



Head of Finance and Purchasing

Location: Gosforth
Salary: £52,478- £56,428







Welcome

Welcome letter	04
About Us	06
Mission and Values.....	07
Role profile	08
Person specification.....	10
Organisation Chart	13
Equity, Diversity and Inclusion.....	14
How to Apply.....	15

Welcome



Thank you for your interest in the Head of Finance and Purchasing role at St Oswald's Hospice. We are delighted that you are considering joining our compassionate, committed and forward thinking team.

St Oswald's Hospice is a values led charity providing specialist, high quality care to babies, children, young people and adults with life limiting conditions. Based in the heart of the North East, we serve a wide range of communities, offering vital support not only to patients but also to their families and loved ones. Our work is grounded in dignity, respect and the belief that everyone deserves exceptional care, comfort and compassion.

Our mission is simple yet profound: to make the most of every moment for those who need us. This purpose shapes every decision we make, from clinical practice to the way we manage our resources. Strong, responsible financial stewardship is essential to sustaining and growing the services we provide.

This is an important and exciting time to join us. As Head of Finance and Purchasing, you will play a central role in ensuring the Hospice remains financially resilient, well governed and able to plan confidently for the future. You will lead our finance and procurement functions, ensuring that our systems, processes and reporting are robust, transparent and aligned with best practice. You will work closely with senior leaders, budget holders, trustees and external partners to support effective decision making, strengthen financial capability across the organisation, and ensure that every pound is used wisely and purposefully.

You will be part of a dedicated central team that exists to make the work of our clinical and support services easier, more efficient and more impactful. Your expertise will help ensure that our teams can focus on what matters most: delivering outstanding care to the people who rely on us.

We are looking for someone with strong financial leadership experience, excellent analytical and strategic thinking skills, and a collaborative, values driven approach. Experience in the charity or healthcare sector would be beneficial, but what matters most is your commitment to high standards, integrity and making a meaningful difference.

This pack provides more information about St Oswald's Hospice, the role, and the qualities we are seeking. If you share our belief in the power of compassionate care and the importance of strong financial stewardship in enabling it, we would be delighted to hear from you.

Thank you once again for your interest

Kathryn Maclaren
Finance Director



About us

Our Story

We are St Oswald's and we're a hospice. We're much more than most people think we are.

We are a place for living. Our arms are open and inviting. We don't focus on being morbid or sad, our hope is for everyone to make the most of the life they have.

We are the warmest of welcomes, a hand to hold when you've lost your way, joy and laughter on a good day. When hearts are heavy, we're a listening ear, practical support when the road ahead isn't clear.

Amazing things happen right here. Support and kindness abound, nature and peace are all around.

Growing and learning every day. Experts in care, working together and improving lives for the better.

We believe in quality time for everyone, making memories and moments to share. If death is to come, we provide dignity in end of life care.

We're a home-from-home where families can stay, respite for those struggling day-by-day. We are a haven in the North East, an open-minded community, a comforting space, come in to our safe place.

About St Oswald's Hospice

St Oswald's Hospice is a local charitable hospice helping people who have life-limiting conditions to make the most of life, no matter how long that life is. Rooted in the North East, the charity has supported local people and their families for over 35 years.

Specialist and expert care is free of charge to babies, children, young people, adults and their families.

St Oswald's Hospice is a welcoming place that offers quality time for everyone. Our expert team takes time to understand our patients, and we offer support to families and loved ones too. Providing a safe place is our priority, where Patients and families can feel relaxed and comfortable knowing they are being expertly cared for.

Our care is provided by a multi-disciplinary team including consultants, doctors, nurses, social workers, spiritual care, bereavement support workers, physiotherapists, occupational therapists and complementary therapists.

St Oswald's Hospice is rated outstanding for care by the Care Quality Commission.

Services for adults

Adults with incurable conditions including Cancer, Motor Neurone Disease, Multiple Sclerosis, Lymphoedema, and many other conditions, come to the Hospice for care and support. Loved ones are supported too, as we understand that families and carers face many challenges of their own.



Adult services include:

- An Adult Inpatient Service, helping to manage pain and symptoms as well as offering specialist, expert and compassionate end of life care.
- Carers and Family Support, including specialist advice from social workers, spiritual care and bereavement support teams who support the patient and family's emotional and psychological needs.
- A Lymphoedema Service, treating people who are living with the often misdiagnosed or undiagnosed condition. This includes people who were born with lymphoedema and those who have developed it later in life due to their condition.
- Focus on Living Centre, offering one-to-one support and group sessions for peer support.
- An Ambulatory Care Service, where patients come during the day who need planned treatments such as blood transfusions and infusions.
- Complementary therapy treatments, which aim to benefit the patients physically, emotionally and psychologically. Treatments are offered to carers too.
- Outreach, providing care at home or closer to home.

Services for babies, children and young adults

St Oswald's Hospice is one of only a few hospices in England caring for both adults and children. When caring for a baby, child or young adult, we care for their whole family too.

Services include:

- A specialist short break service for babies, children and young adults aged 0-25 years with progressive, life-shortening conditions. The service is nurse-led meaning that care is provided for all a child's medical needs, so families can relax knowing that their child is in safe hands.
- Services to young adults includes a social group for people aged 18-25 years to spend time with peers.
- An outpatient clinic for young people aged 16-35 years with a complex, life-shortening condition.
- When needed, St Oswald's Hospice also provide compassionate end of life care for babies, children and young adults.
- As well as a Children and Young Adults Service, children facing the serious illness or death of a family member who is cared for by the Hospice are offered bereavement support before and after the death of someone special to them.

Our Vision Statement

Together, with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East who are living with a progressive life-limiting condition, and for their families and carers too.

Our Mission Statement

Together, with the vital support of our staff, volunteers, donors, customers and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when and where they need it.

Job Description

Job Title: Head of Finance and Purchasing

Department: Finance

Report to: Director of Finance

Responsible for: Financial Accountant
Finance Officers | Purchasing Team Leader

Hours: 37.5 / 30 hours per week Monday to Friday (flexible)

The Role

To lead finance and purchasing operations, delivering timely, accurate financial insight, robust governance, and value-for-money procurement, while leveraging new technologies to automate processes, enhance reporting, and improve decision-making across the organisation..

Key Outcomes and Responsibilities

1. High-Quality Financial Reporting & Insight

Monthly management accounts are accurate, timely, and clearly communicated, enabling effective operational and strategic decision-making.

Automated and standardised reporting packs are produced monthly, reducing manual effort and improving consistency.

Trustees, Council, and budget holders receive clear, insightful, and forward-looking financial reports, including variance analysis and key risks.

2. Efficient Month-End, Year-End & Statutory Compliance

Month-end close is delivered to agreed timetables, supported by streamlined processes and system-driven reconciliations.

Annual statutory accounts and all external returns (HMRC, Charity Commission, Companies House, ONS, Gambling Commission) are submitted accurately and on time, with strong supporting audit trails.

External and internal audits are well-managed, with minimal adjustments and continuous improvement actions implemented.

3. Digital Improvement & Process Automation

Finance and purchasing processes are continuously reviewed and improved using finance systems, reporting tools, and automation to reduce manual processing and risk.

New technologies are introduced where appropriate to enhance month-end close, budget monitoring and reporting.

4. Strong Business Partnering

Budget holders are supported with self-service reporting tools, clear guidance, and proactive financial advice. This in turn results in budgets and forecasts being robust and aligned to organisational strategy.

5. Effective Treasury & Cash Management

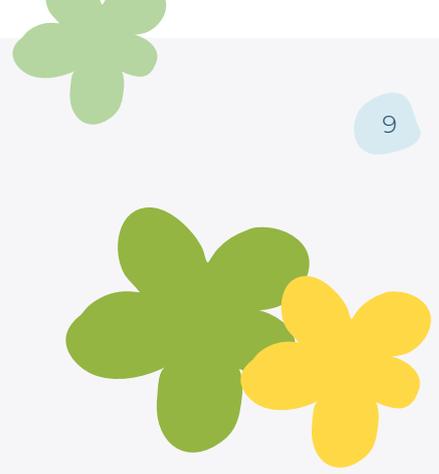
Cashflow forecasts are accurate and forward-looking, supporting the Finance Director in making effective treasury and investment decisions.

Charity funds and investments are well-controlled, reconciled, and optimised in line with policy.

6. Strategic & Sustainable Procurement

Procurement activity consistently delivers value for money, quality, and service continuity.

Tendering and supplier evaluation processes are efficient, well-governed, and proportionate. Sustainability, ESG, and organisational values are embedded into procurement strategies and supplier selection.



7. Contract & Supplier Performance

Support the Purchasing Team Leader to oversee that contracts are actively managed, reviewed, and renewed on time, preventing service or supply disruption.

Supplier performance is monitored and improved in collaboration with budget holders. Measurable cost savings, efficiencies, and added value are identified, tracked, and reported.

8. Leadership, Collaboration & Advice

The finance and purchasing team is well-led, motivated, and focused on continuous improvement. Clear, timely financial communication supports strong relationships across departments.

The postholder acts as a trusted adviser, escalating risks, opportunities, and control issues appropriately.

Deputises for the Director of Finance as required.

Governance, Risk & Conduct

Financial and procurement activities comply with statutory, regulatory, data protection, health & safety, and governance requirements.

Confidentiality and data security are maintained at all times.

A positive, values-led approach to teamwork, accountability, and continuous improvement is demonstrated.

This role will evolve as systems, technologies, and organisational needs develop, with a continued focus on innovation, efficiency, and excellence.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

Person Specification

About you (the Person Specification):

Qualifications, Training and Education

At St Oswald's Hospice we recognise that not everyone gains their expertise via an educational route. You may have gained your experience through a combination of paid work, internship, and voluntary work. In the skills section you will see what we are looking for.

As a guide we are looking for:

- A qualified accountant (CIMA / ACA / ACCA), with at least five years' post qualification experience;
- A working knowledge of purchasing processes in a not-for profit organisation, gained either through formal qualification or relevant experience.

Experience

Two years' experience of working in a complex business environment, with exposure to the voluntary sector or a not-for-profit organisation is essential. At least one year's experience of managing a team is essential.

The following experience s also desirable:

- Reporting to management level, including preparation of reports and delivering presentations
- Use of a range of Finance information systems (eg Sage)
- Successfully implementing change management and delivering improvements to established processes
- Dealing with a range of professional advisors, being the focus of contact

Knowledge

A working knowledge of the following topics is necessary:

- The Charity SORP and fund accounting, and the practical application of FRS 102 in a charity context.
- Charity VAT and partial exemption calculations
- Awareness of changing procurement regulation and ethical behaviours
- Application of sustainability considerations and requirements for an organisation of the size of St Oswald's Hospice
- Risk Management

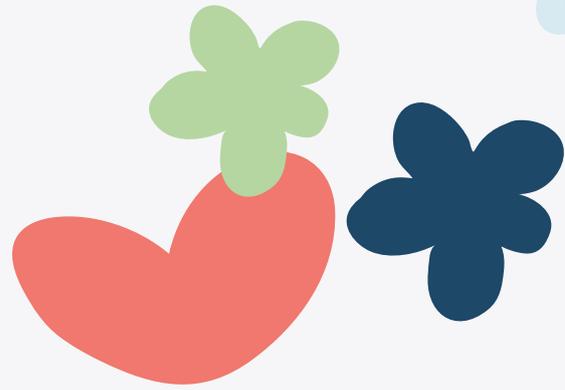
Qualities

The postholder must be comfortable handling high volumes of data with attention to detail, whilst being able to draw out the overarching themes and trends.

The ability to work under time pressure to meet multiple deadlines, while managing competing priorities for time and resources is essential.

Enjoy communicating well with people from a wide-range of roles across the organisation, dealing empathetically with them on a personal level, forging strong working relationships.

Be a passionate leader.



Skills

To succeed in the role the post holder will have the following skills:

- Strong analytical skills, with the ability to organise data into meaningful analyses and reports.
- Highly tuned skills in the use of MSEXcel and an understanding of the application of Power BI.
- The ability to communicate effectively with non-financial managers, building positive working relationships with a diverse pool of people across the organisation.
- The ability to act as administrator of a financial system (eg Sage) owning responsibility for the accurate posting and reporting of transactions.
- Contribute to tender processes and supplier contract reviews.
- The ability to effectively lead the Finance and Purchasing team, empowering and developing the team members and fostering a positive, can-do team ethic.

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

Full time (part time and condensed hours considered), predominantly on-site with some homeworking / hybrid as is necessary.

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

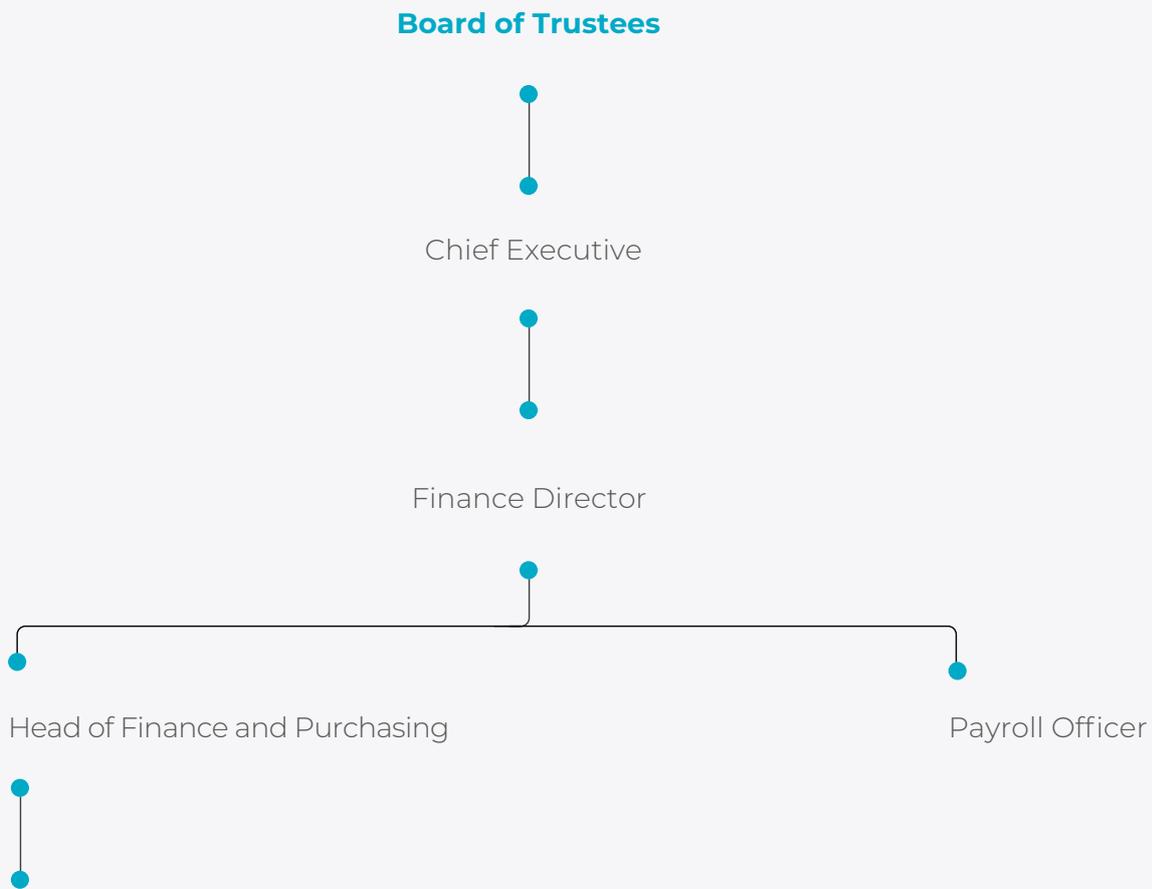
At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!





Organisation Chart



Finance Team comprising:

Financial Accountant

Finance Officer – Cash, Legacies and Systems

Finance Officer - Purchase Ledger x 2

and then later Purchasing Team Leader (who line managers a Purchasing Assistant)

We also have volunteers who help with banking cash

Equity, Diversity and Inclusion

Equity, Diversity and Inclusion are essential to our organisation and our vision is to make them part of our every day at St Oswald's Hospice.

Our Commitment to Inclusion and Belonging

Everyone deserves dignity, safety, and the freedom to be themselves.

At St Oswald's Hospice, we're committed to creating a culture where everyone – whether you work with us, volunteer, support us, or receive care – feels safe, respected, and able to be themselves.

Equity, diversity, and inclusion are core values that guide everything we do. They're woven into our strategy, our services, and how we treat one another – every day.

We're proud that our work reflects the diverse communities we serve, and we actively celebrate the voices and experiences that shape who we are. This means challenging discrimination, removing barriers to inclusion, and doing all we can to ensure everyone feels they belong.

Because compassionate, expert care can only happen when people feel seen, heard, and valued. And whether you're with St Oswald's Hospice now or in the future – you are always welcome here.

St Oswald's Hospice is committed to equity and diversity and is an inclusive employer.

St Oswald's Hospice is a Disability Confident Leader.

Working to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations.

St Oswald's Hospice is proud to have achieved Gold in Autistica's 2025 Neurodiversity Employer Index (NDEI®)

This reflects our commitment to building a neuroinclusive culture, with supportive policies, practices and ways of working that help neurodivergent colleagues feel valued and supported at work.

We are proud to have taken the Age Friendly Pledge, demonstrating our commitment to creating an inclusive workplace that supports employees over 50.

As an Age-friendly Employer, we focus on fostering an age-positive culture, flexible working, career development, and health support. We will take action in at least one of these areas each year and report on our progress annually.

We are delighted to have achieved ENEI's Talent, Inclusion and Diversity Evaluation (TIDE) Silver Award.

Employers Network for Equality & Inclusion is the UK's leading employer network covering all aspects of equality and inclusion issues in the workplace.

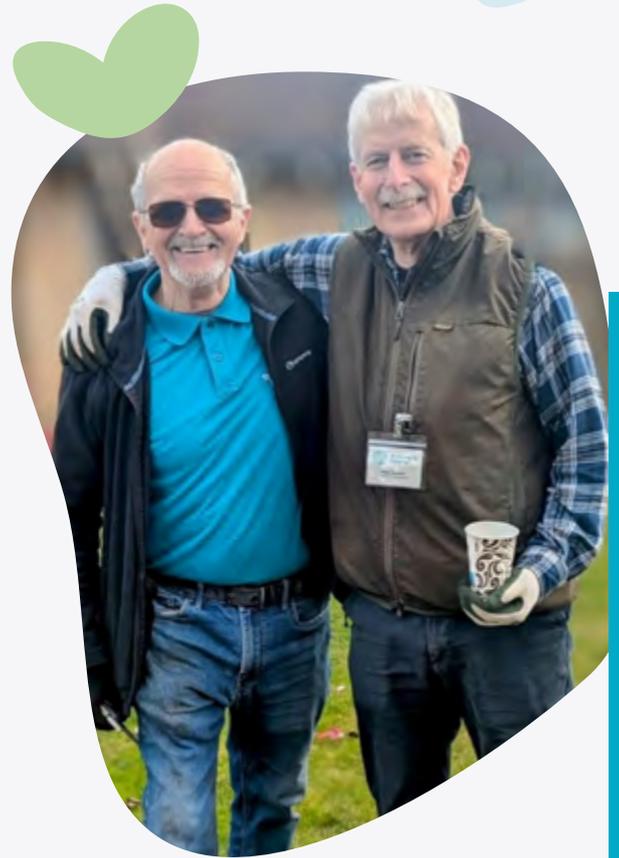
How to apply

Please submit your CV outlining your suitability for the role.

Closing date: Midday Friday 27th March

For an informal conversation about the role, please contact our retained consultant at Castle Peak Group:

james.carss@castlepeak-group.com





james.carss@castlepeak-group.com

www.castlepeak-group.com