



RECRUITMENT PACK

**EXECUTIVE DIRECTOR OF INCLUSIVE COMMUNITIES
AND PARTNERSHIPS (PERSONAL SUPPORT, ENGLAND)**



WELCOME

Thank you for your interest in becoming our new Executive Director of Inclusive Communities and Partnerships (Personal Support, England) at Mencap.

A newly shaped role on our Executive Team which oversees three quarters of our workforce, this is a significant leadership role that offers a compelling opportunity for a collegiate, values-led leader to join our organisation and play a pivotal role in delivering our **Big Plan** through our Personal Support Operations. At the heart of our ambition is the promise to listen to and be led by people with a learning disability from all communities, making our decisions depending on what is important to them.

We are looking for candidates who share and live our values – passionate, inclusive, brave, positive and kind – and are committed to improving the lives of people with a learning disability, have outstanding leadership qualities, and a strong working knowledge of the social care world.

You will be an established leader who brings significant experience of leading large, multi-site workforces and of developing high performing teams through times of change. With recent changes in our workforce, we are looking for a committed and visible leader who can motivate and empower our Personal Support teams in England, bringing a renewed sense of purpose, celebrate success and strengthen connections across regions to create one workforce with a common goal.

The stakeholders for this role are wide and varied and you must be able to demonstrate that you can engage effectively with regulators, the NHS and local authorities, other campaigning and influencing organisations through to the Board, volunteers, colleagues with learning disabilities and the people we support. You will have strong financial and commercial acumen and experience of managing large budgets, with a track record of ensuring high quality, innovative services ideally including digital transformation.

As an organisation committed to Equity, Diversity and Inclusion and in the context of our commitment to become an anti-racist organisation, we particularly encourage applications from those with an ethnic minority background. We fully recognise the value that greater diversity brings to an organisation and its leadership team, and we recognise that we have some way to go in achieving this.

If you feel you bring the skills and experience we are looking for and you share our energy and ambition to change the world for everyone with a learning disability, I very much look forward to hearing from you.

Edel Harris OBE,
Chief Executive



ABOUT US

We are Mencap. We are passionate about changing the world for everyone with a learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers.

We want a world where people with a learning disability are valued equally, listened to and included. The services we provide range from registered care to supported living and domiciliary care, providing advice and information on things like employment and education, helping someone to live independently for the first time, and everyday things like joining in with local leisure activities.

In a nutshell, we try to help in any area of a person's life where they need support. We also run activities, programmes and events that promote inclusion and recognise the achievements of people with a learning disability.

OUR VISION

Our vision is for the UK to be the best place in the world for people with a learning disability to live happy and healthy lives.

There is still so much to do so that people with a learning disability have the same rights as everyone else and are treated equally in society.

OUR VALUES

<p>We are Passionate about making the world a better place</p>	<p>We are Inclusive of everyone</p>	<p>We are BRAVE we challenge and try new things</p>	<p>We are Positive in our work and with each other</p>	<p>We are Kind to everyone</p>
<p>You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve</p>	<p>You will be inclusive by making sure that your services support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard and different views listened to</p>	<p>You will be brave by encouraging people to have big ideas about what would make their service/team the best place to work and you will test things out and learn from mistakes</p>	<p>You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better</p>	<p>You will be kind and considerate in all of your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work</p>

PLAYING OUR PART

How Mencap will work alongside others to make a difference

- **By providing services** that model our vision and ambition.
- **By campaigning for change;** supporting people with a learning disability to ask for what they want and need, and supporting them to campaign for change.
- **By supporting people with information and advice** for all areas of their lives.
- **By carrying out research** into important issues to create a positive impact and see real change.
- **By supporting people to find solutions in their own communities.**

JOB DESCRIPTION

Job title: Executive Director Inclusive Communities & Partnerships (PS England)

Reports to: Chief Executive

Direct reports: 9 Regional Operations Managers

ROLE PURPOSE:

Bring a renewed sense of purpose and achievement to our Personal Support teams, ensuring we can celebrate success and develop connections across regions to create personalised care and support that enhances the lives of those we support.

MAIN RESPONSIBILITIES:

LEADERSHIP

- Provide strategic leadership and direction for PS operations in England, ensuring the relevant strategic plans are successfully delivered
- Be a visible and personable leader of our 6000 plus colleagues with a passion for recruiting, retaining and developing skilled and motivated PS colleagues
- Define 'operational excellence' for Mencap and deliver a comprehensive programme of performance review and capability development
- Give a relentless focus on developing and delivering high quality, high impact personal support to people with a learning disability and their families
- Achieve consistently high customer satisfaction
- Be an effective media spokesperson when required
- Maintain strong and effective partnership and communication with local and national partners including people we support, families, purchasers of services, policy makers and government ministers
- Ensure early and sound risk identification and mitigation
- Investigate, develop and implement a mix of service types that meets the needs of people with a learning disability and their families (now and in the future) and the strategic and financial objectives of Mencap.

QUALITY SERVICES

- Take overall accountability for external regulatory performance and achievement of internal quality targets for Personal Support services in England
- Be the Responsible Individual for all services registered with CQC, for registered care, supported living and domiciliary care
- Feed into practice development, ensuring our practice is developing to become 'leading edge'
- Ensure a focus on innovation, digital transformation and assistive technology in the delivery of person-centered care
- Take the lead for safeguarding and infection prevention control
- Take responsibility for our approach to and attendance at Inquests with the Director of Legal Services.

FINANCE

- Ensure sound budget formulation and efficient financial management of the resources including margins, overhead effectiveness, cash-flow and debtor control for a total budget of c.£175 million
- With finance colleagues negotiate contract uplifts with local authorities and other funders
- Be accountable for all commercial decisions from a financial and quality perspective
- Develop a funding model that ensures there is both capital and revenue availability to deliver leading edge, innovative and high-quality services
- Deliver a commercial plan for commissioned services which ensures achievement of the right margin and maintains agreed target of market share
- Effectively use data to identify great practice and target improvements in areas with performance challenges.

AS PART OF THE EXECUTIVE TEAM

- As a leading member of the Executive Team you will play a key role in setting, monitoring and delivering on the Big Plan; always listening to and being led by people with a learning disability
- You will bring energy and passion to our Big Plan and play a critical and key role in making change happen
- Ensure that the Committee Chairs and Trustees are provided with the information they require in order for them to discharge their responsibilities
- You will champion equity, diversity and inclusion
- You will create and leverage strong relationships and partnerships with key stakeholders internally and externally and be a great ambassador
- You will empower and support teams in the ICP Directorate to provide a top class service to people with a learning disability, and other key stakeholders and funders
- You will use an agile mind set to prioritise needs based on the analysis of complex business data and will not be afraid to roll your sleeves up and tackle serious matters head on
- You will work alongside trustees ensuring that we remain a sustainable and thriving organisation in a way that is always aligned to our charitable purpose
- You will work with other colleagues to move the organisation towards more autonomous ways of working with increased team freedom.



PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Extensive senior operational experience gained in a social care or a health setting with a large multi-site workforce and a strong focus on exceptional customer service
- Experience of overseeing sustained service improvement across wide geographies
- Evidence of leading services with high quality outcomes for people who receive care and support with a fantastic quality record according to CQC standards
- Brings established relationships within local authorities, regulators, ICBs, the NHS, government ministers
- Experience of positively influencing improvements in equality, diversity and inclusion for both colleagues and customers
- Experience of designing and delivering complex change
- Experience of working with charity trustees and an understanding of charity governance
- Experience of working with people with a learning disability is desirable but not essential
- An understanding of the political and wider environmental issues that impact on Mencap's work.

SKILLS AND ABILITIES

- Rigorous attention to detail whilst never losing sight of the bigger picture
- Ability to think broadly about opportunities and recognise what should and should not be pursued
- Impact-led, evidence-based ways of working
- Strong working knowledge of all relevant policy, legislation within the social care world, eg. MCA, Care Act, Safeguarding etc.
- The ability to work as part of the Executive Team representing whole organisation need, not just that of your Directorate

STYLES AND BEHAVIOURS

- A commitment to improving the lives of people with a learning disability
- Passion for role-modelling organisational values
- The confidence, passion and energy to lead the organisation towards a more autonomous, agile way of working
- A passion for empowering your team, to always be open to challenge and to demonstrate the ability to self-reflect.



TERMS OF APPOINTMENT

SALARY

The salary for this role is circa £130,000 per annum on a full-time permanent basis.

LOCATION

This role is flexible in terms of location, but is contractually London or Peterborough based.

PENSION

Mencap Pension Plan is 5% employee contribution, matched by the employer at 5%.

BENEFITS

To view the benefits package please [click this video link](#).

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 rebecca.oconnor@starfishsearch.com or katy.giddens@starfishsearch.com. To make an application, <https://starfishsearch.com/jobs/mencap-ex-dir-inc-comm-part/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: Monday 13th February 2023

Preliminary interviews: w/c 20th February 2023

Final Panel interviews: Friday 10th March 2023
(To be held on site in London)