



Choice Support Chief Executive recruitment pack



choicesupport.org.uk



Message from The Chair

Thank you for your interest in the Chief Executive opportunity at Choice Support.

Choice Support is a charitable Community Benefit Society that has been providing services for autistic people, people with learning disabilities and/or mental health needs for over 40 years. Our purpose is to create opportunities for happiness for the people we support.

We support people across England from Hampshire and East Sussex in the south, to Yorkshire in the north. We think that everybody, regardless of their needs, has the right to a good life. This includes:

- Their own home, which might be living with family or friends, or living alone.
- Choice and control over their own life, which includes deciding how to spend their own money, what to do with their time and who to spend it with.
- Being valued for who they are and being treated with respect.

We are a large, financially stable, successful and growing organisation despite operating in the seriously underfunded social care sector. We are proud of our reputation as a provider of high-quality services for people and our

innovative, solutions focused approach, which is valued by our commissioners.

We are currently embarking on a major digital transformation strategy that will free up staff time and drive improvements in the delivery of support. We are continuing to drive decision making down to be as close as possible to the people we support and also ensuring that junior colleagues feel empowered to make decision, that are consistent with our purpose.

The next year will be a period of change for Choice Support as both our current Chief Executive, Sarah Maguire, and Chair, Oliver Mills, are retiring. We are looking for a new Chief Executive who can lead Choice Support through this transition. We want a leader who can build on Choice Support's past successes to grow the organisation, so that more people can benefit from the support we provide.

There is information about Choice Support and the Chief Executive role in this pack. If you would like to speak to us about the role, please contact Jan Oliver on 07384 253384 to arrange to have a chat with us.

We look forward to receiving your application.

Yours faithfully

Oliver Mills
Chair

Jayne Kilgallen
Chair (Designate)



About us

Choice Support provides services to adults with learning disabilities, autistic people and people with mental health needs. We support over 2500 people across England from Yorkshire to the south coast, we employ over 2600 staff and have an income of over £74M pa.

Our purpose is to create opportunities for happiness for the people we support. Our values are:

- We care** we care about people and stand up for what is right;
- We respect** we are open and honest and value people for who they are;
- We learn** we listen, we work together and we continue to improve;
- We lead** we are experts at what we do and make good ideas happen.

Choice Support

Choice Support supports adults with learning disabilities, autistic people and people with mental health needs.

Choice Support operates supported living services, residential care homes, day services, supported employment and wellbeing projects for people with learning disabilities, autistic people and people with mental health needs in over 250 locations across England, from Wakefield in the north, to the south coast from Hampshire to Kent.

Most of our income comes from contracts with local authorities and the NHS for the provision of statutory services, but this income has been squeezed significantly over the last 10 years as public sector spending has been cut.

We are about to start work on our new business strategy for the next 5 years and the new Chief Executive will lead that work.

Our current 5-year strategy has focused on 5 priorities:

- A financially strong and sustainable organisation.
- A reliable, open and fair provider of good quality publicly funded services.
- An organisation which actively supports and campaigns to achieve positive rights-based change in the lives of people it supports.
- A good, fair and responsible employer seeking out and retaining the best people it can find, to build a strong and diverse workforce.
- An organisation seeking to grow, to offer more and better services to more people with a learning disability, autistic people and more people with mental ill-health.

We have made good progress against these priorities, but we now want to take advantage of the opportunities presented by our digital transformation program and to grow to ensure that as many people as possible benefit from the services we provide.



The Role

The new Chief Executive will lead a national charitable social care provider with a reputation for high quality care and support and innovation.

You will be supported by an experienced and successful Senior Leadership Team and will work closely with our Board of Management to devise and implement our business strategy. You will role model our values as both a service provider and an employer.

You will be inheriting an organisation that is in good shape and ambitious, despite the challenges of the sector. We have a very strong balance sheet and a track record of growth through mergers and tenders. Over 90% of our services are rated good by CQC.

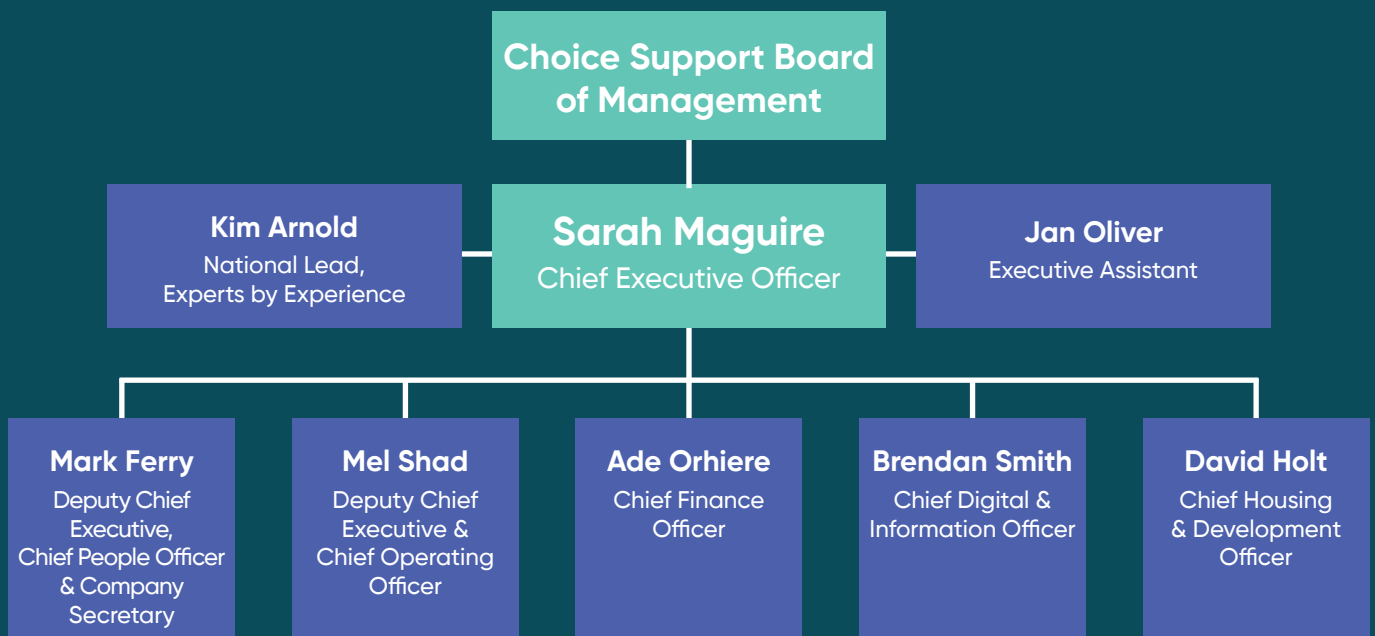
Our priorities are now:

- To continue to grow so that more people can benefit from our services.
- To ensure that we make the most of the benefits of our digital transformation strategy.
- To strengthen our co-production to ensure that the voices of people who use our services are heard and that decisions are taken as close as possible to the people we support.



About the Role

Board & CEO Department | October 2024



Role description

Chief Executive

Overall purpose

- To provide visionary and values driven leadership in the delivery of excellent support to enable people to live independent and fulfilled lives, safe from harm, in accordance with Choice Support's purpose and values.
- To champion the values of Choice Support to ensure that the people we support are placed at the centre of everything we do.
- To ensure that the organisation operates efficiently and for the long-term to deliver the best lives for people we support, within the resources available.
- To lead the continual transformation and growth of the organisation to adapt to our changing environment and making the best use of technology.
- To champion equality, diversity and inclusion in all aspects of Choice Support work, as an employer and service provider.

Governance

- To work with the Chair of the Board to ensure high standards of governance.
- To be a member of the Board.
- To provide information, advice and support to the Board to support good governance.
- To support the Board to develop and review the vision and strategy for Choice Support.
- To work with the Board to ensure that people we support are involved in Board decision making.
- To ensure that there are policies consistent with regulatory and commissioners' requirements and Choice Supports purpose and values.
- To ensure effective financial controls, IT and business systems in place.

Leadership

- To lead Choice Support in the delivery of the organisation's strategy and business plan.
- To ensure that decisions are co-produced with the people we support and are taken as close as possible to them.
- To ensure the long-term viability of Choice Support by ensuring that resources are used efficiently.
- To lead the sustainable, long-term, growth of Choice Support.
- To be aware of the external environment, best practice and innovation.
- To act as an ambassador, promoting Choice Support externally and helping influence national policy initiatives that benefit the people we support.

People and Culture

- To lead and manage the Senior Leadership Team.
- To lead a values and purpose driven culture that promotes high performance and creativity from employees, empowers their decision making and encourages their feedback and engagement.
- To ensure that Choice Support's service provision is responsive to the different cultural and other needs of the people we support, regardless of their background.
- To ensure that Choice Support's is a welcoming place, where all employees feel that they belong, regardless of their background.
- To ensure that Choice Support takes appropriate care of the health, safety, welfare and wellbeing of employees.
- To act as a role model, demonstrating Choice Support's values and the highest standards of integrity and conduct at all times.

A job description for a role of this scope and scale cannot cover every issue which may arise, and the post holder is expected to be sufficiently flexible to carry out other duties as required.

Person Specification

QUALIFICATION AND KNOWLEDGE

Qualified to degree, or equivalent level.	Essential
Good understanding of the legal framework relating to the delivery of health and social care and social housing services.	Essential
Post graduate qualification in health and social care, charity leadership, business, management or a related field.	Desirable

EXPERIENCE

Leading and managing skilled senior professionals, across a range of functions in a large, complex organisation.	Essential
Proven experience of working effectively with a Board.	Essential
Achievement at a CEO, Director or equivalent level in the social care sector.	Essential
Effective financial management in a large, complex organisation.	Essential
Developing and managing an excellent client driven service and working in complex stakeholder environments where clients are involved in policy formation.	Essential

SKILLS

Excellent leadership skills with proven ability to motivate and inspire people.	Essential
Outstanding written and verbal communication skills and influencing ability.	Essential
Able to act as an ambassador for the organisation.	Essential
Excellent strategic planning, analytical, evaluative and organisational skills, with high level of attention to detail.	Essential
Excellent understanding of business management and financial skills.	Essential
Ability to relate to the needs of the people we support on a corporate and individual basis.	Essential
Proven ability to build strong and productive relationships with a broad range of internal and external stakeholders.	Essential

PERSONAL QUALITIES AND SPECIAL CONDITIONS

Personal commitment to improving the lives of people with learning disabilities, mental health needs and autism.	Essential
A commitment to equality, diversity and inclusion.	Essential
A commitment to Choice Support's purpose and values.	Essential
Values driven with a high degree of personal integrity.	Essential
Ability and willingness to attend meetings outside core working hours.	Essential
Satisfactory criminal records check via the Disclosure and Barring Service (DBS).	Essential
Full clean driving licence.	Desirable

How to apply?

To apply, please return:

- an up-to-date CV
- a covering letter explaining why you are interested in the role, how you are suitable and confirm your availability for the interview dates
- the attached, completed, equal opportunities form and criminal record declaration. The information requested in the equal opportunities form is in line with our commitment to equality and diversity and will not affect the outcome of your application.

To apply please follow this [link](#)

Or, send your application to marie.cole@choicesupport.org.uk or post to:

Marie Cole
Choice Support
Compass House
84 Holland Road
Maidstone
ME14 1UT

Applications must be received by 12.00 noon on Friday 22 November 2024.

Long list interviews will take place via Teams on 2, 3 and 4 December.

Final interviews will take place on 16, 18 and 19 December 2024 at our offices in central London.

As part of the selection process there will also be psychometric tests and 3 panel meetings with: people we support, our employees and members of our senior leadership team. These meetings and tests will take place during week commencing 9 December 2024.

There will also be opportunities for shortlisted candidates to visit some of our services.

If you would like to have an informal discussion about the role with Oliver Mills, our Chair and Jayne Kilgallen, our Chair (designate), please ring Jan Oliver on 07384 253384 to arrange a convenient time.





Our commitment to diversity:

We are committed to promoting diversity and inclusion and taking action to address inequality. We particularly welcome applications from anyone who is from a black, Asian or minority ethnic background, anyone who considers themselves to have a disability, and members of the LGBTQ+ community.

Choice Support is Disability Confident, which is a scheme run by the Department of Work and Pensions. As part of our commitment, we operate a Guaranteed Interview Scheme - all candidates who declare a disability and meet the essential criteria for the role will be guaranteed an interview.

We look forward to receiving your application.





**Choice
Support**