



CANDIDATE PACK FOR GROUP CARE & QUALITY DIRECTOR



WELCOME

Dear Candidate

Thank you for your interest in becoming our new Group Care & Quality Director. This is an exciting role which sits within our Executive leadership team.

The Orders of St John Care Trust (OSJCT) is one of the UK's leading not for profit care providers. We pride ourselves on delivering the best possible care to those who live with us – some of the most vulnerable people in society. You will be joining a team of people who place our values at the heart of everything they do and who are dedicated to providing the highest quality of loving care within a compassionate and respectful environment.

We are a growing organisation, most recently through two acquisitions, with nearly 6,050 people assisting around 4,100 residents across more than 70 locations throughout England, and our Care Quality is key to why OSJCT is the provider of choice for so many people.

As our Group Care & Quality Director, we will be looking to you to lead the design of specific, specialist services in dementia, nursing, and a combination of the two. You will be central in ensuring we get the best from our transformation in care provision through the use of digital technology, increasing standards of compliance and delivering enhanced impact across the Group, and you will have substantial resources to hand to support an ever-improving service for our residents.

You will be an experienced executive level leader within social care (or a closely related sector) having led a substantial Care Quality or Operations function. Your experience in leading the strategic development of care quality delivery, ensuring services are future focused and flexible to the ever-changing demands of the sector will be critical. Your leadership will flourish through the clear insight developed through your strong networks and appreciation of the sector and political environment in which we operate.

You will also be a supportive and empowering leader who enjoys building and developing a high performing team and enabling people to thrive. Ours is a highly collaborative environment where we learn from and grow together, and you will enjoy aligning your team behind our vision and ensuring that together we are fully equipped to achieve our ambitious targets.

If you feel that this sounds like a role for you, we'd love to hear from you.

Best wishes

Dan Hayes OBE
Chief Executive



ABOUT THE OSJCT GROUP

The Orders of St John Care Trust Group (OSJCT) is a leading not-for-profit charitable Trust dedicated to delivering care to the highest standards. With a rich heritage rooted in the traditions of two of the Orders of St John, OSJCT operates more than 70 care homes, extra care and supported living housing schemes across Gloucestershire, Lincolnshire, Oxfordshire, Aylesbury, Wiltshire, Suffolk, and West Sussex; providing residential, nursing, dementia, and respite care services.

It is committed to person-centred care, learning as much as possible about each individual to deliver tailored care and support to meet particular needs and preferences. OSJCT works to foster a warm, inclusive environment where residents enjoy fulfilling lives, supported by dedicated employees who are passionate about making a positive difference every day.

Last year, the OSJCT Group expanded its reach with the integration of Elmfield Care based in Wiltshire and Gloucestershire, and The Fremantle Trust, based in Buckinghamshire. This merger added 19 care homes and three supported living services to its portfolio.

As a charitable Trust, OSJCT reinvests all surplus funds into improving its homes, services, and people, ensuring the highest standards of care. It is committed to creating warm, inclusive environments where residents can thrive. From innovative dementia support and meaningful activities to freshly prepared, nutritious meals, the OSJCT Group is committed to enriching the lives of those it serves every day.

“As a not-for-profit provider, we have the right values, experience, and commitment to be the partner needed by government and by the public, to deliver a social care sector we can all be proud of.”

Dan Hayes, Chief Executive Officer

To view our most recent annual report, please click [here](#).

And to learn about our executive leadership team and board, please click [here](#).

VISION

To be the leading care provider, trusted to create places where people love to live and work.

VALUES

Our values are at the heart of all that we do:

Dedicated to caring We care deeply about our residents and colleagues and deliver the highest possible quality of care. We take pride in our work and continuously review and improve our processes to be the best we can be.

Promoting communities Our home and schemes are a vital part of the local community. We encourage residents to be involved in life outside their home and we actively support the local community and welcome them into our family.

Respecting each other We treat all of our residents and employees with dignity and respect. Whatever their backgrounds or beliefs, we encourage everyone to be themselves and to have a voice.

Empowering people We will give all employees the opportunity, training and support to develop themselves to achieve their maximum potential and provide the highest quality of care.

Securing our future The Orders of St John Care Trust is here to stay. We invest in our homes and our people in order to safeguard our future and make sure our doors always remain open. We maintain strong finances to reinvest in our care.

OUR SERVICES

The OSJCT Group is one of the UK's leading not-for-profit care organisations and exists solely to provide high quality loving care for older people. To learn about our services in greater detail, please click [here](#).

Residential

Accommodation and 24-hour personal care is provided in a home environment for individuals who may have difficulties in living independently at home, but do not require nursing care. Our care packages are tailored to each of our residents needs to maximise their independence and allow them to lead fulfilled lives.

Dementia

We are specialists in dementia care, offering an innovative and practical approach to caring for older people living with dementia, and providing support for the family and friends of those moving into long term care. We employ our own Admiral Nurses which are supported by Dementia UK.

Learning Disability

We provide expert care and support for people living with a wide range of learning disabilities and complex needs. This is delivered within residential settings, supported living services and day activity opportunities.

Nursing

Provided by our registered nurses who are on duty 24-hours a day, this covers clinical care for those who have complex conditions and may require regular medical attention and equipment.

Extra Care Housing

Individuals either own or rent a self-contained apartment in a community scheme that has 24-hour emergency support onsite for clients, including those with dementia.

"There's always something to do here, you could never be bored. I made a pizza and played scrabble yesterday, today I stroked farm animals with my friend in the garden... who knows what I'll do tomorrow!"

Current Resident

SHORT STAY SERVICES

Alongside our long-term residents, we provide care to individuals who wish to stay with us for a short period for a variety of planned and unplanned reasons.

Respite

Respite care enables a temporary stay following a period of recovery post-operations, accident, illness, or because the individual's carer has an emergency. Those who join us for respite experience the same care, support and activities as other residents, enabling them to become part of the community during their stay.

Intermediate Care and Independence

Following discharge from hospital, intermediate care enables an individual to recuperate and supports their rehabilitation before they return home - or can even be used to avoid hospital admissions or an early move into residential care.

Day Care

These services provide a day of practical support and activities, which may include coffee mornings, arts and crafts, and exercise classes. Day care allows individuals to feel less isolated if they live alone, in a safe environment, providing companionship, and stimulation and can serve as a break for their carers.

JOB DESCRIPTION

Job title:	Group Care & Quality Director
Reports to:	Chief Executive
Direct reports:	Managing a team of nine
Financial Responsibility:	Group turnover of £240 million in 2025/26

ROLE PURPOSE

The Group Care & Quality Director is part of the Executive team for the OSJCT Group. The postholder has executive responsibility for care strategy, care policy and procedures, compliant and innovative care, and for the quality assurance program, which measures care standards and advises of actions required where shortfalls are identified.

A major priority of this role is to ensure that the Group is aligning its care practices and standards with our wider strategy. This will require a commitment to understanding and applying the opportunities through digital and technical innovation and ensuring that care service design incorporates complex new models to be delivered in residential settings, fit to meet future needs.

MAIN RESPONSIBILITIES:

Strategic Leadership

- As a Group Executive team member, play an equal role with peers in the overall strategy of the group
- Lead the development, implementation, and review of care and quality strategies, ensuring alignment with the overall strategy and mission of the Group
- Through strategic leadership, manage the movement from reactive to preventative care where possible, and consistently increase the resident voice in care practice
- Be responsible for the research and design specification of new care service models and systems and create a roadmap for their introduction across the Group
- Ensure a system is in place to monitor and respond to regulatory and legislative changes, ensuring that Group practices remain compliant and innovative
- Undertake the 'Executive on-call' role on a rota basis throughout the year, acting on behalf of the Chief Executive in emergency situations
- Undertake any other duties or responsibilities commensurate with the role and directed by the CEO

Care Quality Oversight

- In partnership with the Group Operations Director, take overall responsibility for the quality of care provided across all services, ensuring care meets and exceeds statutory and regulatory care obligations and standards fully
- Ensure that there are adequate Quality Assurance processes in place across the Group, which recognise and overcome variance between organisations, and provide the care quality team and the executive with timely information upon which to take action
- Ensure that the experts employed across the function are providing the Group with relevant expertise at all times, including the support of services with individual requirements (e.g., Admiral nurses for dementia services), service and building design, or in providing independent investigative or reporting resource where there has been an issue
- Represent the Group at any significant care related external process such as Inquests, Safeguarding Boards, HSE investigations, and Commissioner meetings, etc
- Ensure that the Group has an up-to-date Pandemic response plan at all times, and that the care quality aspects of business continuity plans are up to date and comprehensive
- Represent the Group in the field of Care Quality expertise
- In consultation with the Chief Executive, act as the executive link to the Medical Trustee on the Board, providing updates and information on care issues between main Board meetings as required

Group Specific Responsibilities

- Always ensure that the Group has a clear understanding of variances in policy and practice across your area of expertise, and that any resultant risks are fully mitigated
- Ensure that the quality of reporting used for Group decision making is not unduly hindered by variances, and that accurate and timely data is available
- Work with peers to identify onward acquisition targets, taking specific responsibility for care quality due diligence
- Where organisations are to be integrated, take responsibility for the design and delivery of a road map for the transition to a single set of practices

Team Leadership & Development

- Build and maintain a team of professionals capable of all of the responsibilities required of the function
- Promote a collaborative working culture that engages all team members in the shared responsibility for high-quality care delivery across the Group
- Support the recruitment, training, and development of employees to ensure high levels of competence in care delivery
- Provide leadership and support for training initiatives that focus on care excellence, safeguarding, and operational best practices

Stakeholder Engagement

- Be the most senior representative and key point of contact for care and quality matters with external regulators, stakeholders, and professional bodies
- Build and maintain strong relationships with key partners including DHSC, NHS, CQC, sector experts, commissioners, and service users and their families
- Work collaboratively with the governance and risk management teams to ensure that quality management processes are effectively embedded across the Group

Reporting & Performance Monitoring

- Develop and implement a robust performance management framework to track and report on care and quality outcomes, providing regular reports to the Board and executive team; highlighting areas of improvement and outlining strategies to achieve Group targets
- Monitor key performance indicators (KPIs) and key outcome measures, ensuring that all services are delivering high-quality care that meets service user needs and expectations

Safeguarding & Risk Management

- Ensure that the resources within the function are deployed to identify and manage risks related to care quality, ensuring that those risks are mitigated, managed, and reported appropriately
- Be prepared to act as the 'Nominated Individual' and 'Caldecott Guardian' for the Group

PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

Essential

- Experience of leading a substantial Care Quality or Operations function within Social Care or a closely related sector, and on a decentralised basis
- Operated as an Executive team member
- Clear evidence of the strategic development of care quality delivery, incorporating new technology and responding to changing demands
- Evidence of driving improvements in care quality within the care sector
- Experience gained in a not-for-profit organisation
- Evidence of in depth understanding of the key stakeholders across the sector and the political environment in which social care is viewed
- Evidence of up to date understanding of the digital and technological advances affecting the sector
- Evidence of a clear understanding of government strategies for social care

Desirable

- Experience gained in a not-for-profit organisation

SKILLS AND ABILITIES

Essential

- A relevant professional qualification (e.g., Nursing, Social Work, Health and Social Care, or equivalent)
- Deep understanding of and interest in the changing environment for social care, and the impact of technology and data
- Strong leadership and people management skills with the ability to inspire and motivate teams, and the outlook that assurance and operations must share the responsibility to deliver great care and to take action together where we are falling short
- Passion for improving care outcomes and enhancing the quality of life of service users

Desirable

- Maintains an extensive network of professional relationships both within the Care Sector and the Education/Research sector



STYLES AND BEHAVIOURS

- A collaborative nature and is able to understand and incorporate others' perspectives
- Can inspire, motivate and communicate well with others
- Is decisive, action orientated and energetic
- Is able to assess risk and lead accordingly
- Shows integrity and honesty
- Emotional maturity – is self-aware and able to recognise, interpret, and respond to people's emotional state
- Shows resilience – is able to deal with setbacks and lead recovery action
- Is professional at all times, shows evidence of Trust values

QUALIFICATIONS AND ABILITY TO MEET JOB REQUIREMENTS

Essential

- A relevant professional qualification e.g. Nursing, Social Work, Health and Social Care, or equivalent
- Must be able to drive as frequent travel required across all areas of operations (clean driving licence required) and regular working from the operations centre
- Overnight stays as required across the Group area of operations

Desirable

- NMC registered nurse
- Postgraduate leadership qualification
- Project management/strategic qualification
- Registered with an appropriate professional body



TERMS OF APPOINTMENT

SALARY

The salary for this role is c.£160,000 per annum on a full-time permanent basis.

LOCATION

Aylesbury

PENSION

Access to Aviva pension scheme at 6% employer contribution, and a minimum 3% employee contribution

ANNUAL LEAVE

30 days holiday plus 8 bank holidays

ADDITIONAL BENEFITS

- Three months occupational sick pay
- Life Assurance
- Professional Subscription paid
- Car allowance
- Private Health Insurance and a Health cash back plan



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 juliet.brown@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/osjct-gro-care-qual-dir/> 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 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: Friday 6th June 2025

Preliminary interviews: w/c 23rd June 2025

Final Panel interviews: w/c 21st July 2025

