



Chief Quality and Governance Officer

Welcome

Dear candidate,

This is a pivotal time for Hft and a really exciting time to join us as we build our new team and focus on our future.

Hft is one of the largest charities in England and Wales supporting people with learning disabilities. We are passionate about what we do and we use our unique understanding of the challenges facing the people we support to speak up with them to bring about positive change.

I joined Hft at the end of 2020 and it is apparent what an exceptional charity we have with a rich heritage and a clear vision. We are ambitious and wholly committed to what we can achieve for the people we support and have embarked on a journey of transformation that will ensure we can meet their changing needs and extend our reach and impact. We are looking to renew and re-energise our position as one of the top 100 charities to raise widespread awareness and understanding of all we can offer. And, in order to realise these ambitions, we have made some big decisions about how we invest in our team and leadership capability.



Our new Chief Quality and Governance Officer is one of seven new “Chief” roles we have created, forming a new Executive Board. Delivering the highest quality of care for the people we support has always been at the heart of our work. This new role will provide expert professional leadership for the development, delivery and improvement of standards and quality of care across Hft, driving forward our commitment to high quality care and embedding robust governance systems across the charity.

This is a substantial role covering all aspects of our care and quality governance including governance, compliance, health and safety, risk and business continuity and we will be looking to you for strategic leadership across all of these functions. You will bring a proven track record of governance and risk management and will be an expert strategic planner and evaluator, capable of implementing robust systems of internal and external control. Equally important is your ability to demonstrate quality to beneficiaries, supporters, and regulators and embedding a culture of learning and continuous improvement. You will bring the leadership experience to do this alongside the values we cherish and the focus to deliver.

We can promise you the chance to build a culture of quality improvement as part of a strong new executive team that is committed to achieving the best outcomes for the people we support. If this excites you and you feel you bring the skills and experience we need, we’d love to hear from you.

Kirsty Matthews
Chief Executive



About us

Hft is a national charity providing services for people with learning difficulties. We have over 3,000 staff supporting more than 2,500 people to live the best possible life. We provide support from just a couple of hours a week up to 24 hours a day.

At Hft our Board of Trustees is responsible for the overall strategic direction and effective management of Hft. The implementation of strategy and day-to-day running of Hft is managed by the Leadership Board. Both share a common goal to ensure that Hft delivers the best support possible and continually looks for new ways to ensure that the people we support have every opportunity to live the best life possible.

We are a strong, values-led organisation, and to fulfil our mission we must continue to transform our services and how we operate as a charity. This is crucial so that we can meet the changing needs of the people we support, and also support more people with learning disabilities in the long-term. We recognise that to be financially sustainable we must strengthen our commercial skills, while maintaining our reputation for high quality care, fantastic staff training, and for providing a voice of reason on the critical issues facing social care.

Hft is committed to diversity and equality of opportunity in all aspects of our work. We strive to be an inclusive employer and to be recognised by our current and future workforce and the people we support as a truly inclusive organisation where everyone feels valued, included, and empowered.

Our Mission, Vision and Strategy

Our Mission: The **best** life possible

Our vision

People with learning disabilities should be able to live within their communities with all the choice and support they need to live the best life possible

For and **with** people with learning disabilities, their families and our partners **we** will focus on:

Achieving outstanding quality and experience



Care

Providing innovative support

- Co-produced, sustainable service models
- Excellent outcomes for people we support
- Partner of choice for funders
- Supporting more people who need our help



Homes

Providing excellent homes

- Expert housing design
- More future proof, sustainable homes provision with Hft and other partners
- Co-produced, well-regarded housing services



Charity

Growing our impact as a charity

- Brand, positioning, policy and influence
- Growing voluntary income
- Investing in research and development
- Increased social value, impact and reach

Enabled by working with the people who we support and our staff teams to deliver **strong foundations** and ensure we are **structured to support quality and growth...**

Great Governance

- Strong, accountable leadership driving performance and quality
- Effective, consistent governance and compliance framework across the organisation
- Consistent, on-target performance

Financial Sustainability

- Financial surplus across all activities
- Creating independence between housing and support
- Commercial development capability
- Increased fundraising
- Innovation

Outstanding People

- Attract, grow, nurture, retain agile, innovative people.
- Enhance leadership capabilities
- Embed ownership, accountability and service
- Dynamic, empowering, service culture

Organisational excellence

- Effective strategic planning and delivery
- Efficient structures + ways of working
- Robust, effective business information systems and IT
- Data driven decision making
- Metrics, reporting and delivery assurance

Underpinned by our shared **values** and common **purpose**

Job Description

Purpose of role:

The Chief Quality and Governance Officer will provide expert professional leadership for the development, delivery and improvement of standards and quality of care which includes safeguarding vulnerable adults.

The Chief Quality and Governance Officer will hold the CQC registration and lead on the development, co-ordination, implementation and evaluation of robust governance systems to ensure delivery of the agreed governance, compliance, Health & safety, Risk and Business Continuity as lead for care and quality governance.

The post holder will also take a lead on managing quality feedback mechanisms including complaints and compliments management and oversight of Hft's involvement processes and will be the Caldicott Guardian for Hft.

Reporting:

Reporting to the CEO the Chief Quality and Governance Officer leads the Quality and Governance Directorate and will collectively deliver, as part of a team of six other support and functional Chiefs, the agreed strategy and lead the day-to-day efficient and effective running of Hft as an Executive Board.

There is a requirement to build the team in this role as the post holder will be establishing this as a newly created portfolio. There will be a number of existing direct reports to line manage and a wider team to lead.

Scale & scope:

- The Chief Quality and Governance Officer will direct the efforts of all quality improvement initiatives to ensure overall compliance with all applicable regulatory standards and policy; and whilst compliance accountability sits with operational teams the Chief Quality and Governance Officer will advise and act as a subject matter expert on all matters related to Quality. Their remit also includes monitoring the delivery of Quality KPIs as described through the contracts with all Local Authorities.
- The post holder will also have accountability for oversight of compliance, for all internal audit activity covering all financial and non-financial matters (e.g. Care Quality, Health and Safety, Systems, safeguarding, Data Protection, internal financial controls, charity commission). They will be responsible for the appointment and management of all outsourced internal audit activity, and for reviewing the requirements for and then providing supporting structures for delivering all required board governance including board secretariat activity.
- The Chief Quality and Governance Officer will work closely with the Board of Trustees to ensure delivery of the agreed governance systems and overall compliance with all applicable regulatory standards and policy.
- The post holder will work closely with the Chief of Charity and External Affairs to ensure Quality is reported and understood externally as part of building our brand including the provision of information for annual reporting.
- The post holder will have accountability for Hft's organisational risk register and business continuity planning and will work closely with the Chief Operations Officer in terms of their responsibility for emergency planning response and preparedness.
- They will be accountable for the development and achievement of all corporate Quality and Compliance related objectives and targets as set out in the Quality and Compliance plan. The Post holder will support the CEO and other Executive Board Members to shape and deliver all aspects of change that are essential to realise and deliver all Hft's organisational change, transformation and cultural plans.
- The post holder will work in partnership with the Chief Charity and External Affairs Officer to develop all mitigation plans regarding reputational risk including but not limited to the potential for negative publicity, or public perception that could have an adverse impact on Hft's reputation.



What Defines Success in The Role:

Hft believes valuable qualities such as sound business principles, foresight and relationship-building skills are attributes that underlie the difference between effective and great people management. As the Chief Quality and Governance team continues its journey of transformation, this will be a great opportunity to play a central role in enhancing the service and value that Hft provide.

Key Attributes:

- Vision – to transform strategic goals into functionality by owning and implementing carefully planned steps to ensure the vision comes to fruition and is sustainable for the future.
- Value – to strengthen governance and accountability in order to add commercial value to the organisation via transformational, business, and operational strategies.
- Principles – to be a cultural role model, building and embedding effective ways of working. Have attention to compliance, diversity and being mindful of the positive impact that mutual respect throughout a diverse workforce has on the organisation and its social responsibility is key.
- Credibility – gain the trust of employees and company leaders. As the Chief Quality and Governance Officer act as a professional subject matter expert and natural leader who can take charge in any situation and utilise the best parts of the teams to achieve success.
- Reputation – known for delivering results through governance and risk management infrastructures with positive outcomes.

Person Specification

Knowledge and Experience

- A proven track record of governance, principles of business conduct and risk management.
- An expert strategic planner and evaluator, capability of implementing robust systems of internal & external control via confident communication and reporting across a diverse organisation.
- An experienced and driven senior director who has contributed to the development of, and delivered on, cross organisational strategic objectives via collaborative consultation with internal and external stakeholders.
- Knowledge of compliance with the General Data Protection Regulation, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations; act as Hft's Caldicott Guardian; conduct data protection impact assessments for new projects and supporting the development of key resources and activities such as policies and procedures, training, and guidance documents.
- Knowledge of robust processes and controls in place for the management and oversight of workplace health and safety and the safeguarding of staff, volunteers, clients and all who come into contact with Hft.
- Degree educated and any other relevant professional qualifications and time served relevant experience. A commitment to on-going personal development should also be evident.

Skills and abilities

- Driven, productive, and highly organised.
- Able to assess the quality of the services Hft are delivering, and to identify areas for further development and quality improvement.
- Flexible and reliable with an excellent eye for detail to ensure 100% CQC compliance in all relevant areas.
- Able to support and advise the members of the Governing Bodies in fulfilment of their governance and quality responsibilities.
- Able to draft new policies and updates to existing policies in line with changing Government guidance, whilst ensuring business continuity.
- Able to support Hft to achieve a culture of excellence and high-quality performance alongside driving quality improvement across the organisation. The team will enable the organisation to effectively manage risk and demonstrate quality to beneficiaries, supporters, and regulators alongside informing decisions and embedding a culture of learning and continuous improvement.
- Able to thrive in a mission-driven environment with strong values and culture; passionately committed to Hft's mission, vision, and strategic direction.
- Able to cultivate strong relationships and work successfully in partnership with a range of stakeholders, including Board Members, Trustees, donors, and staff.



Executive Board Behavioural Framework

Expertise

- Risk – applies robust risk governance, balancing growth with stability, ensuring accountability for all risk-based decisions and actions and encouraging awareness, engagement, and consistent behaviour in every employee. Completes regular risk reviews and clear articulation of principles. Thinks ahead, responsible for recognising, responding to and mitigating risks and threats. Applies judgement to balance quality with financial performance to make appropriate risk-based decisions.
- Finance - interprets financial data and metrics to make sound decisions and to drive continuous improvement.
- Strategy –Thinks ahead, sets clear business targets and expectations. Creates plans that provide clarity and direction enabling others to perform effectively and monitors progress to ensure success. Is driven and develops high performance strategies that focus on future growth and sustainable outcomes.
- Stakeholder Relations – understands the importance of engaging with internal and external stakeholders in order to leverage their expertise and forge mutually beneficial connections.
- Corporate Governance – ensures that Hft complies with corporate governance guidelines around fairness, accountability, responsibility, and transparency, quashing any doubt of integrity. Is expert at delivering within a governance framework regarding decision-making processes, policies, and procedures. Works collectively with others but demonstrates independent judgement reasonable care, skill, and diligence. Encourages and is responsive to scrutiny.

Approach

- Emotionally Intelligent – is empathetic, seeks to understand others experiences and frames of reference. Is self-aware.
- Accountable & Performance Orientated – takes personal responsibility and holds self and others accountable for delivering goals, and for improving their own performance and that of the team. Continually promotes best practice and measures KPI's. Builds a performance culture to improve efficiency, quality, and stakeholder satisfaction.
- Visionary & Innovative – recognises the value of innovation and creative thinking to organisational development and success. Is able to challenge conventional wisdom and is open-minded about new and alternative approaches to ideas and problem-solving. Is solutions focused.
- Ethical – adopts the social and environmental responsibility of working in an ethical and sustainable manner. Demonstrates integrity, values the team, and is disciplined, responsible and accountable.
- People-Centered - embraces and values diversity, equality & inclusion always treating everyone with utmost respect. Has a passion to support people with learning difficulties. Continually looking for new ways to ensure that the people we support have every opportunity to live the best life possible.



Talents

- Strategic Thinking – thinks creatively and evaluates opportunities. Is an early adopter of new ideas, is decisive and demonstrates optimism. Has the ability to develop and translate thinking into action.
- Analysis & Decision Making – has an enquiring and analytical mind-set, takes effective and timely decisions by gathering and evaluating relevant information from within or outside of Hft.
- Communication – via written and verbal mediums communicates with impact. Engages clearly and confidently with others to build confidence and trust. Energizes and inspires all around them.
- Leadership – invests time and energy to actively develop self and others to help realise their full potential, and to build Hft's capability for the future.
- Commercial, influencing & negotiating - ensures all communication is branded appropriately for optimum brand recognition. Predicts and changes behaviour to ensure commercial impact, delivering concrete actions for both quick wins and longer-term strategy. Demonstrates sound commercial acumen and ensures that in decision making there is consideration applied to all factors including people, processes, and strategy.



Terms of appointment

Salary

Circa £90,000, negotiable dependent upon experience, plus car allowance of £4,800 per annum

Pension

We enrol eligible employees into the People's Pension www.thepeoplespension.co.uk/employees

Working pattern

A normal working week is 37.5 hours. As a member of the Executive Board there is a requirement for the post holder to provide leadership cover across the full working week Monday to Friday.

Holiday


25 day per annum plus statutory bank holidays.

Location

Whilst Hft's central support office is in Emersons Green, Bristol, no geographical limitations are put on this role. COVID-19 has demonstrated that Hft can be agile enough as an organisation to deliver the team function remotely. There will however be the requirement for face-to-face team meetings once the current COVID-19 restrictions are eased.

Additional benefits:

- Eligibility to join Hft's Health insurance scheme
- Life assurance of three times annual contracted salary



How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Katy.Giddens@starfishsearch.com or Juliet.Brown@starfishsearch.com and we will be happy to arrange a call.

To make an application, please go to <https://starfishsearch.com/jobs/hft-ch-qual-gov-off/> and click on the apply now button, with the following prepared:

- your CV (no more than three sides)
- a supporting statement that sets out why you think this role is the right move for you and how you meet the Knowledge and Experience criteria.

Closing date	Monday 17th May 2021
First round interviews	w/c 31st May and 7th June 2021
Agreement of the final shortlist	mid June 2021
References taken up for shortlisted candidates	Following shortlist
Final interviews with Hft	End of June

