



# CANDIDATE PACK FOR CEO



# WELCOME

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Dear candidate,

Thank you for your interest in becoming the new Chief Executive Officer of PLUS.

Based in Lewisham, PLUS is a charity that provides care and support services for adults with learning disabilities in South London. Our family focus is at the heart of our work, and at a time of significant change with our founding CEO stepping down after 30 years of service, we are looking for someone who can bring that same caring and inclusive approach as we look to the future.

Having recently reviewed our strategy we have identified exciting opportunities for our future growth and development and as our new CEO you will be integral in leading PLUS to fully realise our potential and ensure we continue to provide high quality services. We are looking for an experienced strategic organisational leader who possesses strong financial acumen and commercial experience to help ensure the long-term sustainability of PLUS. Relationships are central to PLUS's work and as our new CEO you must be able to demonstrate a deep understanding of the people, communities and families we support and possess the ability to build strong relationships internally and with external stakeholders.

Our people are at the heart of everything we do, and you will be a "people first" leader, deeply committed to our purpose and focused on delivering the best outcomes for those we serve. Everything we do is underpinned by the principle of maintaining people's independence as much as we can. We do this by having a visible and active presence in our local community and we are guided by the principle that we provide the standard of care that we would want for ourselves and those closest to us. We want to better reflect the communities we serve, and equality, diversity and inclusion are at the heart of PLUS, for the people we support, our staff and from a culture perspective and we actively welcome applications from underserved communities for this role.

If this opportunity inspires you help shape the future of PLUS and work with our dedicated and committed team to make a difference to people in south east London, we'd love to hear from you.

**Ester Janko Mulcahy**  
**Deputy Chair**  
**PLUS**



# ABOUT US

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PLUS offers support services for adults with learning disabilities in South London. Our work is based on developing and maintaining people's independence and having a real presence in their local community. We aim to provide the standard of service and support we would choose for ourselves or those close to us. We are registered with the Care Quality Commission as a residential and domiciliary care provider, and only support adults with learning disabilities. We work in the London boroughs of Lewisham, Southwark, Greenwich, Sutton, Croydon and the nearby surrounding areas.

## OUR MISSION STATEMENT

"We recognise and celebrate the uniqueness of every individual with a disability. We are committed to enabling personal growth now and for the future, giving each person the strongest voice with regards to decision making and lifestyle choices. We aim to provide standards of service and support which we would choose for ourselves or those close to us."

## OUR VALUES

- Freedom of choice
  - Individuals should be listened to about what they want from their lives, giving them greater choice and control, they, their family, and their carers should be enabled to make decisions and choices, big and small
- Rights and responsibilities
  - As equal citizens in society, people with learning disabilities should be supported to make use of their rights and fulfil their responsibilities
- Community involvement
  - People with learning disabilities should be fully involved in their local community, to access all that the community has to offer them and to be able to contribute to that community
- Access to information
  - People must have access to better information so they can make choices, understand their rights and responsibilities, and speak up and be heard
- Safety and reassurance
  - People with learning disabilities should be able to be confident of their own safety
- Quality of service
  - We take great pride in our reputation for quality, reliability, service and value and recognise that this is built on the commitment and skills of our staff

## OUR SERVICES

Our services include registered care, supported living, residential respite care, outreach support, training and employment for people with learning disabilities. We are led by a volunteer Board of Trustees and our work is guided by a Shadow Board composed of our staff and adults with learning disabilities who use our services.

## PRETTY LITTLE CUPCAKES

PLUS supports and funds Pretty Little Cupcakes, a social enterprise shop and coffee bar on Penge High Street which offers the best in cupcakes and coffee to the public. The shop is the core of PLUS's employment training service, and offers employment training for adults with learning disabilities to make and decorate cakes and to serve the public. Pretty Little Cupcakes provides part-time paid employment for people who have come through our training placements.

# JOB DESCRIPTION

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**Job title:** Chief Executive

**Reports to:** Board of Trustees

## MAIN RESPONSIBILITIES

- Shape the future of PLUS, in partnership with trustees and other stakeholders. Evolve the vision and develop and lead the implementation of a strategy for the future of the charity.
- Provide inspirational leadership for the whole organisation.
- Ensure compliance with legal and regulatory requirements.
- Take ultimate responsibility for budgetary and financial management, bringing a commercial perspective to ensure the sustainability of PLUS.
- Represent the organisation externally to key stakeholders.
- (Acting as the CQC Nominated Individual ) Ensure that service quality exceeds expectations with continuous improvement at its heart.

## STRATEGY AND BUSINESS PLANNING

- Working with the Trustees, senior leadership team and service users to develop PLUS's five year strategy.
- Working with the senior leadership team, develop sustainable business plans to execute the strategy.
- Ensure that the business plans are performance managed through a series of KPIs and regularly reported to the Board with remedial actions where necessary.
- Ensure that risks within the business are identified and mitigated where possible.
- Ensure that Health & Safety Statement and Policy is clearly set out, understood and followed by all employees.

## FINANCIAL MANAGEMENT

- Ensure that sound financial planning and budget management underpin PLUS's operations .
- Work with Heads of service and departments to assess the impacts of external changes e.g. from government, HMRC, legislation, local government, market forces or regulators.
- Ensure that any in-year spend over and above the agreed budgets is scrutinised and challenged.
- Identify new income streams within the agreed strategy, including leading the bidding for contracts.
- Oversee the development of a marketing strategy.

## LEADERSHIP AND INFLUENCE

- Live the values of PLUS, building on the strengths and successes of the charity.
- Engage with service users and families as equal partners in the success of the organisation.
- Nurture a positive, inclusive and supportive culture that reflects the community that it serves.
- The Chief Executive is the figurehead for the workforce and therefore must be visible, accessible and inspirational, leading organisation wide programmes.
- Give clear and directional support to the senior management team, stretching and challenging them to achieve their best.
- Ensure robust safeguarding policies and procedures are in place and followed.
- Build trust by communicating and developing beneficial working relationships with all key stakeholders including local authorities, housing providers, communal organisations, advocacy groups, care sector providers, the NHS, community leaders and the media, including social media.
- Working with the Chair, draft Trustee agendas and ensure that clear and concise papers are presented to the Board to enable informed decision making.
- Keep the Board informed of significant developments and concerns, or anything whereby they may be asked questions by stakeholders or the public/media.
- Support the development of a strong board, advising on governance, taking legal advice, as required.

# PERSON SPECIFICATION

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## KNOWLEDGE AND EXPERIENCE

- Evidence of substantial leadership experience and able to demonstrate tangible outcomes at a senior level.
- Excellent business acumen and commercial awareness; experience in presenting and promoting an organisation.
- Experience of setting, managing and meeting targets and budgets, including oversight of CQC Action Plans or equivalent.
- Track record of developing and maintaining successful relationships internally and with external agencies and stakeholders.
- First hand revenue and capital management experience.
- Experience in change management; including management of programmes and projects.

## SKILLS AND ABILITIES

- The ability to direct and lead a team of Directors and Managers in achieving the goals and objectives of the organisation.
- Ability to set a culture that recognises and responds swiftly and effectively to safeguarding risks likely to occur in a health and social care environment.
- Ability to engage an organisation in a common vision and goal.
- Commercially minded, numerate, entrepreneurial, innovative, and creative.

## STYLES AND BEHAVIOURS

- Empowers and enables others to achieve and engages in team development.
- A leadership style that is inspiring and supportive coupled with a drive to succeed.
- Consensual leader: team orientated, respectful and honest.
- Understands and empathises with people living with disabilities and their families.



# TERMS OF APPOINTMENT

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## SALARY

c. £85,000

## CONTRACT

This is a permanent contract and for the right candidate, we would be open to 4 days per week

## LOCATION

Lewisham, South-East London, with presence in the office expected.

# HOW TO APPLY

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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 Toni Anderson at [toni.anderson@starfishsearch.com](mailto:toni.anderson@starfishsearch.com) and she will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/plus-ceo> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement of no more than two sides that sets out what you can bring to the role and why you would like to be the Chief Executive of PLUS.

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

<b>Closing date</b>	13th November 2023
<b>Preliminary Interviews</b>	w/c 27th November 2023
<b>Final Panel interviews</b>	w/c 1st January 2024

