



CANDIDATE PACK

CHIEF OPERATIONS OFFICER (SERVICES)



WELCOME

Thank you for your interest in ubu.

We exist to support vulnerable people to be themselves. Our purpose is to enable people living in our care and working with us to live their very best lives, to be themselves and to play their own unique role in their community. We see ourselves as pioneers, challenging the accepted norms to create new opportunities for those we are lucky enough to support. We have an outstanding reputation for our service, and we are proud of who we are and the impact we can have on the lives of those we serve. We have grown as a company, and we continue to grow and so we are looking to expand our senior team.

We are now looking for an additional Chief Operations Officer (Services) to join our senior leadership team, to renew and revitalise some of our services and to explore creative options for change and improvement. We want to provide even higher levels of care and support to expand our impact and achieve our aims. Working in close partnership with Linda Bilsborrow, our current COO, you will be integral to achieving our ambitions and ensuring that all of those we serve receive outstanding care and support.

You will be an established leader in social care, with a strong track record of leading services and team across a complex and dispersed organisation. You will be experienced at both designing and delivering strategy and working with others to deliver exceptional person led care for people with multiple and complex needs. A collaborator, you will be driven by the impact you can make as a member of a high quality and committed team and you will thrive in organisations which engender strong relationships and a service ethos.

We have grown our services across the North of England and into the Midlands and we continue to challenge ourselves to be innovative and inspirational in everything we do. Our values underpin all our work, and we believe in being open, honest, fair, responsible, and accountable in everything we do. Our staff teams strive for excellence in the care they deliver – at all times.

If you are inspired by our mission and you can bring experience and success as a creative leader of operations and service delivery, we would love to hear from you,

Dorothy Jarvis Lee
Chief Executive



ABOUT US

We are dedicated to providing unwavering support to vulnerable individuals who have been underestimated by society, despite having so much more to offer. Our belief is that everyone deserves to feel respected, valued and recognised for their contributions to society. As such, our name consists of three small letters with significant meaning, ubu: "you be you".

Each person's journey in life is unique. Our mission is to empower individuals to achieve what others may have deemed impossible. Embracing this philosophy, we constantly challenge ourselves to find creative and innovative solutions to overcome the barriers they encounter.

So, how do we fulfil this mission? Our 'Pioneering Way' begins with the unwavering belief that every person we support has the right to experience life on an equal footing with others. We strive to enable individuals to live as independently as possible within their own homes and communities, to have meaningful relationships, and assist them in leading unique, fulfilling lives.

Our support although wide and varied always follows the 'ubu way' and is guided by our mission to supporting vulnerable adults with learning disabilities, autism, mental health and physical disabilities across the North of England and the East Midlands.

Together, we support those who need 24-hour care, and those who need a couple of hours a week to help develop skills to live a full, and purposeful life, or access education and discover employment opportunities. We help those we serve to become a valued and recognised member of society. We achieve this by working tirelessly with local communities, commissioners, and families to provide all the support and services required to truly enhance the lives of all.

OUR VALUES

OPENNESS & HONESTY

FAIRNESS & KINDNESS

RESPECTFUL & RESPONSIBLE

CLARITY & ACCOUNTABILITY

OUR PURPOSE

Our Purpose is to compassionately help people to live and experience a fulfilled life, assisting everyone to gain greater independence, choice, and control.

OUR VISION

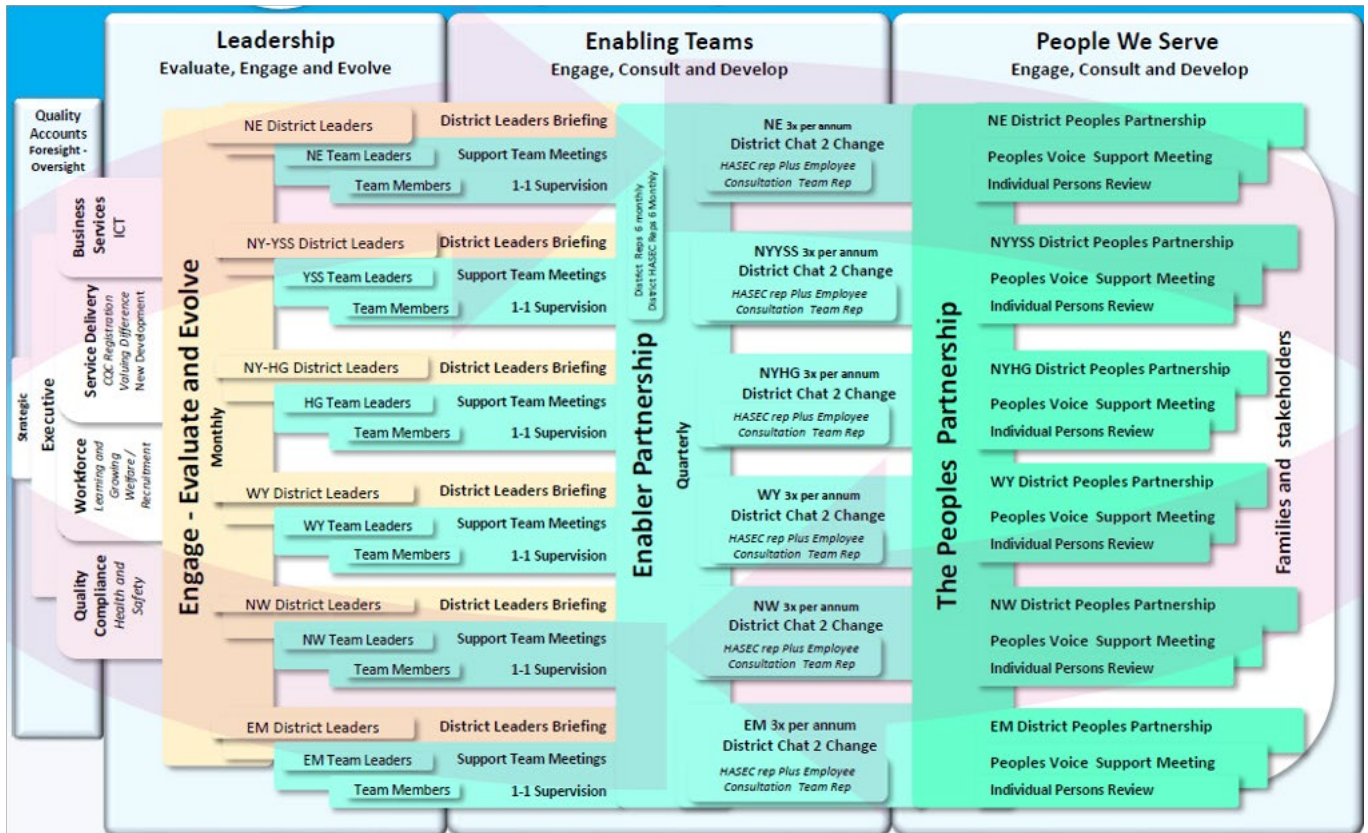
Our Vision is for everyone, whatever their ability or background, to have a place in their community with access to the same opportunities to contribute and achieve what they want.

OUR MISSION

Our Mission is to develop a caring and capable workforce that delivers person-led support to the people we serve, even when no one is looking.

ORGANISATIONAL CHART

This role sits in the Quality Accounts/Executive Directorate.



JOB DESCRIPTION

Job title: Chief Operations Officer (Services)

Reports to: Chief Executive Officer

Direct reports: x6

ROLE PURPOSE:

The Chief Operations Officer (Services) will work closely with our current Chief Operations Officer, Chief Executive and Director of Finance, to execute the company vision and to develop operational plans to achieve sustainable growth. You will be responsible for developing and implementing new operating models for service delivery to build on our reputation for excellence and achieve sustainable new income streams. As a leader of the operationalisation of new plans you will play a key part in developing new procedures and putting resource plans in place to facilitate scaling up and to maximise the optimal use of resources.

This role requires a strong understanding of the operational requirements for success and proven insight into how to continuously improve outcomes for the people being supported. Creating a strong culture of continuous improvement, you will empower the operational team with the tools they require to succeed. You will also produce reports to provide up to date information on performance and oversee the operations of the organisation to meet the company business goals and projections.

Upon starting this role, the successful candidate will share responsibilities with our current Chief Operations Officer, with the potential of becoming the sole Chief Operations Officer longer term depending upon the needs of the business.

MAIN RESPONSIBILITIES:

- Provide leadership and oversight management to ubu's Lead and Operational Managers to ensure that the business goals of ubu are delivered to provide a bespoke 'person-led' service to everyone.
- Verifying that compliance and the quality of the service provided throughout the organisation meets statutory and legal requirements of CQC, Ofsted, Safeguarding, Employment law, the Care and Mental Capacity Acts and Health and Safety, Data Protection legislation and any specific legal requirements of the services.
- Design and implement business strategies, plans and procedures. Set and drive comprehensive goals for performance and growth.
- Establish and maintain policies that promote ubu's culture and vision.
- Oversight of Service delivery and structure as well as the daily operations of the company and the work of Executives (Service Delivery, Compliance, ICT, Marketing, Sales, New business Development and Finance).
- Being active and visible as a leader, providing clear guidance and constructive communications demonstrating best practice and ensuring ethical business standards
- Lead employees to encourage maximum performance and dedication.
- Evaluate performance by analysing and interpreting data and metrics.
- Assist CEO and COO in establishing and developing future ventures.
- Participate in expansion activities.
- Manage relationships with partners/vendors, and commissioning bodies.
- Actively participating in providing a 'Serious Unforeseen Events' (SUE) and a 'Corporate on-call' support line and services when required.

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

- Track record of success in delivering personalised services for customers in a dispersed organisation, with demonstrable experience of engaging with and motivating multi-disciplinary staff teams.
- Strategic vision and foresight, with experience of developing a strong person-centred service culture based upon a thorough understanding of the external commercial and social care environment, and customer insight.
- Demonstrable experience of successfully managing the conflicting demands of delivering personalised services that are commercially viable and fully compliant with regulatory and professional standards.
- Experience of setting and ensuring quality and performance goals and standards are met and where possible exceeded, including achieving commercial goals whilst delivering social outcomes.
- Experience of leading and delivering business change, establishing a 'can-do' culture to meet the demands of the changing environment.
- Track record of delivering results, growth, and continuous improvement in order to deliver financially sustainable services.
- Working knowledge of data analysis and performance/operation metrics, ICT and Business infrastructure.
- Understanding of business Service Delivery, HR, Finance, ICT and marketing functions, with demonstrable competency in strategic planning and operational business development.
- Knowledge and proven experience of working in partnership with internal and external stakeholders to develop and deliver improved services and performance.

SKILLS AND ABILITIES

- Outstanding organisational and leadership abilities to create and advocate leading edge, innovative support for the people we serve.
- Consistently excellent interpersonal and communication skills and the ability to communicate with a range of people, recognising their preferred method of communication. This may include non-verbal, limited eye contact, and body-language responses.
- Emotionally and mentally stable to support those with complex and challenging health issues, as well as colleagues as a member of an intensive support team.
- Explain issues affecting the role effectively and the ability to provide authoritative advice, with an aptitude in decision making and problem solving.
- Ability to listen to and encourage others, develop communication, and develop positive relationships skills.
- Physically fit and able to physically undertake personal care, support individuals in their leisure activities and work on several levels throughout their shift.

STYLES AND BEHAVIOURS

- Lead by example, demonstrating effective leadership behaviours, providing clear direction. Promoting and always developing, an excellent and unified team spirit with passion, commitment, enthusiasm, engagement, and drive.
- Excellent communication skills promoting a positive, engaging, and influential style.
- Be flexible in approach being proactive in meeting the needs of the organisation.
- Work under pressure, seeks help and takes a 'can do' problem-solving approach.
- Respect for others, excellent interpersonal and communication skills.
- Positive understanding and attitude of equality towards vulnerable people and colleagues.
- Proactively deal with stress/pressure in self and seek guidance and support when needed.
- Put philosophy into practice promoting; Person-Led supports, self and others health and wellbeing, always being a positive role model/mentor while demonstrating self-discipline.

TERMS OF APPOINTMENT

SALARY

The salary for this role is £80,000 per annum on a full-time permanent basis.

LOCATION

Office/Flexible

PENSION

We offer an employer pension contribution of 3%.

ANNUAL LEAVE

20 days annual leave, plus Bank Holidays.

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 hilary.clifford@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/ubu-coo/> 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 10th July 2023
Preliminary interviews	w/c 24th and 31st July 2023
Final Panel interviews	early September 2023