

Programme Delivery Lead

Candidate Information Pack

November 2025

Programme Delivery Lead

We're growing our team so we can do more to support hospices and improve hospice care across the UK. Recent success securing funding is enabling us to deliver new and exciting programmes of work, ranging from supporting and developing the hospice workforce, to ensuring equitable access to hospice care, no matter who you are or where you live.

Over the last two years, we have built an effective and passionate Programmes Directorate, which brings together specialists in project and event management, with experts in clinical care and research. Your role will help cement and enhance our approach to programme management, leading our programme delivery team to facilitate sector-leading programmes, projects and networks.

You will also directly manage two new, important programmes supporting the wellbeing and professional development of the **hospice workforce**, and expanding access to hospice care for people experiencing **socio-economic disadvantage**.

Reporting to	Deputy Director of Programmes
Line Manager to	Senior Programme Manager Network Manager
Indirect reports	Project Manager Programmes Team Administrator
Salary	£55,000 per annum
Contract	Permanent
Based at	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. For this role, we expect someone to come into the office in London at least one day each week, when most of the team is likely to be in. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time.
Closing date for CV & supporting statement	Midnight on Sunday 30 November 2025

Interview date/s	First interviews will take place online over Teams on Tuesday 9 to Thursday 11 December 2025. Second interviews will take place in-person at our London office week commencing 15 December 2025 - exact date TBC.
Contact for Questions	The 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](#).

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 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 17-strong Programmes Directorate, made up of experienced clinicians, sector-leading project and event managers, and specialists in evidence and research.

By working together and alongside external experts and hospice members, 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"

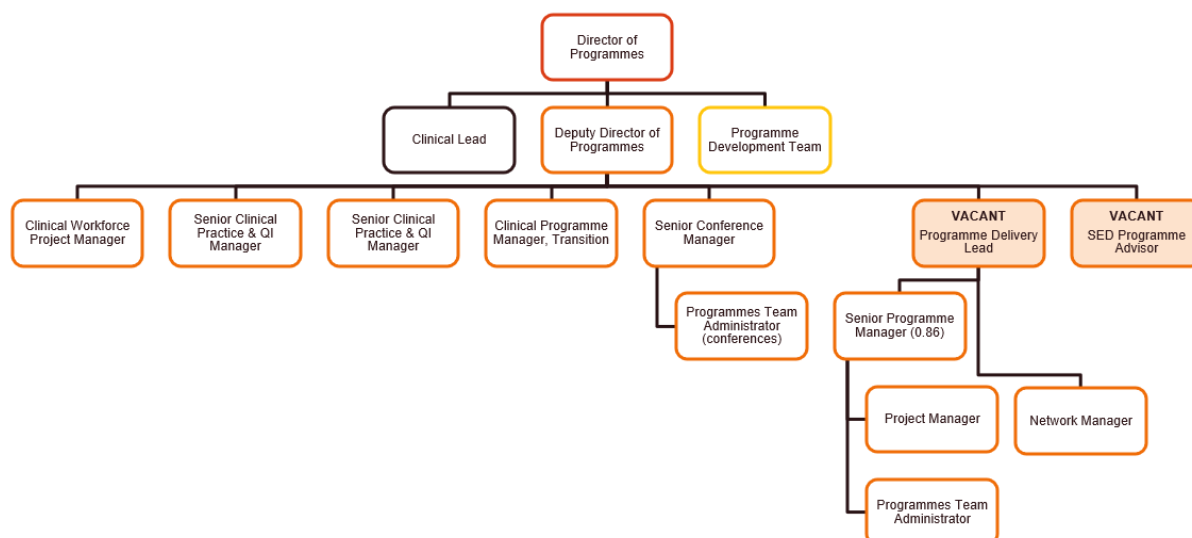
Candice, Senior Programme Manager

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 over five years. After leading our Corporate Partnerships team, and developing our Compassionate Employers programme, Paul moved into his current role in the Programmes Directorate, almost two years 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 is 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:

Clinicians and subject matter experts

In your role you'll drive forward key programmes, the content of which are informed and led by clinical and wider subject matter experts. You'll work closely together, to ensure all elements of the programme are on track, delivering the agreed outputs on time and on budget.

Membership Engagement team (part of External Affairs)

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

Programme Development team

Our programme development team leads on designing and developing our programmes. Once created, they will hand the programmes over to you and your team to deliver. You'll also work closely with them on the evaluation of your

programmes, and where any additional research and evidence gathering is needed.

"Working at Hospice UK has given me the best work life balance of my 30 year career. Everyone is so welcoming and friendly and are always willing to help whenever asked."

Stu, IT Infrastructure Manager

About the job



Job Description

There are three aspects to this new and critical role.

Firstly, you'll be responsible for the successful management of two new programmes:

1. Supporting the wellbeing and professional development of the hospice workforce
2. Improving access to and quality of hospice care for people experiencing socio-economic disadvantage.

Secondly, you will lead on the implementation and continuous improvement of our programme delivery team's overall approach to programme management. This role will oversee, standardise and embed the processes, tools and templates used across the team. You will also work with and learn from other internal teams that deliver projects and programmes, to achieve consistency across the organisation.

Thirdly, you will support your experienced project delivery team to deliver their programmes, projects and networks in a professional, consistent and coordinated way.

We are looking for someone with strong programme management experience, and leadership and people management skills. Someone who is attentive to detail and excellent at communicating to a wide range of audiences.

In this role, you will help us deliver sector-leading programmes, projects and networks that will enable hospice care for all who need it, for now and forever.

Key tasks and responsibilities

Programme Management

- Collaborate with clinicians and subject matter experts to oversee and deliver your strategic programmes of work.
- Work with the Deputy Director of Programmes to plan, budget for, and resource your programmes.
- Work with our Network Manager, Project Manager and Programmes Team Administrator to ensure the Networks, Projects, Groups and Communities of Practice within your programmes are meeting deliverables and delivering strategic and high-quality content to hospice members.

- Lead on both internal (Programme Board) and external (funder) reporting for your programmes.
- Lead on working with External Affairs to plan and execute communication plans for your programmes, both to members and relevant stakeholders in wider health and social care.
- Ensure any work related to your programmes is coordinated, communicated and strategic across the charity and our hospice membership.
- Support programme development team colleagues to evaluate your programmes, ensuring learnings inform and improve future work.
- Develop understanding and knowledge in your programmes' subject areas.

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

- Hospice workforce support
- Socio-economic disadvantage access

Developing our Programme Management approach

- Lead on developing a consistent and coordinated programme management approach across the programme delivery team
- Build on and embed our current processes, tools and templates to ensure high quality planning, delivery and evaluation across our programmes
- Ensure this approach aligns with teams and processes across Hospice UK, and makes it easy for hospices to engage in our programmes.

People management and team leadership

Support your team to:

- Plan and manage the Programmes, Projects, Networks, Groups and Communities of Practice within their portfolios, delivering agreed outputs, on time and within budget.
- Deliver strategic and high-quality content with and for hospice members.
- Provide vital project and administrative support to our clinicians and subject matter experts.

For the staff in your team:

- Provide structure, advice and encouragement in various ways and through various media, including in groups and in one-to-one time.
- Offer or signpost to compassionate pastoral support where required.
- Complete all relevant people processes, mapping strategy and business plans through to individual objectives with job description reviews, appraisals and personal development plans.

This role currently involves budget control for specific programmes, and provides direct line management for:

- Senior Programme Manager
- Network Manager.

And indirect line management for:

- Project Manager
- Programmes Team Administrator.

Person specification

We are looking for someone with impressive programme management and change management experience, who can lead through others. Someone who is both attentive to detail, and an expert communicator.

Application criteria below:

Essential	Desirable
Senior programme management experience: overseeing and coordinating multiple projects to achieve strategic outcomes	Experience of leading programmes within healthcare
Experience leading and implementing significant process change within an organisation	
Outstanding attention to detail	
Excellent oral and written communication skills, with the ability to translate complex ideas into plain English for a range of audiences	
Team leadership experience	

Strong budget and resource management experience	
Experience of internal programme governance and reporting at senior level	
Ability to build exceptional working relationships, internally and externally (e.g. project partners, contractors, suppliers, funders)	
Ability and willingness to work at both operational and strategic levels, and switch easily between the two	
Ability to work proactively, under pressure and to meet deadlines	
Ability and desire to spot opportunities to enhance, develop and promote our programmes internally and externally	
Able to interact with influence, tact, diplomacy and confidentiality, and deal with sensitive issues	
Desire to continually deepen your knowledge and understanding of your programme areas	Knowledge and understanding of hospice and end of life care
Excellent IT literacy	Confidence using Microsoft 356
Able to work in line with our values: collaboration, compassion, inclusive, innovative and knowledgeable.	

Terms & Conditions



Contract	Permanent
Salary	£55,000 per annum
Probation period	Six months
Notice period	Three 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. The plan also includes an Employee Assistance Programme 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. 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 you will come into the office in London at least one day each week, when most of the team is likely to be in. You can choose where to work for the rest of the time, either in the office or remotely (home or another appropriate location). We also encourage all colleagues to visit member hospices to help inform our work and you may be able to work from these hospices too.

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 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 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 webinars, 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.