



**Finance Officer**

**Candidate Information Pack**

**March 2026**

## Job title

The role has responsibility for maintaining accurate records for income and bank balances, for Hospice UK and its subsidiary companies by following established procedures and under the direction of the Head of Finance.

There are two Finance Officers in the team, and each Finance Officer is expected to be able to support each other's role. The Finance Team forms part of the wider Operations Team and is expected to work closely with staff across the organisation.

<b>Reporting to</b>	Head of Finance
<b>Line Manager to</b>	N/A
<b>Salary</b>	£37,000 per annum
<b>Contract</b>	Fixed term contract to cover a period of maternity leave until the end of December 2026.
<b>Based at</b>	<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, you'll need to come into the office as required to deposit cheques. While there isn't a set day for this, all cheques should be paid in within a week of receiving them. Additionally, the team comes into the office during busier periods, such as financial year-end or audits, to collaborate with auditors. Outside of these times, you have the flexibility to work remotely if preferred. However, if you prefer a full-time office environment, that option is available as well.</p>
<b>Closing date for CV &amp; supporting statement</b>	23:59 on Sunday 29 March 2026
<b>Interview date/s</b>	Wednesday 8 April and Thursday 9 April 2026. Interviews will take place online via MS Teams.
<b>Contact for Questions</b>	<p>About the process: <a href="mailto:recruitment@hospiceuk.org">recruitment@hospiceuk.org</a></p> <p>About the role: <a href="mailto:m.terech@hospiceuk.org">m.terech@hospiceuk.org</a></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](#)).

## 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 are inclusive, collaborative, compassionate and innovative.

### Inclusive:

- Value every voice
- Embrace difference
- Champion belonging

### Compassionate:

- Be kind
- Looking out for each other
- Listen without judgement

### Collaborative:

- Share openly
- Build bridges
- Work brilliantly together

### Innovative:

- Be brave
- Be curious
- Keep learning

# About the team



## Your Team

We are a team of three that sit within the wider directorate in Operations.

The Finance Team includes two Finance Officers, the Head of Finance, and the Chief Operating Officer. Together, we manage everything from handling day-to-day transactions to overseeing budgets and financial planning, making sure things run smoothly across the organisation.

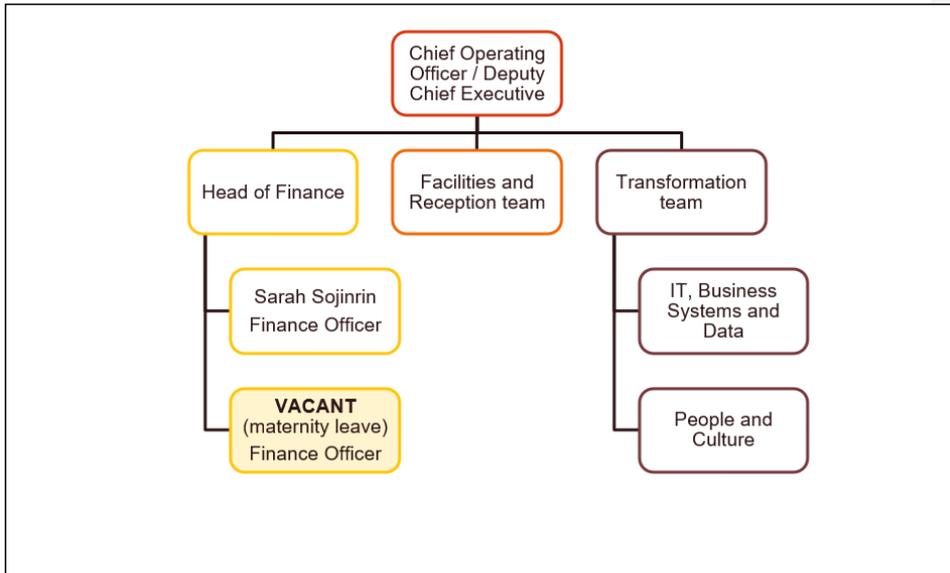
While each team member has their own responsibilities, we regularly collaborate to share insights, solve problems, and support one another, especially during key financial periods like audits or year-end.

The team is efficient and supportive, balancing independent tasks with collaboration while valuing continuous learning and development. We bring our expertise, share knowledge, and stay open to new ideas, improving processes and adapting to challenges. The team comes together when needed, especially during busy periods, but otherwise has the flexibility to work remotely while staying connected. It's a professional, adaptable team that values accuracy, growth, and a positive work environment.

**"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 H**

Paul Hodgkinson, Corporate Development Manager  
(Compassionate Employers)



## Your manager

Your line manager will be Marta Terech. Marta is Hospice UK’s Head of Finance.

Marta has spent most of her career in the charity sector and is a fully qualified accountant (FCCA) and Chartered Manager. She has extensive experience leading system implementation and change, year-end processes, audits, and management accounts. You can find her LinkedIn profile [HERE](#).

As a manager, Marta is knowledgeable, approachable, and supportive. She has a deep understanding of financial systems and enjoys sharing her expertise to help others grow professionally. She fosters an environment of continuous improvement, where learning and development are encouraged, offering guidance while empowering her team to take ownership of their work.

***“Hospice UK is an enjoyable place to work. Colleagues are easy to work with and also happy to help, and there is a great deal of flexibility in order to maintain a better work/life balance and also grow and develop in your role”***

Sarah Sojinrin, Finance Officer

**Commented [RP1]:** LM to edit this section.

We can provide some quotes from colleagues if you like

## 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:

### **Fundraising team**

You will work closely with the fundraising team, ensuring they are well informed about income and that you have all the necessary information to record income accurately.

# About the job



## Job Description

### Key tasks and responsibilities

- To be responsible for the coding of all income to the charity and trading company bank accounts, in consultation with the fundraising staff or other appropriate departments.
- Daily posting of BACS receipts, cheques, cash and any other donation or receipt through CRM and Access Financials (fundraising database and finance systems), in conjunction with the fundraising team
- Processing direct debits, standing orders, and credit card donations in CRM.
- Ensuring that payments from customers are correctly allocated to the sales ledger, in cooperation with other members of the finance team.
- Reconciling all charity and subsidiary company bank accounts daily
- Banking of cheques and cash received.
- Identifying and posting intercompany transactions and reconciling intercompany balances monthly
- Follow the established procedures and controls of the charity
- To support the Head of Finance in production of accurate financial information on a regular and timely basis, including the preparation for the annual statutory audit
- Keep all records clear and up to date for use by internal and external clients.
- Do the above competently and confidently using internal systems and software including Access Financials Finance System, CRM database, and Coutts online banking.
- Utilise automated practices wherever possible to maximise efficiency and minimise administrative duplication.
- To provide cover for, and complement the work of, other finance staff.
- To perform any other reasonable tasks or projects in addition to those listed as requested by the Head of Finance
- Manage own professional development proactively.

**This role profile is not exhaustive and is subject to review in conjunction with the post holder.**

## Person specification

**Application criteria below:**

Essential	Desirable
Hands-on experience processing income and completing reconciliations, ensuring accuracy and resolving discrepancies promptly.	Studying towards a recognised accountancy qualification, showing commitment to professional development.
Strong experience of applying IT to financial management tasks.	Working knowledge of Access CRM and Access Financials, including navigating the system, running reports, and processing transactions.
Strong organisational and time-management skills, able to prioritise work, manage your own workload, and handle several tasks at once.	
The ability to provide accurate and timely information to a high standard	
A flexible team member who supports colleagues, including taking on ad-hoc tasks when needed to keep processes running smoothly	
Able to work independently and use initiative, with a calm, professional and diplomatic approach	
Confident communicator with a wide range of people at all levels	
Strong IT capability, especially Microsoft Excel and Word, and comfortable using finance systems	
An approach to mirror our values: Inclusive, collaborative, compassionate and innovative	

# Terms & Conditions



<b>Contract</b>	Fixed term contract to cover a period of maternity leave until the end of December 2026
<b>Salary</b>	£37,000 per annum
<b>Notice period</b>	Two months
<b>Work Pattern</b>	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.
<b>Pension</b>	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.
<b>Life Assurance</b>	Is provided upon start date at three times salary, subject to acceptance by our insurers
<b>Simplyhealth Scheme</b>	A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. An EAP is also provided within this scheme. All employees will be covered under level three of the scheme.
<b>Cycle to work scheme</b>	Loaning of a cycle via a salary sacrifice scheme.
<b>Season ticket loan</b>	An interest free loan is available after the completion of probation.
<b>Holiday</b>	25 days in the first year pro rata based on the contract length. The leave year runs from 1 January to 31 December.
<b>Location</b>	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.  For this role, you'll need to come into the office as required to deposit cheques. While there isn't a set day for this, all cheques should be paid in within a week of receiving them. Additionally, the team comes into the office during busier periods, such as financial year-end or audits, to collaborate with auditors. Outside of these times, you have the flexibility to work remotely if preferred. However, if you prefer a full-time office environment, that option is available as well.

# 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
- Philanthropy
- 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 and Transformation

Operations and Transformation teams 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:

- **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.

The **Transformation team** works together to make Hospice UK a super place to work by providing a great colleague experience and continually improving our processes.

- **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). They work with managers to recruit new colleagues and provide a comprehensive learning and development offer to help every colleague perform at their best. They help us to focus on the wellbeing of everyone at Hospice UK.
- **ICT and Data** provides the technology and data that helps us all to work efficiently and effectively from anywhere. They collaborate with all teams to improve our processes so that we can deliver excellent services to the hospice sector, members of the public and others.