



# CANDIDATE PACK

## CHAIR

# WELCOME

---

Dear Candidate,

Thank you for your interest in becoming the new Chair 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 Chair 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.

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 recognise and celebrate the uniqueness of every individual with a disability, we value their voices, and our Shadow Board made up of staff and people who use our services, guides our work.

We are now seeking a new Chair to lead our organisation and guide the Board of committed Trustees and our Executive Team to strengthen our effort and refresh the strategy and operational framework. We recently reviewed our strategy and have identified exciting opportunities for our future growth and development. As our new Chair, you will be integral in helping us formalise some of these opportunities, explore new options and support our executive to realise our potential.

You do not need to have been a Chair before, but you will be an experienced strategic leader who has expertise working in regulated environments and who understands local authority commissioning. Relationships are central to PLUS's work and our new Chair, along with the Chief Executive, will continue to grow our commissioners' confidence in our services and team. Excellent interpersonal skills and the ability to build relationships internally and with external stakeholders, which are core to our operations, are essential.

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.

If this opportunity inspires you to lead 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

---

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

---

**Job title:** Chair

## ABOUT THE ROLE

The Chair provides strong leadership to the Board of Trustees to ensure PLUS develops and achieves its strategic objectives, complies with its legal duties, and delivers maximum impact to its beneficiaries. The role ensures that there are effective relationships with the CEO and senior management team to bring both support and constructive challenges in the best interest of PLUS.

In partnership with the trustees and CEO, the Chair acts as an ambassador for PLUS, assisting in raising awareness of the work we do, representing us at external events, building constructive relationships with stakeholders and supporting our ambitious fundraising plans.

The Chair is a champion and exemplar of PLUS's values.

## MAIN RESPONSIBILITIES:

The key responsibilities of the Chair of PLUS are to provide oversight, governance, and leadership to the charity. The Chair will provide support and appropriately challenge the CEO and senior management team (SMT), and, in partnership with the CEO and Trustees, act as an ambassador and the public face of the charity, and a champion and exemplar of PLUS's Values. The main areas of responsibility are:

## STRATEGIC LEADERSHIP

- Lead the Trustees and CEO in setting PLUS's mission, vision, strategy, and high-level policies.
- Ensure that the Board operates within its charitable objectives and provides a clear strategic direction for the Charity.
- Ensure there are processes in place to identify and monitor significant risks and that systems are in place to take advantage of opportunities and manage and mitigate the risks.
- Ensure that the Board fulfils its duties to ensure sound financial health of the charity, with systems in place to ensure financial accountability and that systems are in place to safeguard PLUS's assets through a robust set of controls.
- Lead the development of a high-performing Board, including developing existing Trustees and recruiting and inducting new Trustees.



## LEADERSHIP AND GOVERNANCE

- Chair meetings of the Trustee Board, ensuring that it functions effectively and carries out its duties.
- Ensure that the Board has the necessary skill set to appropriately discharge its responsibilities. The composition of the Board should factor in diversity and the breadth of skills necessary for the charity's leadership.
- Ensure that diverse voices, including voices of those with lived experience, are influential in Board decision-making.
- Regularly appraise the performance of the Trustees and the CEO and ensure selection and performance criteria for Trustees and CEO are defined and kept under review.
- Ensuring that decisions made by Trustees are made in the best, long-term interests of the charity and that Trustees take collective responsibility for these decisions.
- Provide leadership to ensure a positive organisational culture that reflects PLUS's values and promotes transparency.
- Lead on the review of governance structures and processes as required.
- Monitor that decisions taken at Board meetings are implemented.

Enable open communication with the Chief Executive to maintain an overview of organisational issues and challenges, providing support as appropriate.

## EXTERNAL RELATIONS AND COMMUNICATIONS

- Act as an ambassador for the charity by working with other Trustees and the SMT to maintain close relationships with key stakeholders, including PLUS's peers in the charity sector, care regulators/commissioners, clients and their families/carers and government and strategic partners.
- Act as a spokesperson for the organisation, representing the charity at external functions, meetings and events as well as in informal settings.
- Ensure that Trustees and the charity are fair and open to all sections of the community in all the charity's activities.
- Ensures that Trustees and the charity hear, respect, and appropriately act on the voices and views of clients, their families/carers and other key stakeholders and build strong relationships.

Some of the duties listed above may be delegated to individual board members, or sub-committees of the board.



# PERSON SPECIFICATION

---

## KNOWLEDGE AND EXPERIENCE

- Previous experience as a Chair, Vice-Chair, non-Executive director, or as a senior level executive in the public, third or private sector.
- Demonstrable leader of organisational change, developing operational and financial strategy that will ensure PLUS's long term charitable objectives.
- Knowledge and understanding of the voluntary sector, charity governance and the current issues affecting the sector, and experience in the health and social care sectors are all highly desirable. We will consider candidates who can demonstrate they are willing and able to invest time to get up to speed in these fields.
- Well-connected with professional networks that can potentially tap into health and/or social care, trusts, or donors that would be beneficial to PLUS.

## SKILLS AND ABILITIES

- Demonstrates collaborative leadership skills, working across both trustees and SMT, motivating staff and volunteers, and bringing people to work together on a sustained basis.
- Strong interpersonal and relationship building abilities, excellent communication and active listening skills.
- An ability to work across both trustees and SMT to bring both together to deliver the best possible outcomes.
- Strategic vision and the ability to inspire others.
- Good, independent judgement.
- Ability to analyse information effectively and challenge appropriately.
- Ability to make decisions and facilitate good decision-making.

## QUALITIES AND BEHAVIOURS

- Strong and visible passion and commitment to the organisation and its purpose, vision, values and aims.
- Collaborative, highly inclusive, fostering trust and valuing difference perspectives.
- Solution-focused, with an ability to see the big picture and be pragmatic.
- Authentic, with high levels of integrity.
- Empathetic, with good emotional intelligence.



# TERMS OF APPOINTMENT

---

## RENUMERATION

Board positions are voluntary and unpaid. Reasonable expenses will be reimbursed.

## LOCATION

Lewisham, South-East London.

## TIME COMMITMENT

The time commitment is anticipated to be approximately two days per calendar month, plus additional time for strategy away days (two days per year) and exceptional events, such as a senior recruitment exercise, awards ceremonies or crisis.

The term is three years initially with a requirement to attend six Board meetings annually. Trustees may be required to participate in other meetings and attend events from time to time.

Board meetings are usually held at PLUS's office in Lewisham or virtually, and take place every other month. Meetings tend to be in the evening and last for approximately two hours. Frequency, timing and duration of meetings can be reviewed.

# 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 Erin Fuller 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-chair/> 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 Chair 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.