

Compassionate Employers

Healthcare Wellbeing Manager – Training and Engagement

Candidate Information Pack

September 2025

Healthcare Wellbeing Manager – Training and Engagement

We are looking for a passionate and proactive **Healthcare Wellbeing Manager** to lead the development and delivery of a transformative new partnership supporting healthcare professionals across the UK.

This role is ideal for someone with a deep understanding of the emotional and psychological challenges faced by healthcare workers, including burnout, compassion fatigue, and grief. You will be instrumental in designing and delivering impactful training, facilitating workshops, and managing relationships with a wide range of stakeholders.

You will have a unique opportunity to make a difference in the wellbeing of care staff, helping to foster a culture of compassion, resilience, and emotional support across the sector.

About the project:

Caring with Confidence is a pioneering partnership between Hospice UK and a leading funeral company, aimed at empowering care home staff with the tools and confidence to support both residents and each other through the emotional demands of end-of-life care.

Through compassionate, skill-building workshops, this initiative seeks to:

- Strengthen emotional support and team resilience, improving staff wellbeing and retention
- Build confidence in discussing death, dying, and grief, fostering open and compassionate communication
- Create a culture of care and compassion from day one, ensuring all team members feel valued, supported, and safe to express vulnerability at work

Reporting to	Compassionate Employers Lead
Line Manager to	N/A
Salary	£40,373 per annum
Contract	Permanent

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>For this role, we need someone to come into the office at least one day a week, on a Tuesday. A day where all of Income Generation and Grants come into the office. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time.</p>
Closing date for CV & supporting statement	9am on Monday 15 September 2025
Interview date/s	<p>In person interviews will be at our office in London on Monday 22 or Tuesday 23 September 2025.</p> <p>Second virtual round will be Thursday 25 September 2025.</p> <p><i>We'll aim to notify the successful candidate by Wednesday 17 September 2025.</i></p>
Contact for Questions	<p>About the process: recruitment@hospiceuk.org</p> <p>About the role: Lucy (Compassionate Employers Lead l.carpenter@hospiceuk.org)</p>

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, 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

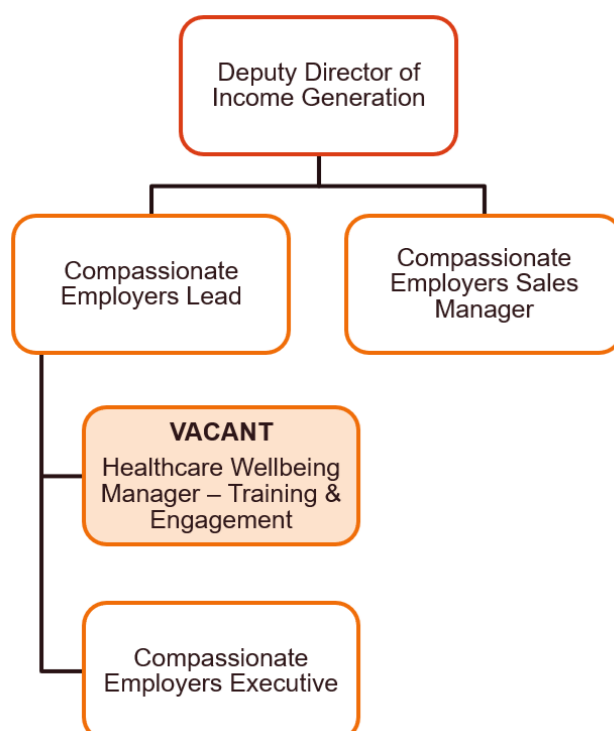
Join us at Hospice UK's **Compassionate Employers** programme as we change how employers support their employees through grief, caring, and the end of life.

Compassionate Employers is a workplace programme offering support for bereavement, caring or terminal illness. Our clients use our services ad-hoc or sign up for a yearly membership.

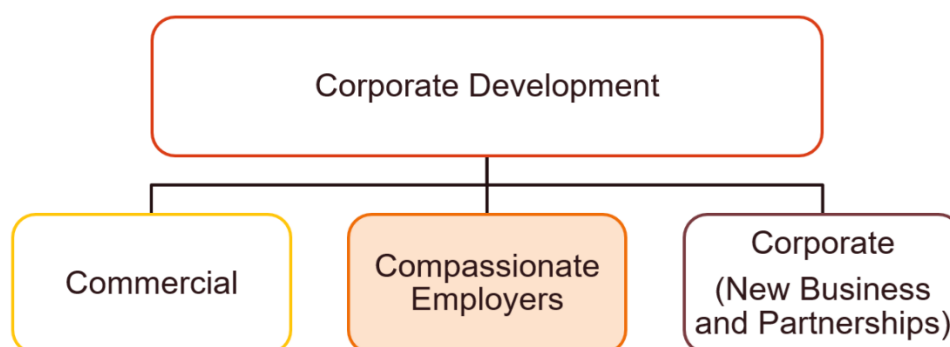
Since our launch in 2019, we've seen impressive growth and now we're helping more than 160,000 employees across the UK. Our ambition is to continue to grow to become a leading workplace wellbeing programme.

Find out more here: <https://www.hospiceuk.org/compassionate-employers>

The **Compassionate Employers Team** includes the Compassionate Employers Programme Lead, Corporate Development Manager (sales) and the Compassionate Employers Executive. With regular support from the Deputy Director of Income Generation. We are a growing team.



The Compassionate Employers team sit within our **Corporate Development Team** of 11.



The focus of the Corporate Development Team is to build long-standing partnerships with organisations, through commercial activity, fundraising, well-being or strategic support.

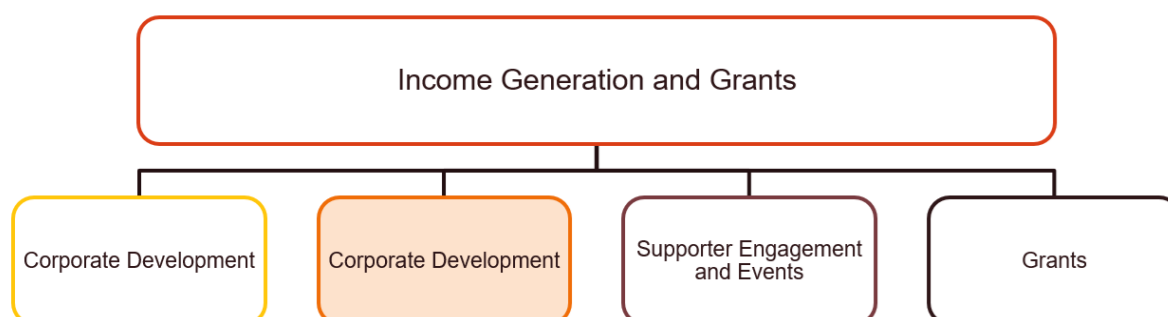
More information can be found here - [Our corporate partners | Hospice UK](#)

As well as driving positive change for people affected by terminal illness and bereavement in the workplace, Compassionate Employers is an important income generation stream and 'door-opener' for Hospice UK.

The Compassionate Employers team sit within **Income Generation and Grants** Directorate of 23.

Our Income Generation and Grants Directorate engages people through emotional storytelling, connecting people to our cause, giving them the opportunity to support us in different ways and helping them to feel proud to make a difference. We aim to create a culture where income generation is embedded in the DNA of our organisation and everyone is proud of fundraising. We have a 'one team, one dream' mentality.

We are a diverse team and believe in creating a supportive and compassionate workplace.



"I've been at Hospice UK for 3 years and I love working here. It's an incredible organisation to work for, that truly looks after the wellbeing of the whole team. Our approach to flexible working is brilliant, giving people the autonomy to make the decision on what mix of working from home and the office works best for them. I'd definitely recommend working here and look forward to welcoming you to the team."

Paul, Corporate Development Manager (Compassionate Employers)

Your manager

Your line manager will be Lucy Carpenter. Lucy is Hospice UK's Compassionate Employers Lead.

"I joined Hospice UK in August 2024 after spending 10 years working across the charity sector in a variety of roles—from fundraising and political campaigning to project management. I was thrilled to take on the role of Compassionate Employers Lead, having spent the past five years working in the grief and bereavement space. I'm incredibly passionate about changing the way we support one another through significant life moments, both in and beyond the workplace.

I'm now delighted to be recruiting for someone to join our growing team. The past 12 months have been full of creativity, development, and meaningful impact, and this new partnership marks the beginning of something truly exciting for the Compassionate Employers programme.

This role is a fantastic opportunity for a skilled facilitator and project manager to help us drive sustained, compassionate change across the healthcare sector. If you're passionate about emotional wellbeing, systemic change, and supporting people through life's toughest moments, we'd love to hear from you."

[Lucy Carpenter | LinkedIn](#)

"I have been at Hospice UK for 7 months now and really loved it. The people are incredibly friendly and kind, all whilst being so hard working and making such a huge impact in this industry. Everyone looks after you so well and prioritises your wellbeing, mental health and happy working life. Working in Compassionate Employers has opened my eyes to workplace ethics and I have definitely become a more compassionate and open minded individual thanks to the programme and the people behind it. I would highly recommend joining Hospice UK, it's a wonderful place to work!"

Priyanka, Compassionate Employers Executive

[Priyanka Modi | LinkedIn](#)

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:

People and Culture

You'll work closely with members of the People and Culture team, as Hospice UK is also a member of the Compassionate Employers programme, you will support us on our own journey to becoming more compassionate.

External Affairs

You'll work closely with members of the External Affairs Directorate, this includes social media, media, hospice membership engagement, information and policy and public affairs.

Programmes

You will work closely with the clinical leads at Hospice UK, to collaborate and keep up to date on our wellbeing and resilience programmes for our hospice members.

About the job



Job Description

You'll be joining our Compassionate Employers Team, with a dedicated focus on the healthcare sector, particularly care homes. This new role will lead on an exciting and high-impact project, helping to shape how we support the emotional wellbeing of healthcare workers through grief, loss, and other significant life experiences.

With a strong understanding of the mental health challenges faced by frontline staff, you'll act as the subject matter expert for healthcare within the Compassionate Employers programme.

You'll play a key role in growing our presence in the workplace wellbeing space, using your facilitation skills, project management experience, and sector knowledge to engage and inspire both new and existing partners.

This is a unique opportunity to help drive sustained, compassionate change across the healthcare sector, at a time when it's needed more than ever.

Key tasks and responsibilities

Project Management

- Lead and coordinate the delivery of the *Caring with Confidence* programme across multiple regions.
- Monitor progress, evaluate impact, and adapt delivery based on feedback and emerging needs.

Programme Development

- Co-design training content, digital resources, and recorded materials tailored to the needs of care staff.

Workshop Facilitation

- Deliver engaging, compassionate workshops that resonate with healthcare professionals.
- Adapt facilitation style to suit diverse audiences and settings.

Partnership Management

- Support the strategic partnership between the Funeral Director and Hospice UK.
- Coordinate and support a large network trainers and facilitators.

Professional Engagement

- Represent the programme at conferences, events, and stakeholder meetings.
- Build and maintain relationships with healthcare professionals, care home leaders, and sector partners.

Person specification

We are looking for someone who can project manage the **Caring with Confidence** project. We need someone who can deliver high-quality training, support volunteers and be the face of Compassionate Employers, healthcare.

Do you have a collaborative, creative mindset and a proactive approach to problem-solving?

Do you have a strong understanding of the mental health challenges faced by healthcare workers?

Application criteria below:

Essential	Desirable
Proven experience in developing and delivering high-quality training	Experience in healthcare education, training, or wellbeing programme delivery
Strong facilitation skills, with experience leading workshops or webinars for professional audiences	Background in supporter engagement or volunteer coordination
Excellent relationship-building and stakeholder management skills	Familiarity with current research and best practices in healthcare wellbeing
Solid project management experience, with the ability to juggle multiple priorities	Experience working within or alongside the NHS, private care, or hospice sectors
Outstanding written and verbal communication skills	Confidence using digital learning platforms and content creation tools

Terms & Conditions



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can get from the library or the internet. It would be so helpful to know what you are entitled to and what you can apply for. There's nothing. A lot of it is just through word of mouth."

If you're sick in bed, you are not going to be holding on the phone for hours trying to sort something out... and that is if you have a phone."



National
Conference

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Contract	Permanent
Salary	£40,373 per annum
Probation period	Six months
Notice period	One month
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	Loan 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. Ideally, we are looking for someone to come into the office in London on a Tuesday each week. A day where all of Income Generation and Grants come into the office. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time. We encourage all colleagues to visit member hospices to help inform our work and you may be able to work from there.

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.