

Person Specification: Managing Director

Values and Leadership Approach

The Managing Director must embody and actively promote the organisation's values in all aspects of leadership, decision-making, and behaviour:

The values are detailed in an appendix attached to the job description.

Experience and Knowledge

1. Extensive senior leadership experience in a multi-faceted service organisation preferably within the social care sector.
2. Experience of working within a unionised environment.
3. Strong understanding of the legislative and regulatory frameworks governing health and social care in England, including Health & Safety, CQC requirements, safeguarding duties, and relevant employment and governance legislation.
4. Knowledge of the TECKAL exemption, its operational requirements, governance implications, and the responsibilities of leading a company owned by public bodies.
5. Proven track record in business planning, service development, and strategic implementation within complex, multi-stakeholder environments.
6. Demonstrable experience of managing organisational change, transformation, and continuous improvement.
7. Financial literacy, including the ability to read, interpret, and interrogate accounts, manage and develop budgets, and oversee financial controls.
8. Experience in identifying and delivering efficiencies, reducing waste and duplication, and driving value for money.
9. Evidence of being a successful entrepreneur, ideally within a service-led environment. Developing new income streams, diversifying revenue, and supporting sustainable planned growth.
10. Experience of developing, implementing and refining appropriate risk management systems.

Skills and Capabilities

1. Inspiring leadership: Able to motivate, empower, and influence others through clarity, authenticity, and shared purpose.
2. Outstanding communication: A confident, compelling communicator who can engage staff, partners, commissioners, and the Board with ease.
3. Highly developed report writing skills: Skilled in preparing and presenting clear, evidence-based reports, proposals, and performance updates.
4. Strategic foresight: Capable of looking beyond the immediate horizon, anticipating future needs, positioning the organisation to respond proactively.
5. Innovation, creativity and an entrepreneurial approach: Brings fresh thinking, challenges assumptions, and identifies new opportunities for service development and improvement.
6. Robust yet sensitive challenge: Able to question constructively, hold others to account, and make difficult decisions while maintaining humility and emotional intelligence.
7. Collaborative working: A genuine team player who builds strong relationships and works effectively with the Chair, Board, senior leaders, and external partners.
8. Risk awareness: Understands and embraces appropriate risk, balancing ambition with evidence-based decision-making and sound judgement.
9. Outcome focussed: Driven by results, impact, and high-quality delivery services.
10. IT literate: Is a highly competent user of computer applications, the internet, electronic communications etc. and understands the emerging possibilities of AI.

Personal Qualities

1. Deeply committed to improving the lives of vulnerable people and advancing person-centred care and support.
2. Values-driven, ethical, and grounded in integrity.
3. Experienced and dynamic, energetic and resilient, with the ability to lead confidently through complexity and change.
4. Emotionally intelligent, compassionate, and approachable.
5. Courageous in decision-making, able to act decisively when required.
6. Reflective and self-aware, open to feedback and continuous personal development.

