

**NHS
CHARITIES
TOGETHER**

Saxton Bampfylde

Appointment Brief Appointment of COO

March 2024

Reference: ZBNSA

An introduction from our CEO



Dear Applicant,

Thank you for your interest in joining the team at NHS Charities Together in vital role of COO; this is a role we have created at a particularly exciting time in our journey and our aim is to attract the broadest possible range of people from different sectors and backgrounds to consider the opportunity.

We are very proud of what we achieve as a small but growing staff team; with a network of over 230 NHS charities around the UK, together we ensure extra support goes where it is most needed in our health service and help the NHS go further for patients, staff and communities.

Thanks to phenomenal public support during the pandemic, our national Covid-19 Appeal raised more than £160 million. After a period of significant transformation and growth, we have launched a new strategy and are working towards exciting new goals to support the NHS and the nation's health.

Our COO will operate at the highest strategic levels within the charity and outside, partnering me as CEO, and our SLT and board members in the delivery of our exciting new vision and strategy. This person will shape the whole 'engine room' of the organisation, bringing an important commercial lens to our approach, and will be absolutely pivotal in ensuring that we have the resources, systems, processes and culture to deliver our mission.

We hope this document will provide a helpful and compelling introduction to our work, strategic objectives as well as some insights into the dynamic, collaborative and inclusive culture we aim to create for all our colleagues and partners.

If you are passionate about the helping the NHS tackle today's challenges and tomorrow's opportunities, and believe that through supporting NHS charities we can significantly increase the vital support given to our hospitals, community, mental health, and ambulance services, we would love to hear from you.

Best wishes ,

A handwritten signature in black ink, appearing to read 'Ellie Orton'. The signature is fluid and cursive, with a prominent 'E' and 'O'.

Ellie Orton OBE, CEO



**HELPING
THE NHS
GO FURTHER**

Background

We are the national independent charity caring for the NHS.

ABOUT NHS CHARITIES TOGETHER

NHS Charities Together is the national charity for everyone who uses, cares about and works in the NHS. We have a unique relationship with the NHS and a unique role as the membership organisation for the over 200 NHS charities across the UK. This means that we can deliver effective, rapid change through our network – together helping the NHS to deliver the very best outcomes and experiences for the people who use it and work in it.

NHS charities impact on the lives of millions of people each year, investing upwards of £1million a day in approaches that improve health, healthcare and wellbeing. The diversity of the sector is extensive, with NHS charities supporting hospitals, health boards, ambulance trusts, mental health trusts and community health services right across the UK.

NHS charities help the NHS to go further, by investing in new ways of working, innovations, projects and interventions that help to deliver improvements and enhancements.

NHS Charities Together is here to support NHS charities to reach their individual goals, to grow and learn together and deliver benefits for patients, communities and the workforce.

Our position as a national charity also enables us to play a distinct role in the delivery of programmes and activities that impact on the outcomes that are important to all of us.

You can read more about us and see a video about our work on our website [here](#).

OVER 230 MEMBERS

We work with and provide funding for over 230 NHS charities across the UK, supporting hospitals, mental health, community and ambulance trusts.

OVER 4,000 PROJECTS

We have funded thousands of projects covering the length and breadth of the UK to help the NHS go further.

£160M RAISED

We raised £160million throughout the pandemic, thanks to generous support from the public and our corporate partners.

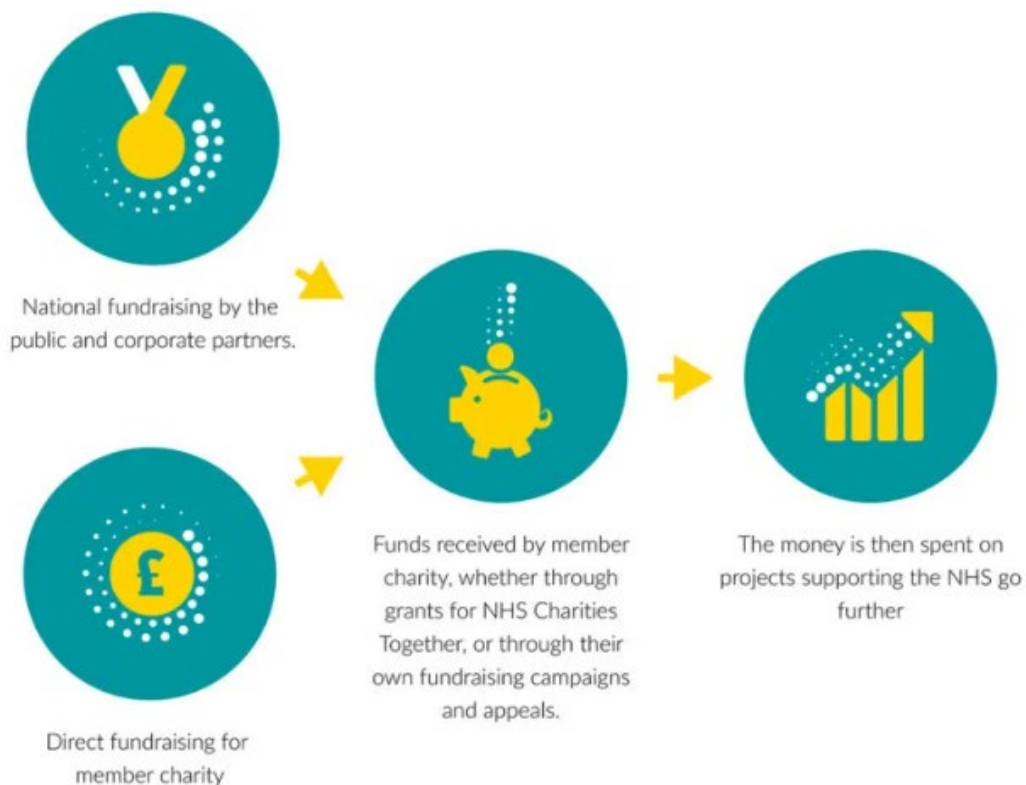
HOW DOES IT WORK?

Charities have played an important role in supporting the NHS throughout its history, and today our 230+ members give over £1million to the NHS every day – so that people can stay well for longer, get better faster, and to support staff wellbeing.

NHS Charities Together began as a membership organisation back in 2000, under the name Association of NHS Charities. Our purpose was to support members through training, advocacy and networking – helping them to have more impact.

In 2018 we changed our name to NHS Charities Together, and when Covid-19 hit in 2020, we launched the first ever national appeal for the NHS, raising over £160million to support staff as they faced the biggest crisis in the NHS’ history.

Since then, we have continued to raise money and awareness for NHS charities at a national level, whilst still fulfilling our role as a membership organisation, ensuring that funds are sent to where they are needed most. Together, we can help the NHS go further.



HOW DO WE SUPPORT NHS CHARITIES ACROSS THE UK?

We support members by leading national fundraising campaigns, raising the profile of the incredible work that they do, and by providing training and networking so that they can have greater impact for patients and staff.

We believe that by working together, we can ensure that our NHS has the extra support it needs so that everyone can have better healthcare

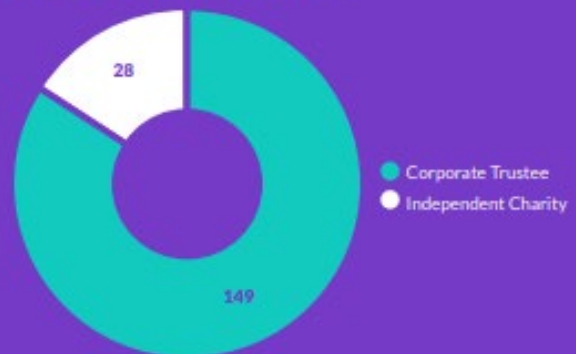
Our NHS Charity members

Our 230+ members give over £1 million to the NHS every day.

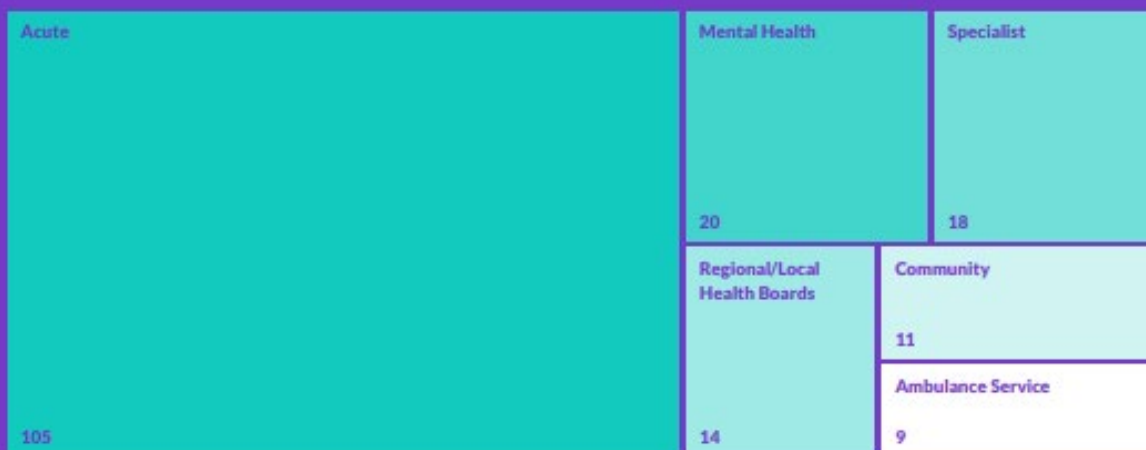
Income



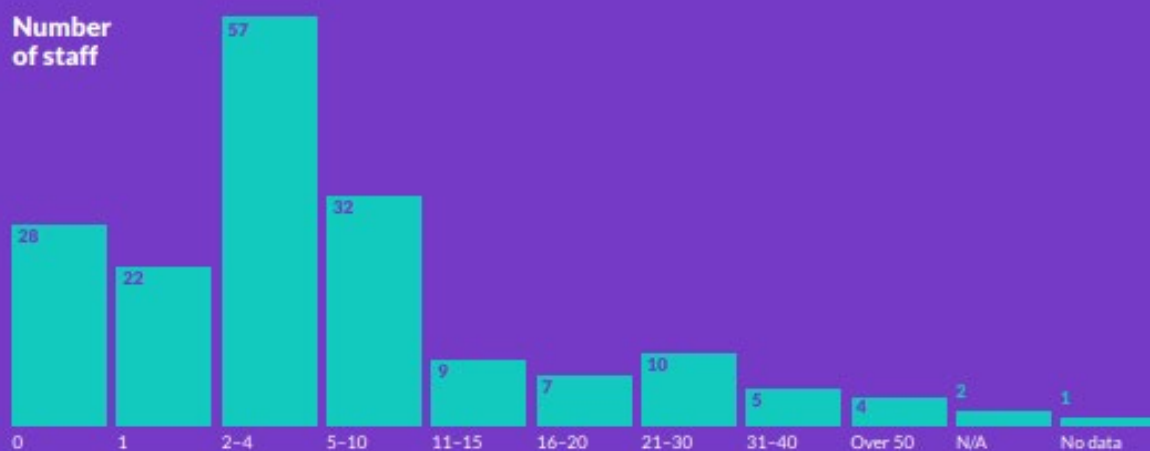
Corporate or Independent



Nature of the Trust or Health Board



Number of staff



Note: Based on data from 177 NHS charities.



Volunteer

Vision Mission and Values

OUR VISION

A future with a thriving NHS and the best possible healthcare for everyone.

OUR MISSION

We mobilise the collective power of NHS charities and the nation to help the NHS go further for patients, staff and communities – ensuring extra support goes where it's most needed and enabling the NHS to advance in a rapidly changing world.

OUR IMPACT VALUES

Inclusive:

We build inclusive relationships with diverse stakeholders, sharing our time, knowledge and skills to create partnerships that support each other, our members and the NHS.

Make a difference:

We remain focused on making a positive difference for our members and the NHS, based on evidence and insights on what works the best.

Pioneering:

We dare to be different and are constantly curious, asking questions to uncover what needs to be done so that we can have most impact.

Authentic:

We are open, honest and act with integrity in all that we do.

Compassionate:

We care about people and treat everyone with equity, kindness, respect, empathy, and support; we put heart into all we do and how we care for the NHS.

Transformative:

We actively champion innovation and transformational leadership, and we advocate for change, bringing supportive challenge to ourselves and others.



Our strategy 2023-38

Our strategy recognises that our key strength is our collective potential.

THE CHANGE WE WANT TO SEE

Over the next five years we will work together with members to enhance the impact of our network with a focus on three areas of change.

IMPACT AREA	WHY IS THIS A PRIORITY?
Transforming patient experience and outcomes	New technologies and interventions can transform patient care, but the NHS struggles to effectively adopt innovation at scale. Without evidence, ideas and initiatives that could save and change lives never get off the ground. Under pressure, the holistic needs of patients, carers and families can be overlooked.
Supporting workforce wellbeing	The UK is facing a health and care workforce crisis, with unprecedented staff shortages and vacancies. Huge numbers of nurses and doctors report plans to leave their professions. Burnout is affecting not only staff wellbeing, but the quality of patient care.
Supporting people and communities to live well	Research shows that the social determinants can be more important than health care or lifestyle choices in influencing health. Inequalities in life expectancy and in years spent in ill health are increasing. Around 70% of health and social care funding is spent on supporting people with long term conditions.

FOUR AREAS OF FOCUS

As a charity and as a network of organisations we have a particular role to play in inspiring potential, unleashing innovation and creating impact right across the NHS and with the issues that affect the health and wellbeing of our population. How we work is key and we have identified four areas of focus – our enablers of change.

1. **Evolving our role as a centre of knowledge, insight and expertise – building our collective capability:** Given our unique position in relation to the NHS and NHS charities, we will build our capacity as a centre of knowledge, insight and expertise.
2. **Delivering and facilitating approaches to grow impact and voice:** We recognise that our strength lies in our collective potential and our ability to move as a network, whilst still taking account of our individuality and diversity. There is much more that we can do to build a greater sense of collaboration and shared movement around the issues that matter most to all of us
3. **Leading innovative and transformational programmes:** Around each of our ‘areas of change’ we will develop a strategic and programmatic approach to delivery. We will start, together with members and other key stakeholders, by defining focused priorities and a theory of change in each area to ensure that our resources are used wisely, our approaches are innovative and outcomes are carefully thought through and evaluated.
4. **Being a sustainable and purpose led organisation:** Our experience during the COVID-19 pandemic led to our rapid growth as an organisation, in addition to the opportunities outlined in this strategy. It is important that as we emerge from the pandemic, we ensure that, as an organisation, we are efficient, impactful and purpose led. We will continuously challenge ourselves on these three points.

You can read our full strategy [here](#).



The Role of COO

Job Title:	Chief Operating Officer
Reporting to:	Chief Executive Officer
Hours:	Full Time
Oversight of:	Director of Business Services, Associate Director of Finance, Head of People and OD, HR Consultant;
Key Relationships:	NHS Charities Together Executive Leadership team, extended leadership group and wider staff team, Trustees, NHS Charity Sector, internal and external stakeholders.
Location:	Hybrid/Flexible: either at our central office in Warwick or working mostly from home. Senior Leaders are usually present in the office one or two days a week.

OVERALL PURPOSE

Following a time of exponential growth, The Board and the Chief Executive of NHS Charities Together are seeking a talented, entrepreneurial and experienced Chief Operating Officer to join the charity at this critical and exciting stage of our development.

NHS Charities Together is the national charity caring for the NHS with a network of over 230 NHS Charities across the UK. Our key stakeholders and partners range from national government organisations and departments such as the NHS and the Department of Health and Social Care, as well as local and regional NHS Trusts and Health Boards, our NHS charity members, corporate partners and brands, media organisations and public supporters.

This is a very exciting time to join the organisation, the Chief Operating Officer will work with the CEO, Trustees and the Senior Leadership Team (SLT) to lead on the charity's internal operations and organisational development. Driving forward commercial, operational and

cultural excellence, and our business development strategy contributing to the overall growth and sustainability of the organisation. This newly created position will enable the Chief Executive to focus more on sector leadership and external presence.

We are looking for a values led, dynamic and experienced senior leader with a strong background in operational management, commercial strategies, technology and systems transformation, and people performance and culture. Our COO will support the CEO as Company Secretary with responsibility for financial, legal and regulatory obligations and give applicable input into the effective working of NHS Charities Together trading subsidiary.

This postholder will fulfil a key leadership role in our team and partner our Chief Executive, SLT and board members in the delivery of our exciting new vision and strategy.

KEY RESPONSIBILITIES:

Senior Strategic and Operational Leadership

- As a member of the Senior Leadership Team, play a key role in realising the charity's vision and mission of expanding its activities and impact ensuring it has first rate corporate services and compliance, financial and operational systems, culture and talent to underpin this vision.
- To provide senior internal operational leadership across the organisation to ensure the smooth running of this energetic and flexible organisation
- To lead on infrastructure services to better enable cross functional working, support strategic planning and operational delivery, enhance business efficiencies, risk and change management, data analysis, technology advancements, talent development, and sustainability.
- Work with the CEO and SLT to ensure organisational performance is appropriately monitored, reviewed and reported

TEAM LEADERSHIP

- To develop, motivate and lead high performing finance, business services, people and organisational development, and IT and operations teams
- Develop, motivate and build the cohesion of the Senior Management Team, and advance effective working between senior leadership and management (the extended leadership group)
- Work with the CEO to plan and prepare SLT meetings and chair these in the CEO's absence

FINANCE STRATEGY

- To lead on the development and implementation of appropriate commercial strategies and wider financial strategies to guide the long-term financial sustainability of the organisation, providing advice and guidance to the CEO, SLT and board
- To work with the CEO and Associate Director of Finance to ensure effective financial management, planning and reporting, including the development of key performance indicators to both SLT and board to optimise achievement of the charity's objectives.
- To ensure that the charity is financially sound and managed within a clear medium/long term financial strategy
- To provide financial advice and support to NHS Charities Together's trading subsidiary (ANC Trading) to ensure it is effectively utilised and managed.

CORPORATE BUSINESS SERVICES

- To ensure the CEO and the Board are appropriately advised on their governance, compliance, regulatory and financial duties and responsibilities.
- As Company Secretary liaise with bankers, solicitors, auditors, insurers and other advisers on matters, and provide advice on legal and constitutional matters as appropriate
- Liaise closely with the Board subcommittee Chairs including: finance, people, risk and audit for the success of these committees and performance outcomes.
- To keep fully informed about new ideas, technological innovations and legal and regulatory changes affecting all relevant aspects of charity management. To anticipate the Charity's resource needs as it continues to develop and consolidate, and to plan and implement the necessary changes in liaison with executive colleagues.

- To ensure the organisation is appropriately horizon scanning, managing and mitigating internal and external risks

PEOPLE AND ORGANISATIONAL DEVELOPMENT

- Lead the development and implementation of the organisation's people strategy, including equity, diversity and inclusion, culture, talent development and management as senior sponsor
- Ensure NHS Charities Together has the best organisational design and appropriate resources to live out our IMPACT values and ACE behaviours, develop and support high performing teams and deliver on our mission
- Lead on the development and implementation of the organisation's environmental sustainability strategy

IT, SYSTEMS AND ADMINISTRATION

- Provide strategic leadership and ensure high performance of the organisations IT, systems and administrative provision to ensure efficient and friction free working environment and resources
- To ensure the cyber security and data protection of the charity and our stakeholders

OTHER DUTIES

- Manage external relationships, representing the Charity in external facing meetings as required
- Deputise for the Chief Executive
- Carry out any other reasonable duties requested by the CEO

KEY DAY TO DAY WORKING RELATIONSHIPS

- To establish and maintain excellent day to day working relationships with
 - The CEO of NHS Charities Together
 - The SLT, SMT and staff of NHS Charities Together
 - Trustees and in particular the Chair of People, Finance, and Audit and Risk subcommittees of NHS Charities Together
 - The NHS charity sector
 - Senior personnel within key stakeholder organisations





Person Specification

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIPS

- Relevant professional qualifications (ACCA/CIMA/CIPFA) is desirable
- Level 7 leadership and management qualification is desirable

PROFESSIONAL EXPERIENCE

- Experience of strategic, commercial and operational leadership at scale, as a senior executive in a complex organisation in any sector, with diverse stakeholder groups
- Structured, effective and inspiring leadership experience with a track record of empowering executive teams and holding them to account for delivery
- Demonstratable track record of strong strategic and operational leadership, performance management and board collaboration
- The commercial, financial and operational experience and skills to lead a large multi-million pound, geographically dispersed national organisation
- Able to lead and manage complex change, including in people and culture
- Experience of being involved in the setting of a vision and strategy to ensure improvement of performance in business and operational aspects of an organisation including digital transformation, organisational design and development
- Able to connect, engage and consistently collaborate with internal and external stakeholders at every level
- A track record of creating safe and inclusive cultural environments and commitment to embedding EDI across their organisation
- Ability to develop environmental strategies
- Able to role model the values and behaviours of NHS Charities Together and inspire others
- Experience of ensuring compliance with legal, regulatory and ethical requirements.
- Demonstrable experience of risk management of a high profile national organisation
- Able to articulate a personal sense of purpose and connection to the vision of NHS Charities Together
- Experience of leading HR, IT and facilities management is highly desirable.
- Experience and/or knowledge of the charity sector and charity regulation is highly desirable

DESIRABLE

- Knowledge and understanding of the NHS and social care and wider health sectors, including culture and external influences

Terms of appointment

Salary	£92k-£114k per annum
Working hours	Full-time
Pension	10% employer contribution
Annual Leave	28 days per annum plus bank holidays, leading to 32 depending of length of service

Equality and Diversity

NHS Charities Together is committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.

How to Apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to NHS Charities Together on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **ZBNSA**.

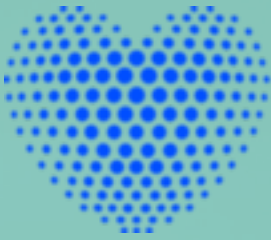
Click on the 'apply' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring* form.

The closing date for applications is **noon on Monday 15th April**.

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



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