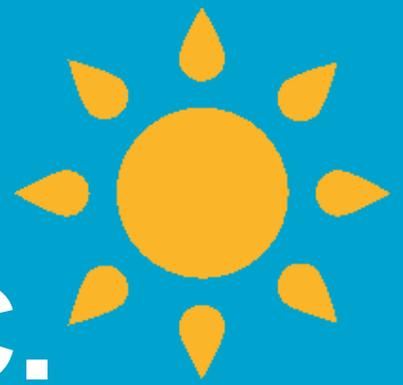


Care City Innovation C.I.C.



Chief Executive Officer Information for Applicants

June 2022

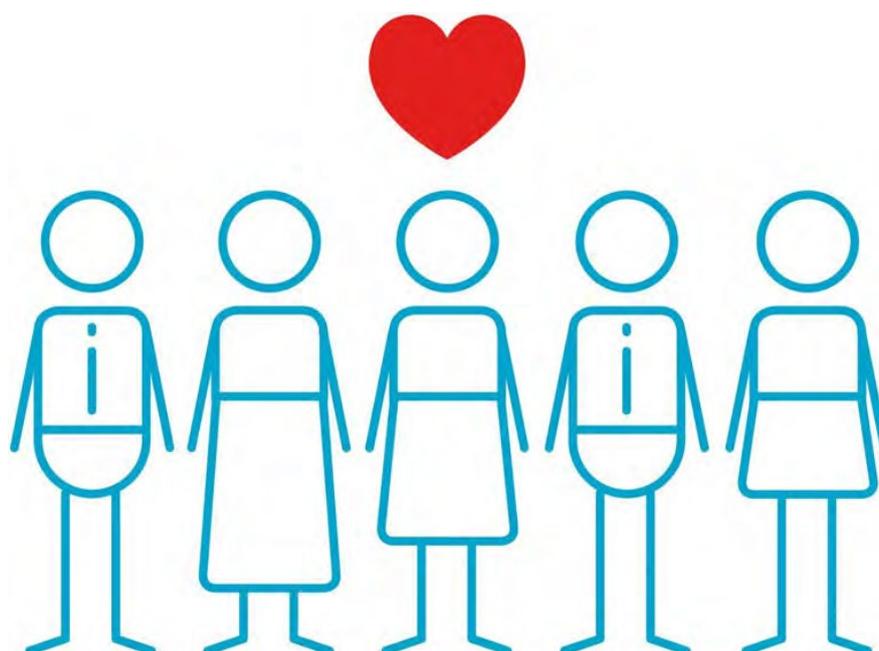


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Welcome from Paul Corrigan



I am very proud of what we have built at Care City – of our work, our team and the difference we have made. I also recognise what a privilege it is for Care City to be an innovation partner to East London’s health and care system. The trust of our partners means Care City has both the freedom to try new things *and* the relationships through which successful projects can be sustained and spread, and that is a rare combination.

Now that Care City has established itself – built its team, partners and a track record of delivery – this quality means the job of leading it is genuinely special in our health and care system. Often, leaders’ careers oscillate between working in the system – where they are too busy to change it – and working outside the system – where they are too disconnected to change it. To lead Care City is to have the space to try new things and the partnerships that allow those things to matter. That makes it a great opportunity.

Paul Corrigan, Chair, Care City

About Care City

Care City is an innovation centre for healthy ageing and regeneration. Our mission is a happier, healthier older age for East London. We were founded by North-East London Foundation Trust and the London Borough of Barking & Dagenham and are now an independent community-interest company, based in Barking.

Care City pursues its mission by working as an innovation partner to East London's health and care system. We do research, innovation and workforce development of local benefit and national significance.

Care City's is a long-term challenge. It is easy to find outstanding public services a stone's throw from crushing poverty. Over time, we aim to establish East London as a destination for health and care innovation. We want to show that health and care can make East London a better place to grow old.

To understand us in a nutshell, Care City:

- is a community interest company
- has twelve staff
- works across research, innovation and workforce development
- will soon move to a new, permanent home in Barking, East London, at a peppercorn rent
- is a key innovation partner to East London's health and care system
- turns over roughly £900k/year and has strong positive cashflow

Care City's Story

Care City was formally launched at the start of 2016. Since then, it has grown its knowledge, networks, team and track record for delivery.

Key dates in the life of Care City:

- January 2016 – Care City is formally launched
- July 2016 - Care City becomes part of the Test Bed programme, funded by NHS England and the Office for Life Sciences
- June 2017 – Care City prototypes a transformed pathway for atrial fibrillation
- October 2018 – Care City is the only existing Test Bed to join the second wave of the Test Bed programme
- June 2019 - Care City spins out from NELFT to become a C.I.C., with cofounders NELFT and LBBB taking seats on the Board, and Paul Corrigan formally becoming Chair.
- September 2019 – Care City launches its first Community Board, eight East London individuals with a passion for social improvement and reducing health inequalities in their communities
- March 2020 – Care City responds to the pandemic by beginning pro bono work with Feebris and local health and care home partners, subsequently supported by NHSX and BHR CCGs
- June 2020 – Care City's role in pandemic response is becoming clearer, working closely with UCLPartners to support East London, on projects from Long Covid to vaccinations
- January 2021 – Care City sends two members of staff to NHS Nightingale, including its Deputy Chief Executive, who becomes Associate Clinical Director

- July 2021 – Care City publishes A Healthy Living, drawing together stories from across its innovative work in social care
- January 2022 – Care City plays a role in winning the Mayor's Health Hub for East London, helping to secure a long-term role for Care City supporting the health and care careers programme across East London
- May 2022 - Care City now delivers around 20 projects each year and its partnerships with UCLPartners and North-East London Health and Care Partnership are stronger than ever.

Care City's Values

A Community Interest Company (CIC) is a special form of limited company which exists primarily to benefit a community and which reinvests any profits in its social purpose. Care City's community is East London, for whom we aim to deliver a happier, healthier older age. We know that for staff and stakeholders alike, the clarity and compelling character of this mission is part of what makes Care City special.

Care City has benefited from the discipline of being a CIC. Through the pandemic period and beyond, we have pro-actively invested in work to support the health and care workforce and the health of our local population. This has ranged from delivering remote monitoring for care home residents to helping those on Universal Credit into paid care work.

We now have a great opportunity to focus and grow this social impact through a new permanent base for Care City at Axe Street in Barking. We believe this space can support our staff, work and partners as well as enhancing our social impact.

Care City's Strategy

Care City's value proposition is that it develops and spreads solutions for healthy ageing and regeneration, in partnership with East London's health and care system.

This proposition is of value both to local partners – who want to solve challenges in the system – and to regional and national partners – who want to test and develop ideas, technologies, roles or relationships.

As a result – with Care City's mission of a happier, healthier older age for East Londoners - Care City seeks to focus on issues:

- Of importance to *both* our local partners and our other partners need support with.
- That our partners do not have the access, capacity or expertise to solve through research, innovation or workforce development themselves
- Of significant complexity, that will enable Care City to learn and grow as well as make a difference

Through this strategy, we have established Care City as an organisation that, though relatively small, works with a degree of sophistication to:

Secure the work we want to do – tracking the market for opportunities and pro-actively promoting our leading ideas for projects to shape a project portfolio that aligns our mission and money

Manage people's time effectively – using a clear, systematic approach to tracking the use of time and project budgets to monitor performance, invest in our priorities and enable staff to work on multiple projects in their working week.

Deliver excellence – using clear methods and strong leadership oversight, recognising that for each project we are looking to deliver simultaneously for a client and a social mission

Care City's finances are strong for an organisation of this kind and we are confident about the future. Care City is funded on a project-by-project basis by research funders, national and local health and care organisations, skills and training funders and charities and foundations.

At present, Care City is working to embed a small number of key long-term partnerships, to give the business the right balance of stability and freedom, and this work is well-advanced.

As with any organisation of this kind, our staff team are the most critical factor in our success. We recruit on values and attitudes as much as expertise and experience, and we create a positive, supportive environment in which it is safe for staff to try things, make mistakes and learn.

What we can offer you

- Competitive Salary
- Contribution to a pension scheme
- Generous annual leave, maternity, paternity, carers and adoption leave
- Employee Assistance Programme
- Flexible working
- Investment in staff training and development
- Supportive governance structure
- Exciting, new purpose-built office space in the heart of Barking

Meet the Team at Care City

Board of Directors

Senior Leadership Team



Project Leads & Associates



Project Support Officers



Community Board

Our Community Board is made up of 8 East London residents, who ensure our work is underpinned and representative of the needs of the communities we serve

About you

We pursue our mission by working as an innovation partner to East London's health and care system. Our focus is people, not profit! You will be committed to Care City's purpose and vision and will play a critical ambassadorial role in promoting our impact and influence, working effectively with our many varied stakeholders including UCLPartners, East London's Integrated Care System, Care City's Community Board, and the East London community to drive transformational change in our geography.

An inspiring leader, with outstanding communication skills, you will drive a culture of collaboration and engagement and embody the purpose and values of Care City. You will be a serving Chief Executive, or an experienced executive level leader, with a significant track record of operating and influencing at executive board level in a complex organisation. You will have demonstrable commercial and financial oversight skills, together with experience of delivering sustainable business performance, transformational organisational and culture change and continuous improvement.

Politically astute, you will be a visible and motivating leader, exercising diplomacy and sensitivity when required yet willing to challenge the status quo when needed. Your integrity, standing and judgement will inspire confidence in Care City and its work, enabling it to hold the respect of a demanding and rapidly changing sector.

Job Summary

Job title:	Chief Executive Officer
Working Pattern:	Full time – 37.5 hours (will consider part-time, flexible working requests)
Contract:	6-month probationary period 5.5 weeks annual leave
Salary:	Up to £105K per annum dependent on experience
Responsible to:	Paul Corrigan, Chair, Care City C.I.C Board of Trustees
Line management:	Senior Business Manager, Chief Operating Officer, Director of Communications

The new Chief Executive will lead Care City in its mission to secure a happier, healthier older age for East Londoners, through research, innovation, and workforce development. They will shape Care City's direction in service of this mission, and put their own unique stamp on the organisation.

Within the organisation, they will take ultimate responsibility for the strength of Care City's team, work and finances. Beyond the organisation, they will be Care City's primary face and voice, leading relationships with key partners and communicating our impact and ideas to a broad audience. They will also be responsible for continuing to build Care City's networks and range of partners and continuing to strengthen the business.

Care City is heading into an exciting new phase, taking possession of its long-term home in Barking (at a peppercorn rent) and embedding itself into exciting long-term partnerships locally and regionally. The Chief Executive will be responsible for making a success of this home and of these partnerships and ensuring that they deliver for the organisation and its mission.

The Chief Executive will also:

- Lead Care City's strategic direction, working with Directors and staff to set objectives and annual plans
- Lead the organisation's business development and fundraising, ensuring Care City's income continues to be diverse and resilient
- Lead on governance, supporting the Board of Directors to connect to and enrich the work of the organisation
- Lead a motivated and professional team of staff, modelling and protecting the strong and supportive staff culture we have built
- Develop and sustain productive relationships with key stakeholders across the health and care system and with the East London community to drive transformational change.

The CEO is expected to reinforce the organisation's vision and values, starting with the communities we serve, and ensuring that they are partners in our work.

Key Relationships

Internal	External
Board of Directors	Local Authorities
Senior Leadership Team	NHS Providers & Commissioners
Project Teams	Integrated Care Board & Integrated Care Systems
Community Board	Industry Partners
Contract Staff	Local Community, Voluntary & Soc Ent providers
	Community groups and the public
	Funders and Delivery Partners
	NHSEI & HEE
	Education Partners (Schools, FE Colleges, HEIs)
	Job Centre Plus and Employment Services

Key Duties and Responsibilities

Operational Delivery

- To ensure all programmes of work are delivered in partnership with the local community, and that delivery metrics are developed to demonstrate where a positive impact has been delivered for that community
- To drive and coordinate annual business and performance monitoring processes including the annual objective setting for the organisation and staff within it; and to review performance on an ongoing basis
- To foster a collaborative and supportive environment, both for staff and external stakeholders, with a strong focus on community based approaches, through championing and living the organisation values and ethos to build team spirit, skills and capabilities, trust and challenge
- To raise the profile of Care City and continue to build the brand through generating a positive image of the contribution the work makes to the community we serve, and creating opportunities to demonstrate thought leadership through creative analytics and external communication
- To manage the budget of Care City, presenting regular financial management reports to the executive group.

Business Growth and External Orientation

- To secure future investment, with a particular focus on social regeneration
- To ensure a diverse portfolio of income sources to deliver future financial sustainability for the organisation, and provide freedom and flexibility on the agenda and work programme
- To continue to develop the programme of work, reinforcing the values and ethos of Care City and a focus on creating a positive contribution for the community through partnership working

- To keep up to date with local and national developments relevant to the work of Care City, sharing these with the team, stakeholders and surrounding communities as appropriate.
- To communicate the work of Care City in accessible and compelling ways, illustrating to broad audiences the wider significance of the ideas and impact of Care City

Stakeholder Management

- To establish effective working relationships with council and health leaders, the third and voluntary sectors, across East London including key external stakeholders such as research funding organisations, health and care providers, NHS England, UCLPartners, East London's ICS and other organisations nationally and internationally as appropriate
- To develop networks and relationships with industry and other related sectors to enhance the contribution Care City brings to East London.
- Work with the Board of Directors to establish Care City as a go to organisation for innovation, research and workforce development in NEL and beyond.

Governance

- To act as SRO for some of Care City's most significant projects
- To support the Board to govern Care City, engaging them in its work and development and sharing key decisions and updates at Board Meetings.

Person Specification

Care City is seeking to appoint an exceptional individual to take on this critical role. The ideal candidate will have:

- The ability to build and maintain productive professional relationships with credibility and confidence
- The ability and willingness to think and do things differently, including clear critical thinking and willingness to challenge convention
- Significant personal accountability, with the ability to work with a high level of autonomy at a strategic level, as well as work collaboratively with others
- The ability to maintain high work standards, through self-evaluation, seeking feedback from others, and self-initiated professional development.

Values

Putting people first

Prioritising quality

Being progressive, innovative and continually improve

Being professional and honest

Promoting what is possible, independence, opportunity, and choice

Experience

Wide ranging senior leadership experience of multiple complex functions with significant accountability to a range of stakeholders

Significant experience of developing, funding, delivering and evaluating high-quality, large-scale programmes, demonstrating transferability of this experience to Care City's context

Demonstrable experience of influencing others at local, regional, and national level

Significant experience of effective people management relating to both staff and contractors, including performance management to provide high quality delivery, to work plan, to time and to budget

Experience of developing strong, collaborative, and productive working relationships with individuals at executive level in partner organisations as well as with wider stakeholders

Competencies and Technical Skills

Leadership skills that embrace, influence and motivate key stakeholders to align around a common vision and mission

Ability to think strategically, formulating and delivering strategic plans and associated operational delivery, deploying resources as required, and ensuring balanced programme of work that supports strategic focus

Excellent programme development and management skills with a deep understanding of and commitment to the public and voluntary sectors

Excellent written and verbal communication skills and the ability to produce and present information (including sensitive information) to a very high standard, to influence a diverse range of internal and external stakeholders

Ability to evaluate impact and outcomes, communicate this to others and use this analysis to develop systems, processes and new ways of working

High level of relevant financial skills and experience (including risk and opportunity management) to ensure corporate governance, financial management, responsible and ethical investment strategies

Ability to maximise the contribution of staff, partners and others through effective motivational skills and contract and performance management

Politically astute with excellent stakeholder management skills

Knowledge

Extensive understanding of health and the determinants of health

Knowledge of innovation and regeneration

Knowledge of current health and social care policy and landscape

Knowledge of the non-profit sector

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that Care City Innovation C.I.C. Health and Safety policies and procedures are complied with to maintain a safe working environment for visitors, contractors and employees.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within Care City Innovation C.I.C. policies.

Safeguarding Children and vulnerable adults

Care City Innovation C.I.C. is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. It recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with its policies on Safeguarding and to undertake a Disclosure and Barring Service check.

Conflict of Interest

The Care City Innovation C.I.C. Conflict of Interest policy requires all employees to declare all situations where you or a close relative or associate has a controlling interest in a business [such as a private company, public organisation or other public or voluntary organisation] or in any activity which may compete for any contracts to supply goods or services to Care City Innovation C.I.C. All such interests must be declared in the Care City register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to Care City's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff have a responsibility for delivering high quality work in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise Care City C.I.C.'s environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is Care City's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal to smoke within Axe Street premises.

Codes of Conduct

Care City Innovation Community Interest Company requires the highest standards of personal and professional conduct from all of its employees. Where relevant, employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As Care City employee, you are required to observe the following principles:

- Respect the public, patients, relatives, carers and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in Care City and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Care City Computer systems (Zoho) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter.

Information Security and Confidentiality

All employees are required to observe the strictest confidence about any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of Care City and its employees.

You are required not to disclose any confidential information either during or after your employment with Care City Innovation C.I.C., other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with the Data Protection Act 2018 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of Care City Innovation C.I.C. could result in action being taken under its Disciplinary Policy and Procedure.

Equality and Diversity

Care City Innovation C.I.C. is committed to implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all.

Care City is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services.

It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. Care City will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

How to Apply

Informal Discussion and Expression of Interest

For an informal discussion about the role, please email carecity@gatenbysanderson.com. Application is by way of your CV setting out your motivation for the application and providing a detailed, tailored (maximum three pages) supporting statement addressing the Essential and Desirable criteria in the person specification. Expressions of interest are sought immediately.

Selection process and timescales

- Applications open 1st June 2022
- Applications close 6th July 2022
- Short list interviews by Microsoft Teams with Chair and panel 14th July 2022

Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process, e.g., attending interview, completing the online exercise. Any requests will not be taken into account and do not affect your equal opportunity in the selection process.



Care City Innovation C.I.C.

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