



# Chief Operating Officer

## Information Pack

**April 2026**



**Primrose Hospice & Family Support Centre  
St Godwald's Road  
Bromsgrove  
B60 3BW**

**Tel: 01527 871051**

**Email: [info@primrosehospice.org](mailto:info@primrosehospice.org)**

**Registered Charity Number: 700272**

**Primrose Hospice**

St. Godwalds Road, Bromsgrove B60 3BW

T: 01527 871051

E: [info@primrosehospice.org](mailto:info@primrosehospice.org) | w: [www.primrosehospice.org](http://www.primrosehospice.org)

Company registration number 2211941 | Registered charity number 700272

## **About Us**

Primrose Hospice and Family Support Centre has been providing care and support to patients in North-East Worcestershire since 1987. The original hospice opened at Hill Top in 1987 before moving to the current location in St Godwald's Road in 1991. Primrose Hospice is an independent charity, offering care and advice to patients living with a life-limiting illness and supporting families in the North-East Worcestershire area.

We have a Day Hospice providing a range of tailored support for patients. Our friendly & professional Clinical Team provides support and understanding to make decisions which best suit patients' needs and diagnosis. Our Family Support Service offers individualised support to adults and children, including a counselling service, benefits advice and our living well service.

We receive only 14.6% of our required running costs from the NHS, so as an independent charity, we rely on the support of individuals and businesses to help us to raise the £1.95 million needed each year for us to provide our services free.

We currently have 54 members of staff and over 400 volunteers working across Primrose Hospice in various departments, including Clinical Services, Family Support, Fundraising, Finance, Retail and Administration. Our four charity shops are based in Bromsgrove and Redditch. Fundraising and Retail teams are vital in raising funds to support our core activities.

## **About You**

We are looking for an exceptional Chief Operating Officer with the appropriate skills and experience to lead the operational side of the hospice and enable the team of dedicated staff to continue providing exceptional care and support to our community. You will need commitment to our cause and the ability to support the team during a period of significant change.

You will be an experienced and inspirational leader with a passion for supporting those who deliver our end of life services, as well as the teams who work tirelessly behind the scenes to ensure the hospice operates effectively. You will possess significant experience of leading and motivating others.

## **Benefits**

- An opportunity to join a highly regarded local charity and participate in all its activities.
- A chance to lead a committed and supportive team who are providing caring and compassionate clinical services in an organisation rated "Good" by the CQC.
- This is an exciting time to join Primrose Hospice and have a role in further developing the strategic direction of the hospice during a period of significant change.
- As a member of the Senior Leadership Team, you will have a significant managerial and strategic role within the organisation.
- Access to training, development and clinical supervision.
- Employee Assistance Programme, free onsite parking and refreshments.
- Core working hours based round 5-day week with flexibility for the right candidate.
- Enrolment into either the NHS or NEST Pension Scheme (we will honour NHS pension scheme for existing members).

## **Our Vision Statement**

To provide the best possible care and support to anyone in our catchment area who requires our services, ensuring choice and empowerment for every individual.

## **Our Mission Statement**

Primrose Hospice is a charity which enhances quality of life for people with life-limiting illness in North-East Worcestershire; in addition, we provide care and support for families, carers and friends.

## **Our Values**

### **Care**

Provide high quality personalised care and support for everyone

Be the best we can be at everything we do

### **Compassion**

Respect and dignity for all

We listen, engage and act with warmth, kindness and understanding

### **Community**

Primrose, one team providing holistic support

Inclusive and work together both internally and externally



Primrose Hospice is a truly special place to work where we support around 1,000 people every year through extremely difficult times in their lives.

You can read about some of the amazing people we've supported here:

<https://primrosehospice.org/about-us/the-hospice/news-pages/>

## Details

<b>Salary</b>	£50,000 FTE / Actual
<b>Contract Type</b>	37.5 hours per week, permanent
<b>Days of working</b>	Monday to Friday

An Enhanced Disclosure and Barring Service check is required for this post

## How to Apply

Visits to the Hospice are strongly encouraged, or for an informal discussion please contact:

Angélique Dalton, Acting CEO

Tel: 01527 871051

Email: [angeliqued@primrosehospice.org](mailto:angeliqued@primrosehospice.org).

Or for further information please contact:

Diane McCallion, Executive PA

Tel: 01527 871051

Email: [dianem@primrosehospice.org](mailto:dianem@primrosehospice.org)

**Please complete the Application and Equal Opportunities forms and email with a covering letter addressed to:**

Angélique Dalton  
Acting CEO  
Primrose Hospice & Family Support Centre  
St Godwald's Road  
Bromsgrove  
B60 3BW.

Tel: 01527 871051

Email: [angeliqued@primrosehospice.org](mailto:angeliqued@primrosehospice.org).

Closing date: Thursday 30<sup>th</sup> April 2026

Interview Date: Monday 11<sup>th</sup> May 2026

## Job Description

<b>Job Title:</b>	Chief Operating Officer (COO)
<b>Location:</b>	Primrose Hospice, St Godwald's Road Bromsgrove , B60 3BW
<b>Hours:</b>	37.5 per week
<b>Pay:</b>	£50,000 per annum / FTE
<b>Responsible for:</b>	<ul style="list-style-type: none"><li>• Finance Manager</li><li>• Fundraising Manager</li><li>• Marketing and Communications Officer</li><li>• Facilities and Maintenance Manager</li><li>• Executive Assistant (jointly with CEO)</li><li>• Cleaning Team</li><li>• Maintenance and gardening volunteers</li></ul>

### Role Summary

The post holder is a key member of the Senior Leadership & Management Teams taking the lead role in all aspects of the day to day operational running of the Hospice including:

- HR
- Facilities
- IT systems
- Information Governance
- Budget setting and management
- Health and Safety
- Company Secretary
- Data Protection Officer
- Deputise for the CEO in their absence within limits of authority

The post-holder will work closely with the CEO and Board but will be able to work independently and take appropriate action based on established protocols.

In collaboration with other members of the management team, the post holder will contribute to the strategic development of the Hospice and work to ensure objectives are achieved.

### Strategic Responsibilities

- Take lead on all issues relating to HR, Facilities, Health & Safety and Information Governance.
- Lead on specific projects as agreed with CEO.
- Work with CEO to develop Hospice strategy.
- Work with Heads of Services to maintain and develop Hospice services.

## **Main Operational Duties & Responsibilities**

### **Human Resources**

- Ensure a standard set of HR templates, contracts and procedures are updated and utilised across the Hospice.
- Be the initial point of contact for HR issues within the Hospice.
- Maintain the Staff Handbook, ensuring it is up to date and in line with current legislation.
- Oversee all HR processes, offering advice to managers where needed and ensuring best practice, working with our external HR provider as appropriate.
- Lead on all recruitment processes and ensure roles are advertised to maximise recruitment potential by using appropriate channels.
- Lead on investigations, grievances and disciplinaries.
- In conjunction with the Executive Assistant, oversee the mandatory training schedule and induction programmes.
- Manage own team day to day, including undertaking appraisals annually and ensuring records are up to date.
- Manage the HR Database (Breathe) and, in conjunction with the Executive Assistant, ensure it is maintained, appropriately protected and kept up to date.
- Ensure staff have access to an external Employee Assistance Programme (currently BHSF Rise) to ensure they have access to appropriate support and their wellbeing is a priority.
- Attend relevant collaborative groups and training to ensure HR knowledge is up to date.
- Oversee external HR provision and liaise with external providers as appropriate.
- Calculate holiday allowances and upload onto Breathe / HR System.
- Monitor sickness levels and take appropriate action as required.
- Notify Finance Manager of all occurrences impacting on payroll.

### **IT Systems**

- Manage IT systems working with external providers where necessary, ensuring that any services we purchase are best value and fit for purpose.
- Work with the Executive PA to manage day to day issues with the IT hardware and software referring to outside providers where necessary. This includes all IT equipment including photocopiers, mobile devices etc.
- Ensure IT systems remain suitable for the programmes we need such as SAGE, Donorflex, Assemble, EMIS etc recommending updates as needed and developing a business case if investment is required.
- Ensure broadband systems are up to date and fit for purpose.

### **Information Governance**

- Undertake DPO (Data Protection Officer) role for the Hospice.
- Review the Information Asset Register.
- Review internet network security policy.
- Develop and implement best practice guidelines for IT use.
- Working with other managers lead on ensuring compliance and best practice in relation to Data Protection and General Data Protection Regulations (GDPR).

## Facilities

- Manage maintenance and housekeeping staff and volunteers.
- Audit all record keeping and ensure processes are kept updated.
- Supervise the maintenance schedule.
- Manage the maintenance budget for major and minor works, including submitting business case for off budget expenditure if needed.
- Contribute to planning the maintenance budget along with CEO, Finance Manager and Facilities & Maintenance Manager.
- Plan and manage a rolling programme of general upkeep to the buildings.
- Ensure appropriate levels of insurance are in place to meet the Hospice's requirements.
- Ensure phone systems, photocopiers and other contracts are up to date, best value and fit for purpose.

## Retail

- Support the Retail Manager in all shop premises related, H & S, lease, insurance and HR matters.

## Health & Safety

- Lead on H&S for the Hospice.
- Review H&S policy annually and rewrite as needed.
- Work with external H&S advisor on a 3/5 (hospice/shops) yearly H&S inspections.
- Undertake an annual internal Health & Safety inspection on the hospice site.
- Produce and manage action plans ensuring timely completion of actions.
- Report to the CEO or Board any Health & Safety Issues and advise on resolutions.
- Manage the risk assessment portfolio working with team managers to ensure timely completion and regular updating.
- Organise training where needed e.g. fire safety, first aid etc.
- Ensure staff undertake annual DSE assessments implementing a process to ensure this is achieved.
- Lead on Health and Safety Meetings preparing agenda, chairing etc.
- Oversee the effective health & safety processes within the Hospice's kitchen, supporting the external environmental health inspection to ensure the hospice maintains the 5\* rating.

## Finance

- Line manage the Finance Manager and provide relevant support as required.
- Ensure Standing Financial Instructions are complied with for all purchasing including contracts.
- Ensure relevant legislation is complied with at all times.
- Audit financial functions e.g. credit card purchasing to ensure compliance with procedures.
- Check and sign off monthly payroll.
- Provide support to the Finance Manager in producing annual accounts.
- Produce the staffing element of the annual budget.

- Member of Finance, Income Generation and General Matters Group (FIGG) providing updates and reports as required.
- Work with the Finance Manager to produce forward projections.
- Authorise invoices for payment.

### **Fundraising**

- Line manage the Fundraising Manager and provide relevant support as required.
- Monitor fundraising performance by undertaking regular (minimum fortnightly) reviews with the Fundraising Manager.
- Support the Fundraising Manager to ensure appropriate systems are in place to maintain records and maximise income opportunities.
- Attend fundraising events as required to represent the Hospice.

### **Marketing & Communications**

- Line manage the Marketing & Communications (marcomms) Officer and provide relevant support as required.
- Monitor marcomms performance by undertaking regular (minimum fortnightly) reviews with the Marketing & Communications Officer.
- Support the Marketing & Communications Officer as required to ensure effective and relevant communications are in place.
- Member of the Marcomms Subgroup, attending regular meetings and providing support, guidance and updates as required.
- Support with the development of the Hospice's website to ensure it is accurate and up to date.
- Attend events as required to represent the Hospice.

### **General**

- Contribute to Senior Leadership and Management teams and attend meetings as requested.
- Write, audit and update relevant policies and attend the Information Governance, Policy and People Group (IGPP).
- Attend Board and Committee Meetings.
- Keep up to date with changes in policy or guidance that may affect any of the key areas of responsibility.

### **Other Duties**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

It is expected that you will be committed to the core purpose of the Hospice and will act as an ambassador for the Hospice, actively promoting it throughout your role. It is also hoped that as the Hospice is heavily reliant on charitable donations you will support promotional activities where possible showing support to your colleagues in the spirit of team working.

## **Volunteers**

The Hospice is supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

## **Confidentiality**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

## **Data Protection**

The post holder must make themselves aware of the requirements of the Data Protection Act and General Data Protection Regulation and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

## **Health and Safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions, and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.



## Person Specification

<b>Job Title:</b>	<b>Chief Operating Officer</b>
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<b>Qualifications / Training</b>	<b>Essential</b>	<b>Desirable</b>
Relevant Occupational Qualification (Level 5 or above)	<b>x</b>	
CiPD Level 5 / 7 Qualification		<b>x</b>
Accountancy or AAT (Level 4) Qualification		<b>x</b>
GCSE Grade C (or equivalent) in Maths and English	<b>x</b>	
Company Secretary training		<b>x</b>
Data Protection Officer training		<b>x</b>

<b>Knowledge &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
Seasoned leader with a minimum of 2 years proven experience in a similar role	<b>x</b>	
A values driven leader with proven strategic experience in finance, planning, change management and operations	<b>x</b>	
Understanding of the hospice environment		<b>x</b>
Significant HR / Personnel experience	<b>x</b>	
Health & Safety experience	<b>x</b>	
Facilities Management experience	<b>x</b>	
Significant financial planning experience including budget setting and monitoring	<b>x</b>	
Company Secretary experience		<b>x</b>
Data Protection Officer experience		<b>x</b>
Experience of supporting an organisation through external inspection e.g. CQC		<b>x</b>

<b>Skills &amp; Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Resilience and adaptability	<b>x</b>	
Excellent written and oral communication skills	<b>x</b>	
Ability to work under pressure & prioritise own work	<b>x</b>	
Ability to take responsibility for own actions	<b>x</b>	
Ability to multi-task and effectively oversee a wide variety of disciplines, whilst maintaining strategic focus on organisational success	<b>x</b>	
Ability to drive efficiency and day-to-day operations to support long-term goals	<b>x</b>	
Ability to contribute to budget setting for relevant areas	<b>x</b>	
Confident in making professional judgements whilst considering the legal or financial implications or risks	<b>x</b>	
Excellent IT skills, including MS Word, Excel and Outlook	<b>x</b>	
Ability to work with volunteers	<b>x</b>	
Confident in preparing business cases with justifiable reasoning and costs	<b>x</b>	

<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
An effective and collaborative team player who is trusted and respected	<b>x</b>	
Commitment to the culture, purpose and values of the Hospice	<b>x</b>	
High standard of professional and personal conduct and integrity	<b>x</b>	
Honest, reliable, trustworthy and dedicated to the role	<b>x</b>	
Empathetic nature, especially when supporting those accessing services	<b>x</b>	
Self-motivated and able to show initiative	<b>x</b>	
High level of emotional intelligence and team leadership abilities	<b>x</b>	
Absolute confidentiality	<b>x</b>	

Primrose Hospice & Family Support Centre is committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with Primrose Hospice, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

