



**Alexander  
Devine**  
Children's Hospice  
Service



# **Application Pack**

**Chief Operating Officer**

**Closing date for applications: 13<sup>th</sup> April 2026**

## Alexander Devine Children's Hospice Service

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Alexander Devine Children's Hospice Service (Alexander Devine) is a local charity that provides specialist care and vital support to babies, children and young people with life-limiting and life-threatening conditions, and their families, across Berkshire, South Bucks and into surrounding counties.

We individualise our approach to meet the unique clinical, emotional, and practical needs of each child and their family, ensuring they receive the best possible care and support. Our comprehensive range of care services include Respite care, Specialist play, Symptom management, Family support, End of life care and Bereavement support. We provide care from our children's hospice in Maidenhead as well as in the family home and across the community, including hospitals and schools.

Our hospice facilities offer opportunities for children and their siblings to experience fun, joy and adventures, and help families make precious memories for as long as they have. These include a hydrotherapy pool, sensory room, music room, games room, outdoor playground and sensory garden, six children's bedrooms and two self-contained family flats. We also have a dedicated bereavement suite with its own garden.

Our children's hospice service is free of charge for families, but it costs over £2.8 million a year just to maintain our current level of care. With very minimal government funding, our charity is almost entirely reliant on donations, fundraising and gifts in Wills to meet the costs of running our service. Which means every penny donated makes a huge difference to those we support.

We currently support over 200 children and their families, but we are committed to growing our service and reaching out to every child and family that needs us. In Berkshire alone, we know that there are an estimated 1,371 children with life-limiting conditions. And research shows that this number is likely to increase by at least a further 11% by 2030.

The charity was founded by John and Fiona Devine in memory of their son Alexander who sadly passed away from a rare brain tumour in 2006 at the age of eight. Their personal experience led them to realise a desperate need for a local children's hospice service with a hospice facility in Berkshire.

**[www.alexanderdevine.org](http://www.alexanderdevine.org)**  
**Reg. Charity No. 1118947**



## Our values, vision, and mission

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### Our values

Our work is powered by our core values. They are key to everything that we do and the way in which we do it. Our expectation is that our values are upheld in all that we do and in our engagements, both internally and externally.



#### **DETERMINED**

And resolute in our service to all those that need us.



#### **EMPOWERING**

To enable whoever comes into contact with us, the power and courage to make decisions, ask questions or simply to be.



#### **VALUING OTHERS**

We value you and each other, because we are all unique and special in our own way.



#### **INTEGRITY**

To be consistent in our ethos and values, principles and actions. To always behave and hold the integrity of our charity as core.



#### **NURTURE**

To provide an environment of protection, support, growth and encouragement.



#### **EMPATHY**

To know that we will provide a place of safety for everyone to express their feelings, thoughts and emotions, without judgement.

### Our vision

We deliver palliative care to children and families through an holistic approach that meets the individual needs of each child and their family.

Our vision is to provide a service within Berkshire and surrounding counties that will give children and families a choice of care and support from a skilled and dedicated team. We work closely with the NHS, local authorities, and other services in delivering our care.

### Our mission

**Reaching out to every child and family who needs us, offering support and care from people who understand.**

Determined \* Empowering \* Valuing others \* Integrity \* Nurture \* Empathy

## The role

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### Chief Operating Officer

<b>Hours</b>	Full time – 37.5 hours per week.  <b>Initially a 12 month fixed term contract</b>
<b>Salary</b>	<b>£70,000 to £75,000 per annum</b>
<b>Location</b>	Alexander Devine Children’s Hospice in Maidenhead, Berkshire.
<b>Benefits</b>	Competitive salary Generous annual leave (plus your birthday as an additional day off) Pension Employee assistance programme Death in Service Cover Free on-site parking Staff discounts

## Job purpose

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The Chief Operating Officer is responsible for the daily operations of the hospice service. They will be responsible for governance and compliance in all non-clinical activities of the operation.

<b>Grade</b>	Director spot salary - <b>£70,000 to £75,000</b>
<b>Managerial reporting responsibility</b>	Chief Executive
<b>Professional reporting responsibility</b>	Chief Executive
<b>Managerial responsibility</b>	

## Job Description

### Areas of responsibility

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#### Strategic & Operational Leadership

- Work closely with the CEO and Senior Management Team to deliver the organisation's strategic objectives and sustainable growth.
- Assist with translating organisational strategy into operational plans, ensuring delivery against agreed targets and key performance indicators.

#### Governance & Compliance

- Lead on organisational governance frameworks, ensuring robust systems, policies, SOPs, risk assessments, processes and controls are in place across all non-clinical areas.
- Ensure full compliance with all relevant legislation, regulatory requirements and best practice (including Charity Commission guidance, safeguarding, health & safety, data protection, and employment law).
- Support the CEO and Board of Trustees in fulfilling their governance responsibilities, including preparation of reports, policies, and assurance frameworks.
- Act as organisational lead for risk management, maintaining and regularly reviewing the risk register and ensuring mitigating actions are in place.
- Oversee internal audit processes and support external audits and inspections where required.
- Act as Data Protection Officer.

#### Operational Management

- Drive continuous improvement across operational processes, ensuring efficiency, quality, and value for money.
- Lead on business continuity planning and emergency preparedness.
- Oversight of capital projects.
- Develop and implement a digital strategy.

#### People & Culture

- Promote a positive, inclusive organisational culture aligned with the charity's values.
- Ensure staff are appropriately trained and supported to meet compliance and governance requirements.

#### Financial & Resource Oversight

- Work in partnership with the Director of Finance to ensure effective financial planning, budgeting, and monitoring of operational expenditure.
- Ensure operational decisions are financially sustainable and aligned with organisational priorities.

## Partnerships & External Relations

- Represent the organisation at external meetings, partnerships, and networks as required.
- Build and maintain effective relationships with key stakeholders including NHS partners, local authorities, regulators, and community organisations.
- Support fundraising and income generation activities by ensuring operational alignment and capacity.

## Quality & Assurance

- Ensure robust systems for monitoring, evaluating, and improving service quality and operational performance.
- Promote a culture of learning, accountability, and continuous improvement across the organisation.

## General

### General Requirements in line with all staff

- Responsible for ensuring own practice complies with Data Protection, Confidentiality.
- Maintain confidentiality in all areas of work.
- Be familiar with and adhere to all the Charity's policies and procedures.
- Promote safeguarding and welfare of children, young people and their families.
- Adhere to Health and Safety regulations.
- Represents Alexander Devine Children's Hospice Service (ADCCHS) at interagency meetings as requested.
- Demonstrates commitment to the values of ADCCHS and the ethos of hospice care.
- Actively promotes ADCCHS and supports the development of children's palliative care across Berkshire.
- Contributes to fundraising initiatives for the ADCCHS.

*The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.*

**This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment, you may be required to undertake such other duties, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation.**

## Person specification

	Essential	Desirable
<b>Education, training, and qualifications</b>	<ul style="list-style-type: none"> <li>• Degree-level qualification or equivalent professional experience.</li> <li>• Evidence of continuous professional development.</li> <li>• Qualification or training in governance, compliance, or risk management.</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant leadership or management qualification (e.g. ILM, CMI, MBA or equivalent experience).</li> <li>• Membership of a relevant professional body.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant senior leadership experience in an operational management role.</li> <li>• Demonstrable experience of leading governance, compliance, and risk management frameworks.</li> <li>• Experience of working within a regulated environment (e.g. healthcare, charity, public sector).</li> </ul>	<ul style="list-style-type: none"> <li>• Experience within hospice, healthcare, or children's services.</li> <li>• Experience of working with Boards of Trustees or senior governance structures.</li> <li>• Experience in the charity or not-for-profit sector.</li> <li>• Experience of developing and implementing operational strategy and plans.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• The ability to inspire and influence.</li> <li>• Excellent knowledge of governance, compliance, and regulatory requirements.</li> <li>• Strategic thinking with the ability to translate strategy into operational delivery.</li> <li>• Highly developed organisational and problem-solving skills.</li> <li>• Excellent communication and interpersonal skills, with the ability to engage a wide range of stakeholders.</li> <li>• Ability to analyse complex information and make sound decisions.</li> <li>• Financial awareness and ability to manage budgets effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Project management skills and experience delivering complex programmes.</li> </ul>

	Essential	Desirable
Other	<ul style="list-style-type: none"> <li>• Commitment to the values and mission of Alexander Devine Children’s Hospice Service.</li> <li>• High level of integrity and professionalism.</li> <li>• Understanding of and commitment to safeguarding and promoting the welfare of children and young people.</li> <li>• Ability to work flexibly and respond to organisational needs.</li> </ul>	Full UK driving licence and access to a vehicle.

## A rewarding and special place to work

Finding ways to recognise, reward and support every member of our team is important to us. Here’s four big reasons why you will want to join our charity...



### The amazing people that work here

Very simply, the team at Alexander Devine makes our charity such a unique place to work. To quote one of the young people that we support:

*“If I had to summarise what makes Alexander Devine so special, I would say it’s the people that work there...they are like family to us”*

Whichever part of the charity you are working or if you are a volunteer, we are proud of our ‘one team’ spirit.



### An employer that listens and cares

We pride ourselves on ensuring our staff receive regular supervision and support from their line manager, with opportunities for further training and development.

We also have an employee assistance programme, offering our employees a free confidential advisory and counselling service to help with any personal, work or family issues they may face.



### **A beautiful setting in a convenient location**

Our stunning purpose-built hospice is surrounded by beautiful countryside, but also just a stone's throw from the M4 and A404, on the outskirts of Maidenhead.

There is free on-site parking for all staff.



### **A strong focus on work / life balance, taking care of your health and planning for retirement**

Making sure our employees have a good work/life balance is vital. In addition to a wellbeing programme, we offer generous annual leave entitlement with a day off for your birthday and an extra two additional days holiday, known as Alexander days each year.

There are also staff discounts on a range of products and services including travel and high street savings.

## Further information

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### Equal opportunities

It is the policy of Alexander Devine Children's Hospice Service to provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion, or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

We are committed to building a workforce that reflects the diverse communities we serve. We acknowledge that building a truly inclusive and diverse workplace is an ongoing process that we are continuing to improve and focus on.

We warmly welcome applications from individuals from underrepresented and minority groups, whose perspectives and experiences will help strengthen our team and the care we provide. We are dedicated to creating an inclusive environment where everyone feels valued, respected, and able to thrive.

### Safeguarding statement

At Alexander Devine Children's Hospice, the safety and wellbeing of the children and families we support is our highest priority. We are committed to safer recruitment practices to ensure that everyone who works or volunteers with us is suitable to do so.

All appointments are made following robust recruitment processes which include appropriate references, identity checks, verification of qualifications and employment history if necessary, and relevant safeguarding checks, including an enhanced Disclosure and Barring Service (DBS) check where required. It is a criminal offence for people who are barred from working in regulated activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with that particular group

Our recruitment and selection processes are designed to promote the welfare of children and young people and to deter, identify and reject anyone who may pose a risk to them.

### How to apply

For an informal discussion about the role, please call Fiona Devine, Chief Executive, on **01628 822777** or email questions to [fionad@alexanderdevine.org](mailto:fionad@alexanderdevine.org)

For an application form, please email [warrenk@alexanderdevine.org](mailto:warrenk@alexanderdevine.org)

CVs will not be accepted without the completion of our application form

Completed applications must be returned to [warrenk@alexanderdevine.org](mailto:warrenk@alexanderdevine.org), by midday on **13<sup>th</sup> April 2026**.