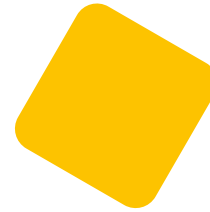




each

East Anglia's
Children's Hospices



Applicant pack

Support Services

1. Letter from our CEO
2. Who are we - Support Services
3. Benefits of working for EACH
4. What is it like to work in Support Services?
5. Our Vision, Mission & Values



INVESTORS IN PEOPLE®
We invest in people Standard

www.each.org.uk/jobs

Letter from our CEO

Dear Applicant,

Thank you for your interest in this hugely important role with East Anglia's Children's Hospices (EACH).

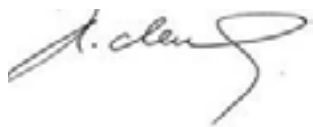
At EACH we care for babies, children and young people with life-threatening conditions and support their families, offering a range of services across Cambridgeshire, Essex, Norfolk and Suffolk. Our family-centred approach includes end of life care, specialist symptom management, short breaks, wellbeing activities, mental health therapies, counselling and volunteer services in the family home, meeting needs of the child and all the family. For families, including those who have been bereaved, we are able to give them the best in the worst possible situation.

We have three hospices - Milton in Cambridge, The Nook in Norwich and The Treehouse in Ipswich. We offer care and support in the hospice, in the family home and the community. EACH is accredited by Investors in People and has a diverse workforce of over 400 employees staff predominantly employed across three hospice locations, over 50 retail outlets and a central services team based at Milton in Cambridgeshire. All our employees, both care and professional services, play a big part in making a difference to the lives of families at a time when they need it most.

If you would like to join our wonderfully dedicated team and have the skills, passion and experience, we would very much welcome an application from you.

Thank you once again for your interest in EACH - and good luck!

Yours faithfully,



Kevin Clements
Chief Executive

Amari's story

Whilst still in the womb Amari was diagnosed with Edwards Syndrome. Since birth she has lived with many complex health conditions including a hole in her heart, cysts on the brain, delayed mental development, poor muscle strength and oral feeding problems.

Amanda, Amari's mum. "Just knowing EACH is still there and willing to help and support us is another important comfort. This journey is difficult and uncertain, and what EACH provides is some form of certainty in the guidance and support they provide to families facing the loss of a child."

[Read Amari's story here](#)



Who are we - Support Services

Support Services are like the cogs in a machine that work together to make the organisation function smoothly. Behind the scenes they are the integral pieces to a puzzle that fit together to support the charity in achieving its overall goals. Our support services are comprised of HR, Finance and Marketing & Communications.

We offer families flexibility and control over where they receive their care and support, including where their child dies; at home, in hospital or at one of our three hospices at Milton, The Nook and The Treehouse.



We need to raise
£9.8m from retail
and **£8m** from
fundraising every year
to keep our hospices
running



There are currently
793
children, young
people, babies &
family members
receiving our care
and support

CQC rates all
three of our
hospices as
Outstanding



Last year
532 children
and young people
received our support

We offer
24/7
care and advice

Our care
covers
5,000
square miles

Discover more about
EACH and our vision
to lead the way in
children's hospice care
in our four year strategy.

[View it here](#)

Find out more about
our family events
and groups.

[View it here](#)

More than half
of our care is
provided in the
family home and
local community

The value and benefits of working for East Anglia's Children's Hospices (EACH)

We are extremely proud to shout about the value and benefits of working for us. From financial reward and lifestyle benefits, to investing in you and ensuring your wellbeing, we work hard to drive and nurture a positive, values-led and inclusive workplace culture – for everyone.

FINANCIAL

- Annual salary review
- Matched NHS Agenda for Change pay for clinical roles – subject to annual trustee approval
- Continuation of NHS pension scheme – if previously contributed
- Excellent group personal pension package – up to 7% employer contribution
- Significant life assurance – three times base salary
- A comprehensive health cash plan, inc. cashback on a range of healthcare bills
- Enhanced maternity and paternity pay
- On-call payments for evenings and weekends
- Enhanced company sick pay
- Competency-based pay framework for our retail employees
- Bonus payment scheme for new employee referrals
- Long-service awards
- Free onsite parking and subsidised meals at our hospices
- Free tea and coffee
- High street retailer discount schemes – Blue Light Card and Charity Worker Discounts
- Specsavers eye-test vouchers
 - Cycle to work scheme – saving up to 42% on bikes and accessories
 - Tax-free payroll charity giving scheme.

LIFESTYLE

- Enhanced annual leave of 27 days plus bank holidays – 29 days after 5 years and 33 after 10
- Extra holiday purchase scheme – up to one week each year
- Hybrid working opportunities
- Flexible and part-time working opportunities
- Bank working opportunities.

INVESTING IN YOU

- Personal and professional development, including qualification and accreditation opportunities
- Apprenticeship, Preceptorship and Nurse Associate programmes
- Clear, functional career progression pathways
- Personalised learning and development platform
- Networking opportunities, inc. conferences and forums
- Opportunities to contribute to organisation-wide projects.

WELLBEING – YOU MATTER

- Health cash plan
- Regular management and external clinical supervision
- Full annual appraisals
- Personalised wellbeing support
- Paid volunteering days
- Employee Assistance Programme – personal and worklife life support
- Occupational health support.

Please note some benefits are role dependent and/or subject to successfully completing your probationary period with us.

WORKPLACE CULTURE

- An inclusive culture in which our people can thrive
- A clear, joined-up Mission and Vision
- Values firmly embedded in everything we do:
 - Make it happen
 - Commitment to quality
 - Open, respectful and accountable
 - Empathy, understanding and inclusion
- An award scheme recognising outstanding values-led behaviour
- Employee engagement forums.

Meet the Team

What is it like to work in Support Services?

Finance:

Our Finance team handle all functions related to our financial well-being. This includes our Finance Income Team (fundraising income), Management Accounts (reporting & analysis) and the Finance Support team (payables, receivables & banking). Our focus is to ensure we provide vital support to all departments of EACH and ensure planning for the future by enabling informed decisions to reach short, medium, and long-term goals in line with our strategy.

HR:

We're a team that includes, Human Resources, Learning & Development and Volunteering. Our aim is to attract and recruit the best employees for EACH whilst building a workforce that meets our current and future needs. We want to create a culture where employees feel empowered, valued and recognised for their contributions. We want to provide an inclusive working environment where employees feel involved with their wellbeing supported.

M&C:

Our Marketing and Communications team comprises of roles covering marketing and brand management, media, digital communication and communications to families who use EACH services. Our mission is to develop brand strength and optimise public awareness, while maintaining and developing effective communication channels to support all EACH teams in the delivery of their individual operational plans. Our vision is to reach all members of every audience with the communications they need – and we need them to have – when and how they want to receive them.



Meet HR Administrator
Beccy Gillings



EACH Milton

Our hospice in Cambridgeshire



The Treehouse

Our hospice in Suffolk



The Nook

Our hospice in Norfolk

Take a tour of our hospices

Our Vision, Mission & Values

Our Vision

We aspire daily to lead the way in providing world-class care for children with life-threatening conditions. Every child deserves support, alongside their families, whenever and wherever they need it.

Our Mission

To improve the quality of life and wellbeing of every child and family under our care, by providing individual and comprehensive services at all times.

Our Values

Empathy, understanding and inclusion

Understanding the views and feelings of others is central to our work relationships and how we interact daily. We actively encourage unique perspectives, backgrounds, and experiences of others, fostering an environment where all voices feel valued.

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

Open, respectful and accountable

We operate in an honest, respectful and collaborative way, encourage open constructive feedback and celebrate diverse viewpoints. We are mindful of the power of our words, actions and biases, and hold ourselves accountable to ensure a safe and inclusive environment for everyone.

Make it happen

We are empowered to take responsibility for getting things done.

How to apply:

www.each.org.uk/jobs

Get in touch:

hrinbox@each.org.uk

Create an account and get alerts when vacancies arise for your preferred roles.

Sign up today



**Vacancy
update**