example of professional and compassionate leadership that delivers a collaborative and high performing culture
- overseeing and managing the delivery of Hospice strategy
- upholding and developing the reputation of Hospice Isle of Man. This will include being the principal spokesperson and ambassador for end of life care in key forums, working collaboratively with external partners, stakeholders and the wider community to take a whole system approach
- nurturing and maintaining strong relationships with the Isle of Man government and particularly the Department of Health and Social Care, partner charities, Grant and Trust organisations, high networth individuals, donors/fundraisers and Manx Care as our commissioning/funding partners and the media
- taking into account the uniqueness of the Isle of Man as an Independent nation with its own constitution and Parliament, building and maintaining effective working relationships with His Excellency the Lieutenant Governor as Patron of Hospice and members of Tynwald

Commercial & Financial

The Chief Executive will be accountable for:

- ensuring that the Hospice's financial and other resources are managed prudently and efficiently, and with the provision of fully researched accurate data reports, allowing the Board to take informed strategic decisions that protect the financial sustainability of the charity
- taking a lead role in nurturing and developing new sources of income, pursuing all possible opportunities to enhance Hospice's long term financial sustainability
- working in partnership with the Chairperson and Board of Governors to deliver a high performing organisation
- ensuring the delivery of a clear, concise and well-informed Statutory Annual Report for approval at the Hospice AGM
- maintaining an efficient business planning cycle including an annual business plan, income generation plan, financial budget and people and culture plan that is submitted to the Board for approval in a timely way
- identifying and managing organisational risk
- leading in any contractual negotiations with our external partners

Clinical & Professional

The Chief Executive will be accountable for:

- creating an environment where our clinical and professional employees can uphold high standards, ensuring Hospice meets all regulatory and legal requirements, which will be confirmed via statutory and good practice third party professional audits where appropriate
- ensuring that Hospice maintains its specialist expertise around palliative and end of life care, sharing its knowledge and expertise freely to the benefit of patients, families and carers across the whole health care system on the Island
- supporting continued professional and personal development and ensuring that all our Registered Nurses, Clinical Professionals and Medical Practitioners successfully complete all professional revalidation processes

Health & Safety

Hospice Isle of Man is dedicated to the health, safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees are required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

As the Chief Executive, the postholder is accountable for ensuring a healthy and safe environment is maintained across the whole of Hospice.



Person Specification

- A** Application & CV
- I** During your interview
- D** When you produce your documents
- T** Test assessing your Skills competence

| Qualifications: | Essential or Desirable |
|--|------------------------|
| Qualification/degree/MBA in a relevant discipline OR sufficient qualifying executive leadership experience | E |
| Experience: | Essential or Desirable |
| CEO or substantial executive leadership experience which includes: <ul style="list-style-type: none"> developing, planning and successfully implementing vision and strategy driving high performance across a whole or significant part of a complex organisation overseeing and leading organisational government systems working with a Board structure or similar framework, working with and advising Board members | E |
| Working within or closely with healthcare, charity, social care or local/central Government | D |
| Palliative & End of Life care needs | D |
| Skills/Competencies: | Essential or Desirable |
| Able to role model excellent leadership skills that build engagement, trust and empowerment across our workforce and maintain Hospice's reputation across our Island community | E |
| Able to build rapport and consensus based relationships across all stakeholders at all levels, and in a range of internal and external contexts | E |
| Skilled communicator - including using emotional intelligence, demonstrating excellent listening and coaching skills and the ability to act confidently and engagingly as an ambassador for Hospice | E |
| Excellent analytical, problem solving and decision making skills | E |
| Financial acumen - able to apply good governance, planning and management of budgets within a complex and challenging charity environment in a way that minimises cost and maximises efficiency | E |
| Dynamic and able to manage changes in an agile way | E |
| Knowledge and understanding of health care and clinical excellence | D |
| Negotiation skills - including the ability to oversee and negotiate contracts | E |
| Personal Qualities/Behaviours: | Essential or Desirable |
| Resourcefulness, energy and drive | E |
| Integrity and honesty | E |
| Commercial and Entrepreneurial approach | E |
| Focus on People and Patients first | E |
| Commitment to ongoing personal development | E |
| Genuine interest in the benefits of excellent palliative and end of life care | E |
| Behaves in a way that sits with our values to: <ul style="list-style-type: none"> act with compassion be collaborative commit to our cause | E |
| Other: | Essential or Desirable |
| Able to regularly attend evening and weekend events as an ambassador on behalf of Hospice | E |
| IOM worker | D |
| Completion of an Enhanced DBS Check to the satisfaction of Hospice | E |

For you

Your benefits

At Hospice Isle of Man we know that the benefits we can offer you are important.

For the successful candidate we will provide:

- a competitive salary with potential for pay progression based on performance
- a holiday entitlement of 30 days per year plus 10 bank holidays
- flexible working arrangements
- a defined contribution pension scheme with an employer contribution of 7%
- death in service scheme
- employee assistance programme
- relocation support if you are moving to the Island

Your development & support

We invest in our people at Hospice and the continuous professional development of all our people is important to us, including our Chief Executive. Whilst leading Hospice you will continue to have access to both personal and professional development. To take care of your health and wellbeing, you will have access to staff social events, staff and volunteer choir and occupational health support.

Your working environment

We have been very fortunate to receive major donor funding to invest in our Hospice building and services. This has led to Hospice enjoying welcoming and state of the art care facilities for our patients and a fantastic working environment for our employees and volunteers.



Your relocation support

We recognise that moving to the Island can present a big change for you/your family and will incur costs. To help ease this transition we offer relocation support. This includes:

- removal expenses
- recruitment incentive
- housing assistance
- up to a maximum of £7,000

Your Island

The Isle of Man is a self-governing crown dependency located in the Irish Sea between England and Ireland. It is the safest place to live in the British Isles and crammed full of incredible beaches and beautiful scenery.

It is easy to travel to and from the UK via regular flights and ferry sailings. Residents of the Island enjoy and value:

- a positive work life balance with easy commutes, open spaces and beautiful coastlines on our doorstep
- great education options for young people
- an active sporting community
- a broad range of quality restaurants, pubs and bars

and the whole Island has been recognised as a UNESCO World Biosphere Region! We also benefit from lower tax rates than many countries with a lower personal income rate of 10% and an upper rate of 21%.



The Isle of Man truly is a special place to live and work. For more information on our unique and wonderful Island please visit: **www.locate.im**

Your next steps



We hope that our Chief Executive vacancy offers an exciting opportunity for you to consider and that this information has enhanced your interest in leading our Hospice on the Isle of Man.

If you have any questions about this role or your potential relocation to the Isle of Man please contact our People and Culture Team:

Anne Shorrock
Head of People & Culture

Phone: **01624 647427**
Email: **anne.shorrock@hospice.org.im**

**We look forward
to hearing from
you soon.**

