

JOB DESCRIPTION

Job Title	Head of Patient Support
Department	Services
Reports to	Director of Services and Innovation
Reports to you	3 x Volunteer Managers CTS Lead Support Hub lead
Hours of Work	Full-time - 37.5 hours per week, not including breaks 2 days in the office at various sites
Date	December 2025

The Royal Free Charity

Our vision

Our vision is for everyone served by the Royal Free London NHS Foundation Trust (RFL) to have access to world-leading healthcare, delivered by a thriving workforce, and driven by medical research that has a global impact. We support the 17,000 staff of the RFL and their two million patients across Barnet, Chase Farm, North Mid and Royal Free hospitals and more than 30 NHS services.

What we do

Through the services we provide, and the programmes and equipment we fund, we make a profound and immediate difference to patients' experiences of care. Our volunteering, support hub, and complementary therapy teams enhance the hospital journey for all patients – whether they live locally or come from further away to access the trust's specialist services. Our support of the RFL workforce enables staff to perform at their very best. Spanning individual professional development and training through to organisation-wide interventions, our initiatives bolster employee resilience and mental health so staff can achieve the best outcomes for patients. We fund ground-breaking research with the potential to change people's lives, whether it's through our grants programme or delivering major capital funding appeals.



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Our approach

We are a solution-focused strategic partner to the RFL, helping our hospitals to go further and faster than the NHS could do alone. We believe funding decisions should be made based on strategic priority and impact, with a strong focus on co-production.

The Royal Free Charity (the charity) invests in:

- enhanced support for patients
- vital support for our staff
- ground-breaking research and innovation
- cutting-edge medical equipment

The generosity of our donors, fundraisers and volunteers enables us to do this.

The charity, which employs over 90 people, is working towards becoming an employer of choice.

Services department: The aim of the services department is to directly support the staff and patients of the Royal Free London Trust through providing direct services which enhance their experience. The department is responsible for providing complementary therapy for staff and patients, the support hub information and support centre, and a volunteering team supporting over 500 active volunteers.

Job purpose

Head of patient support

As the head of patient support, you will be responsible for overseeing the delivery and development of all services provided by the charity directly to patients. You will ensure the charity's services programmes and initiatives are aligned with its strategic objectives, deliver high-impact results, and meet the needs of patients, healthcare professionals, and the Royal Free London NHS Foundation Trust (RFL) across all its hospitals and satellite sites. You will play a vital role in driving continuous improvement across the services and creating valuable relationships with key stakeholders across RFL.

The role sits in the services team, which is structured as follows:

The department is led by the director of services and innovation and sits within a unique 'double directorate' which unites services with the engagement and communications department. The head of patient support reports to the director of services and innovation. The head of patient support line manages five members of staff: three volunteer managers, the support hub manager/lead and the complementary therapy service manager/lead, who each manage teams of varying sizes.



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Royal Free Charity, The Pears Building, Pond Street, London, NW3 2PP
Charity number 1165672 | Company limited by guarantee number 09987907

The objectives of the post are:

Leadership & strategy:

- Lead and manage the charity's service teams' leads/managers, ensuring all are motivated and working towards the charity's strategic mission.
- Develop and implement strategic plans to enhance service delivery, ensuring the services directorate's and charity's objectives are met and that services are patient-centered and effective.

Service delivery:

- Oversee the operational delivery and performance of existing services, ensuring they are compliant with best practices and standards.
- Monitor the quality and support the evaluation of current services and help identify opportunities for growth, improvement, or innovation and take corrective action when necessary.
- Manage resource allocation effectively to ensure services are sustainable, efficient, and impactful.

Stakeholder engagement:

- Build and maintain strong relationships across RFL.
- Represent the charity's services to external partners, donors, and other relevant bodies.
- Collaborate with fundraising and communications teams to raise awareness of services and the impact they have.

Team management & development:

- Provide leadership, mentoring and support to service managers/leads and team members, fostering a positive, high-performing culture.
- Identify training and development needs to enhance team capability, professionalism and service delivery.
- Actively promote diversity, equality, and inclusion within the team and service delivery.

Budget & financial management:

- Support with the setting of budgets and oversee on a day-to-day basis, budget management for the services, ensuring financial sustainability and value for money.
- Help identify cost-effective service improvements and support fundraising work to ensure necessary resources for service delivery.

Key relationships

- Director of services and innovation
- Director of engagement and communications and deputy CEO
- CEO
- Chair of trustees and board of trustees
- SLT
- Services managers/leads
- RFL staff
- Other external stakeholders



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Why join us?

This is an exciting opportunity to lead impactful charity services that directly benefit RFL, its patients and staff. As the head of patient support, you will have the chance to shape the future of these services and lead a passionate team working towards a shared goal. If you are a strategic thinker with a passion for improving the experiences of our key stakeholders and making a difference, we would love to hear from you.

Person specification

Qualifications, experience, skills & knowledge

Qualifications:

- A degree in management, or evidence of management and change management in a complex organisation (desirable)
- Relevant professional qualifications or certifications (e.g., in healthcare management, service delivery, or public sector services) (desirable).
- CSE/GCSE in Maths and English or equivalent

Experience:

- Proven experience in senior management roles within healthcare or charity sectors
- Strong experience in service delivery, strategy development, and leading multi-disciplinary teams with demonstrable transferable skills to the charity sector.
- Experience in working with NHS bodies, public sector organisations, or healthcare charities is highly desirable.
- A track record of successfully developing and scaling services within a not-for-profit or healthcare setting.
- Previous experience working in a multicultural environment.
- Database system user experience.

Skills & knowledge:

- Strong leadership and people management skills and experience, with the ability to motivate and develop teams.
- Excellent strategic thinking and problem-solving abilities.
- Financial acumen and experience in managing budgets.
- A commitment to improving patient experience and the well-being of NHS staff.
- Excellent interpersonal skills with the ability to establish good working relationships with senior trust staff, internal and external stakeholders.
- To work under pressure and the ability to work to tight deadlines and deliver results.
- The ability to prioritise and manage own workload.



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- The ability to manage and juggle a large workload whilst maintaining an excellent service level to internal & external stakeholders.
- Excellent eye for detail with high accuracy.
- Excellent IT skills, including MS Office (Word, Excel and PowerPoint) and databases.
- Confidence to learn new systems and skillsets independently.
- Demonstrate patience and the ability to remain calm in stressful situations.
- Demonstrate sensitivity and understanding.
- Able to deal with sensitive information in a confidential and professional manner.
- The ability to problem solve.
- Excellent numeracy and literacy skills.
- Experience in office administration.
- To be flexible, tactful, diplomatic and supportive in your approach.
- A good understanding of the NHS and healthcare charity landscape, including funding streams and governance.
- Be enthusiastic and passionate for a charity/hospital environment.
- To be self-confident and willing to take responsibility.

Results Driven

- To be able to deliver a high quality of customer service.
- Help find innovative ways to drive efficiency and standards.

Communication

- Demonstrate active listening skills.
- To have excellent communication skills, both verbal and written English, with strong negotiation and influencing capabilities.
- Excellent interpersonal skills and ability to proactively build relationships and networks.
- The ability to empathise and support staff positively.
- The ability to build supportive and trusting relationships.

Other Requirements – We expect you to:

- Take time for personal development, contributing learning and ideas to the wider team.
- Have an ability to work unsupervised.
- To have a positive professional work attitude.
- Be highly motivated and able to take the initiative.
- Support your team and your other colleagues.
- Attend meetings and training as required.
- Be flexible and respond to the needs of the charity.
- Attend supervision and 1-1 meetings on a regular basis with your line manager.
- To treat everyone equally, regardless of sex, age, disability, gender reassignment, race, ethnicity, religion or belief, sexual orientation, or any other protected characteristic
- Read and adhere to the charity policies, including the dress code, and all relevant legislation and ensure that any team members who report to you do the same
- Work toward the charity's vision and mission, and act in line with its values of dedication, innovation, partnership, energy and respect.



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- Be aware of and have a good understanding of Health and Safety at Work and the Fire Procedure and understand the correct action to be taken in the event of a fire
- To undertake any additional relevant duties as required

This job description is not exhaustive, and the role will include other tasks and responsibilities commensurate with the post and subject to change to meet legislative requirements.



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