

Network Manager

Candidate Information Pack

August 2025

Network Manager

You will be a crucial member of the Programmes Directorate at Hospice UK. This team is responsible for areas of real relevance and importance to our hospices' membership, including: commissioning support; data, research and evidence; clinical and non-clinical projects; learning platforms: sharing good practice; and a well-regarded and commercially successful portfolio of conferences, including our flagship national conference.

Hospice UK is at our essence a platform and community where individuals from our teams and from our member hospice and wider palliative care communities can learn from one another, for the benefit of their local populations. The different programmes we offer members all reinforce this principle. This is an integral part of our role, identity and theory of change as Hospice UK, as the national body for the UK hospice sector.

If populations are to receive the services, they both need and have a right to receive, it is going to require shared goals, shared resources, along with complex problem solving and collaboration of many different kinds. It will require Hospice UK to be a source of practical support and advice with commissioning, and also provide platforms and channels for learning, curating and disseminating a broad range of clinical and wider experience and best practice. We also need to help the hospice sector to have the necessary data and evidence to demonstrate the impact they have on patients, those close to them, and the wider health and care system.

Alongside colleagues in the Programmes Directorate, you will play a pivotal role in facilitating this work to support our member hospices and their place in the wider health and care arena.

Reporting to	Deputy Director of Programmes
Salary	£36,548 per annum
Contract	Permanent, full time
Based at	<p>The post holder will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. This role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. Our office is a short walk from King's Cross station in London.</p> <p>The expectation for this role is that they will come into the office in London at least one day each week, when most of the team are likely to be in. They can choose where to work for the rest of the time, either in the</p>

	office or remotely (home or another appropriate location).
Closing date for CV & supporting statement	9am on Tuesday 26 August 2025
Interview date/s	Tuesday 2 and Wednesday 3 September 2025
Contact for Questions	People and Culture team: recruitment@hospiceuk.org

You can read lots more about what it's like to work at Hospice UK on our website in the [About Us section](#) and on [YouTube channel](#) and [X \(Twitter\)](#).

What you'll be a part of at Hospice UK

Hospice UK fights for hospice care for all who need it, for now and forever. Our mission is to promote and protect hospice care for all who need it, for now and forever.

As the national champion for hospices, we fight to make sure hospice care is there for everyone, from every background. We fight to make sure hospices are able to deliver the best, most personalised care. We fight to make sure hospices can thrive – today and into the future.

We represent the community of more than 200 hospices across the UK. They do everything they can for children and adults living with long-term illness or approaching the end of their lives. So, we do everything we can to support hospices' incredible, invaluable work.

"As well as the open door policy I have with my line manager, Hospice UK also gives the opportunity for your voice to be heard."

Millie

Hospice UK's Office Manager

Our [ambitious new five-year strategy for 2024-2029](#) is the blueprint for how we can achieve the transformation that is needed and sets out the following three strategic priorities:

- **To improve equity of access:** we will work so people get the end of life care they need, and support hospices to reach those we know are missing out.
- **To enhance quality care:** we will support hospices to deliver individualised quality care amid rapidly changing demands.
- **To achieve sustainability:** we will fight for hospice services, making sure they are well-funded, governed and well-staffed long into the future.

We will only achieve these as a community, by being an outstanding organisation, and a great fundraising organisation.

Our values

We value working in collaboration and with compassion, we are inclusive, innovative and knowledgeable.

About the team



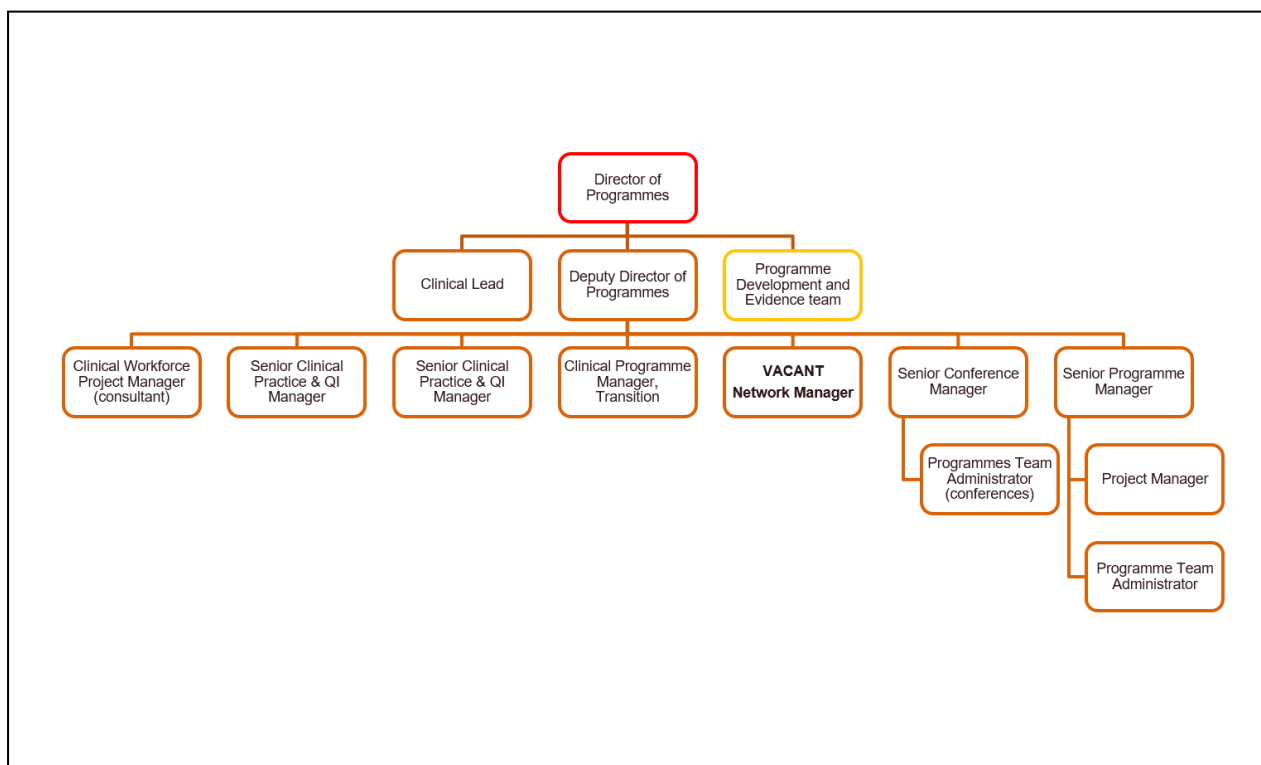
Your Team

You would join our 16-strong Programmes Team, made up of experienced clinicians, sector-leading project and event managers, and specialists in evidence and research.

By working together and alongside external experts, we design and deliver evidence-based programmes, projects and events, which help hospices provide the very best care in their communities.

"I've been at Hospice UK for 5 years and I love working here. It's a fantastic organisation to work for. The flexible working policy has been great to balance home commitments with work. I'm now in my third role here so have really appreciated the development opportunities. I'd definitely recommend working here"

Candice Lewis, Senior Programme Manager



Your manager

Your line manager will be Paul Fraser. Paul is Hospice UK's Deputy Director of Programmes.

[Paul](#) has worked for Hospice UK for five years. After leading our Corporate Partnerships team, and developing our Compassionate Employers programme, Paul moved into his current role in the Programmes Team, just over a year ago.

Before joining Hospice UK, Paul led projects and teams for various national and international health charities, including Macmillan Cancer Support, UNICEF and Terrence Higgins Trust.

Other teams

No team is an island and none of us are as effective without each other's support. To find out more about the other teams at Hospice UK and get an idea about the size of the organisation, please see the appendix at the end of this document.

Your Key Relationships

At times you'll work with all colleagues across Hospice UK as we all have specialisms to share with one another, but the most important working relationships outside your immediate team will be:

Subject matter experts for our Networks

Each of our Networks is chaired by a senior lead, often supported by a committee of staff from hospices across the UK. For example, to deliver our Technology Leaders Network, you'll work closely with our Director of Transformation. For our Income Generation Leaders Network, you'll help our Director of Income Generation work with a committee of hospice Fundraising Leaders to curate useful content to share at Network meetings.

Membership Engagement team (part of External Affairs)

Our Membership Engagement team will support you to promote Network meetings and Big Conversations across the UK hospice sector. Together you'll build and deliver communications plans to engage as many hospice staff as possible in your meetings.

Senior Conference Manager

Three of the Networks and Groups you'll manage also hold annual one-day conferences. Our Senior Conference Manager organises these, but you'll work closely with them to source the conference content from the Network.

About the job



Job Description

You will oversee the success of our Networks and Groups for hospice members, ensuring they remain coordinated, consistent and clinically-led/informed.

You will collaborate closely with subject matter experts across the charity, to help deliver plan and deliver these virtual groups, which involve multiple hospice staff and external stakeholders across different subject areas. Working with External Affairs colleagues, you will ensure these groups continue to bring relevant stakeholders together to share and learn, as well as communicate key news/updates from Hospice UK.

You will also lead on delivering and growing our integral [Big Conversations](#) series, which brings the hospice sector together on the biggest issues of the day. You will do all of this by taking a consistent project and event management approach, built on strong internal and external relationships.

Key tasks and responsibilities

Network and Groups Management

- Adopt a consistent and member-focused approach to delivering Hospice UK's Networks and Groups.
- Ensure all our Networks and Groups have an agreed Terms of Reference, which align to our organisational strategy.
- Lead on planning and delivering professional, high quality and engaging meetings for our Networks and Groups.
- Collaborate with internal subject matter experts to plan and deliver engaging content for our Networks and Groups.
- Work with subject matter experts to engage and liaise with external experts and speakers.
- Manage the Online Discussion Groups for our Networks and Groups, ensuring our internal subject matter experts are engaging with members.
- Work with External Affairs to promote and communicate our Networks and Groups to Hospice UK members.
- Work with External Affairs, our Senior Conference Manager and Membership Engagement team to oversee our annual plan for membership events.

- Ensure our Networks and Groups engage in Hospice UK's membership surveys and data collations.
- Work with our Senior Conference Manager to plan relevant content and secure speakers for our Conference events.
- Work with the Senior Programme Manager to deliver both internal (Programme Board) and external (funder) reporting on our Networks and Groups.
- Work with our Senior Programme Manager, Senior Conference Manager and Project Manager to ensure our Networks and Groups are aligned to and engaged in our key programmes of work.
- Support Evidence & Research colleagues to evaluate our Networks and Groups, ensuring learnings inform and improve future work.
- Support Network and Group members with their enquiries, and maintain our database.
- Support our Team Administrator to deliver effective support for our Communities of Practice meetings and Online Discussion Groups.

Your portfolio of Networks and Groups may develop over time - as new programmes arrive, existing programmes end, and resources and/or needs change across the Programmes Directorate. Your current portfolio includes delivering the following:

Governance Groups:

- Clinical Leaders Group (including HR Leaders)

Networks:

- Trustees Network
- Income Generation Leaders Network
- Technology Leaders Network
- Race Equity Network
- Hospice Data Analysts Network
- Financial Benchmarking Network
- Clinical ECHO

Big Conversations series

Hospice UK's flagship series of webinars, workshops and roundtables for the UK hospice sector.

- Adopt a consistent and member-focused approach to delivering Hospice UK's Big Conversations series.
- Lead on planning and delivering high quality webinars, workshops and roundtables.
- Collaborate with internal subject matter experts to plan and deliver engaging content for our Big Conversations series.
- Work with subject matter experts to engage and liaise with external experts and speakers.
- Work with External Affairs to promote and communicate our Big Conversations series.
- Work with the Senior Programme Manager to deliver both internal (Programme Board) and external (funder) reporting on our Big Conversations series, and ensure the series aligns with our key programmes of work.
- Continually evaluate the series, ensuring learnings inform and improve future work.

This role does not currently line manage or have budgetary control, but this may change over time - as new programmes arrive, existing programmes end, and resources and/or needs change across the Programmes Directorate.

This role is not exhaustive and is subject to review in conjunction with the post holder and according to future changes and developments in the service.

Person specification

An experienced virtual events manager, with outstanding project and relationship management skills.

Essential	Desirable
Strong experience delivering virtual events	Experience delivering Microsoft Teams events

Experience planning, delivering and evaluating projects and events	
Good oral and written communication skills, combining attention to detail with the ability to translate complex ideas into plain English	
Ability to build productive working relationships, internally and externally	
Ability to work calmly under pressure and meet deadlines	
Ability to be a proactive self-starter and to use initiative to resolve problems and find solutions	
Able to adapt and keep up to speed with changes in technology and software	
Experience documenting, implementing and securing buy-in for processes	
Able to interact with influence, tact, diplomacy and confidentiality, and deal with sensitive issues	Line management experience
Excellent IT literacy	Confidence using Microsoft 356
A behavioural approach to mirror Hospice UK values: supportive, professional, collaborative, creative and confident	

Terms & Conditions



Contract	Permanent
Salary	£36,548 per annum
Probation period	Six months
Notice period	Two months
Work Pattern	35 hours per week. We are passionate believers in working in a hybrid manner that suits you. See the appendix at the end of this document for more details.
Pension	You will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.
Life Assurance	Is provided upon start date at three times salary, subject to acceptance by our insurers
Simplyhealth Scheme	A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. All employees will be covered under level three of the scheme.
Cycle to work scheme	Loaning of a cycle via a salary sacrifice scheme.
Season ticket loan	An interest free loan is available after the completion of probation.
Holiday	25 days in the first year, increasing to 27.5 days in the second year of service and 30 days in the third. <note this will be pro rata if the role is part-time> The leave year runs from 1 January to 31 December.
Location	You will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. The Hospice UK Hybrid Working Arrangement is available from the start of your employment. The expectation for this role is that they will come into the office in London at least one day each week, when most of the team are likely to be in. They can choose where to work for the rest of the time, either in the office or remotely (home or another appropriate location).

About Hospice UK



Hybrid working at Hospice UK

At Hospice UK we have been hybrid working for a long time and believe that it's important to let individuals work in a way that makes sense for them. Everyone is different and we have colleagues who love being in the office with everything that brings as well as having whole teams based in all corners of the country.

We recognise that you are an individual and you have a way of working that is best for you. We'll always do our best to accommodate that.

We believe:

It's based on trust. We trust you to choose the best times and places to match the work you do, your personal preferences and to balance this with your own needs and the needs of your team.

- Work is an activity and not a destination. Work is not simply desks in an office that people are required to be at from 9 to 5, a few days a week.
- Community, collaboration and connection are part of who we are at Hospice UK, and we know they are important for your wellbeing. We will continue to provide safe office spaces for you to collaborate and connect with each other.
- Hospice UK recognises that physical presence does not equal great performance. Your performance will be evaluated on the impact you have and the outcomes you deliver, not solely on being at the office all the time.
- We know that there might be times when, even if you'll generally be working remotely, that you feel that being on site is crucial, such as when you first start working at Hospice UK or have started a new role.
- Hybrid working is open to everyone who has a suitable role regardless of how long they have worked for Hospice UK.

Working hours and keeping in touch

We want to empower you to flex the times you work so you can balance your home life around the needs of your role. We trust you to manage your own time and make sure you do the hours you are contracted to do. However, there are some important things we would like you to be aware of:

- We may ask you (with enough notice) to be available at certain times to meet the needs of the charity, and to physically be in the office to collaborate or attend training.

- If you choose to work early or late, perhaps during unsociable hours, please be courteous and respectful to your colleagues. We don't normally expect our people to respond to emails or calls during unsociable hours, nor should you.

Hybrid working should not be used as a way of carrying on working when you are sick, often called 'presenteeism.' If you are ill, then you need to take time off.

We're proud to be a Gold Standard Compassionate Employer

This means we go beyond policy to truly support our people through life's toughest moments, like bereavement, caring responsibilities, and serious illness. We offer enhanced leave, trained managers, peer support, and access to wellbeing resources. Compassion is embedded in how we work, lead, and care for each other, every day.

About our teams

Every single person at Hospice UK is a vital part of making our amazing organisation function. None of us can do it alone.

As time goes on, you'll find out more about what colleagues in other departments do, but for now, here's an overview of the individual teams and how, with you, they help Hospice UK change the world.

External Affairs

This new team brings together our communications and campaigns work, our policy, advocacy and influencing work, and our membership engagement function.

Our job as a department is to be the bold national voice of the hospice sector, representing its interests, campaigning and lobbying on its behalf, and improving public understanding of what hospices do and just how important they are.

We're here to make sure as many people as possible, from all walks of life, can access high quality end of life care – no matter who they are, where they are, or why they are ill.

Working closely with our 200+ hospice members, we have a strong track record of winning campaigns on their behalf, most notably in recent years by securing close to £400m in emergency support for the hospice sector during the Covid-19 pandemic.

Our focus now is ensuring that hospices can meet ever increasing demand for their services, with well-funded and well-staffed hospices across the UK.

Programmes

This new team brings together the projects and networks we deliver with and on behalf of our 200+ members, and our health, charity and academic partners. Our projects aim to increase the reach of hospice care to underserved communities. Our networks bring together colleagues and experts in many different roles to share and learn from each other.

We run conferences and masterclasses, including our flagship annual national conference. And we work with hospice leaders to tackle together some of the key issues impacting funding, workforce and service delivery across the four nations of the UK.

Our work is often overseen by clinicians and underpinned by the national evidence we analyse and the data we collect from hospices.

Income Generation and Grants

The Income Generation team raises money for Hospice UK through events, major donors, trusts, individual giving, legacies and corporate partnerships.

The Grants team secures funding from grant-making organisations and then distributes it to hospices via managed grants programmes.

The department is made up of five teams:

- Events and Supporter Engagement
- Major Giving
- Corporate Development
- Compassionate Employers
- Grants.

These teams all work alongside one another to maximise income for Hospice UK and support for local hospices through a variety of activities, campaigns and partnerships.

Our aim is to create sustainable, diverse income streams to enable Hospice UK and local hospices to continue to develop and thrive.

Operations

Operations enable Hospice UK to be an outstanding organisation, supporting and enabling the whole charity to achieve its objectives by providing resources and modern ways of working. We ensure that the best and most skilled staff can contribute to us being a great membership body. Hospice UK needs to be a super

place to work to attract diverse talent and we are determined to foster a positive culture and employee experience.

The operations team is made up of our internal support teams:

- **People and Culture** work to look after the people at Hospice UK from ensuring that new colleagues have everything they need (including managing the induction programme and creation of this document) working with managers to find new colleagues and develop the teams they have. Alongside this they make sure that we focus on wellbeing of all the staff at Hospice UK and are always here when anyone needs to know how to find support.
- **ICT, Digital and Data** supports Hospice UK's vision, mission and strategic priorities by providing technology that helps us all to work efficiently and effectively. They also collaborate with teams across Hospice UK to improve the services that we provide to the hospice sector, members of the public and others.
- **Finance** manages all the income and outgoings for the organisation, ensuring that we use the funds we receive from our supporters in a way that will give the most benefit.
- **Facilities** lead on ensuring that our office and wider means of working are running smoothly and allowing all our colleagues to have a welcoming, functional and enjoyable place to visit.
- **Regulatory and Contracts Manager** - not an employee but works closely with the Operations team, and in particular ensures any contracts or agreements we enter into with external organisations are fit for purpose.