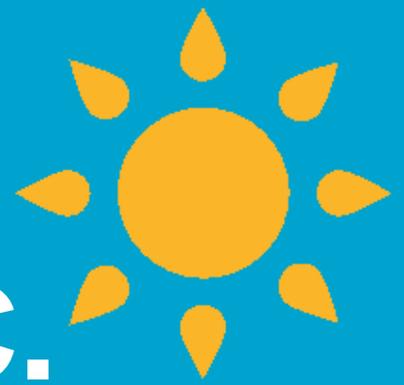


Care City Innovation C.I.C.



Chief Operating Officer & Deputy Chief Executive Information for Applicants

April 2022



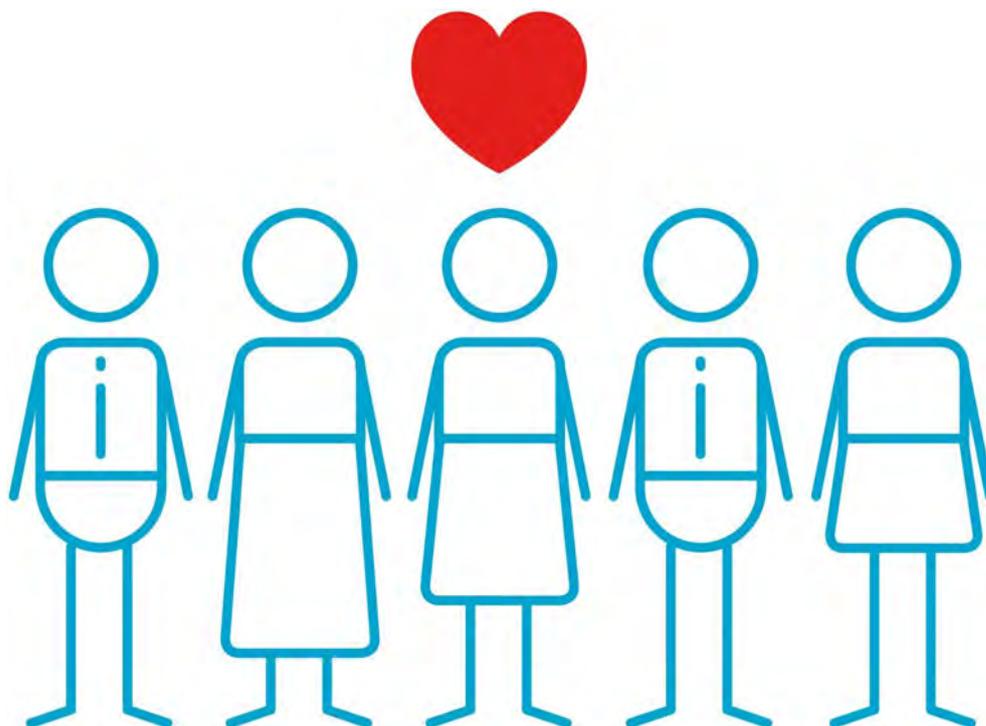
CARE CITY

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Contact for Enquiries:

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Company Secretary and Senior Business Manager
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Welcome from the CEO

It's rarely helpful for me to be straight-forward about how great I think Care City has become, but this is one such time. It's a special organisation – the work, the place and our team are compelling - and this recruitment is an opportunity to work at its centre. It's a chance to do radical work in health and care, to make a real difference to East London and to shape a strong social enterprise.

At the Fifteen Foundation, Liam Black had this line about social enterprise: 'If we forget our mission, we are just another posh restaurant, and if we forget great food, we are just a community organisation with pasta'. That's my favourite line about social enterprise, because it is about trying to balance the mission and the money. Leading a social enterprise is about shaping cultures and systems that embed this balance and make an organisation greater than the sum of its parts.

In Care City's case, we achieve local impact *and* national influence. We engage with health and care services *and* wider systems, like care, work and housing. We deliver for our clients *and* our beneficiaries. We have learnt a lot about how to do that, but there is so much more to learn, and we are excited to learn from the ideas and passions of the next people to join our team.

John Craig, Chief Executive, Care City

Job Details

Job title:	Chief Operating Officer & Deputy CEO
Working Pattern:	Full time – 37.5 hours (will consider part-time, flexible working requests)
Contract:	Permanent 6-month probationary period 5.5 weeks annual leave
Salary:	£72-76k pro rata
Responsible to:	Chief Executive Officer
Line management:	Company Secretary, Project Leads, Programme Manager/s, Director of Communications

Job Summary

The Chief Operating Officer & Deputy Chief Executive post supports the Chief Executive Officer (CEO) to provide strategic leadership of Care City Innovation C.I.C. Reporting directly to the CEO, the post holder will oversee the development and delivery of income generating projects including new and existing projects within the workforce, innovation and research workstreams of Care City

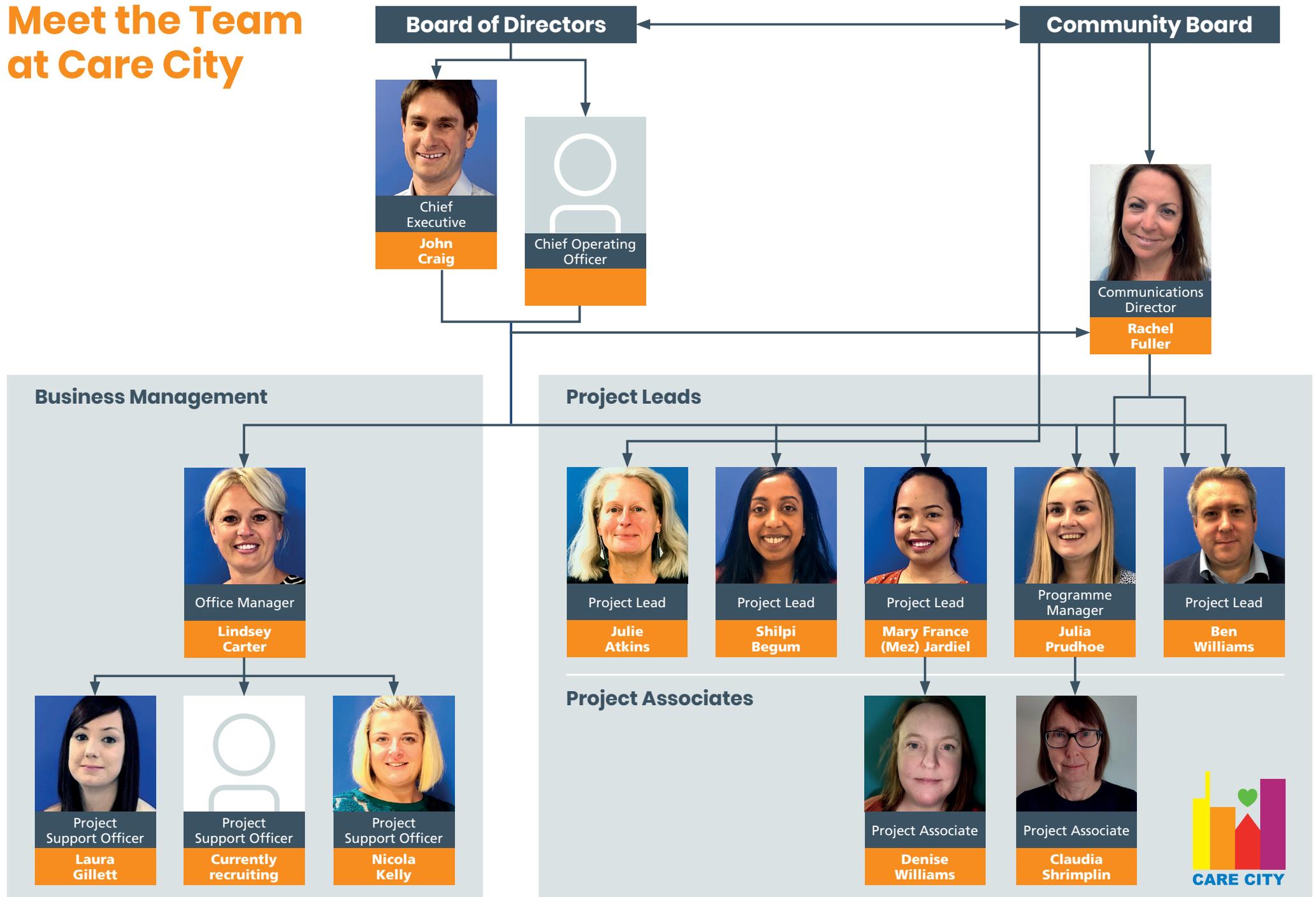
Main Purpose

To oversee the successful development and delivery of new and existing projects and programmes delivered by Care City Innovation C.I.C. To demonstrate strong, visible and influential leadership of Care City and to hold a broad portfolio of responsibilities which includes oversight of the operations and corporate functions of Care City. To deputise for the CEO of Care City in their absence.

Key Relationships

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

Meet the Team at Care City



Controls Assurance Statement

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

About Care City

Care City is an innovation centre for healthy ageing and regeneration. Our mission is a happier, healthier older age for East Londoners. We were founded by NELFT and LBBD and are now an independent community-interest company, based in Barking. We work as an innovation partner to East London's health and care system, its staff and service users. We deliver research, innovation and development work of local benefit and national significance.

Care City has grown and developed since 2013, with successful delivery of both local and national programmes of work. Care City successfully span out of its host, NELFT, in June 2019 and became an independent CIC, with our cofounders taking seats on our Board. A CIC is a special form of limited company which exists primarily to benefit a community and which reinvests any profits in its social purpose.

Establishing Care City as a social enterprise has enabled us to build the systems we need to succeed as an enterprise and the culture we need to make a social impact. As an enterprise, we now have twelve staff and deliver around 20 projects each year, with staff usually working on multiple projects across the week. 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.

In terms of its social impact, we have benefited from the discipline of being a CIC, which focuses us on working for the benefit of the population of East London. Through the pandemic period and beyond, we have pro-actively invested in work to support the health and care workforce, led valuable innovation programmes and delivered value and improvements for the health and care system and our population. This has ranged from delivering remote monitoring for care home residents, developing and delivering supported self-management training for primary care staff, seconding staff to mobilise the NHS Nightingale Hospital, supporting the response to Long Covid and 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.

Aims of the Role

The aim of this role is to support the CEO and Board of Directors to lead and grow Care City in its mission to help local people to have a healthier, happier older age, through research, innovation, development and education.

The post holder will:

- Enable the CEO and Board of Directors to realise the organisational vision and operational strategy
- Provide creative and forward-thinking leadership in improving and developing all aspects of business operations
- Translate strategy into actionable goals for performance and growth, helping to implement organisational-wide goal setting and annual planning
- Take the lead at executive level for Care City's core operational functions (IT, estates and premises, finances, governance, data management, policy and communications)
- Adhere to company, legal and regulatory requirements
- Oversee organisational development, building a highly inclusive culture, promoting shared values, ensuring team members thrive and organisational outcomes are met
- Lead on transformational change across boundaries to enable the effective delivery of strategy, through the delivery of specific projects and programmes
- Ensure Care City maximises the opportunities of partnership work across the whole North East London health and care community, commissioning bodies and with national partners.

Key Duties and Responsibilities

Excellence in Project Delivery

- Manage Care City's Project Leads and manage the overall delivery process at Care City
- Lead key Care City projects where necessary, modelling strong project leadership for the team
- Sponsor and quality assure a sub-set of Care City's projects, alongside the CEO
- Support and continue to develop processes to help Project Leads at Care City deliver projects to time, budget and quality
- Support Project Leads as individuals and as a group, assisting with project leadership challenges and supporting them to learn and develop

Business Development

- Ensure strategic objectives shaped at CEO and Board level are translated into clear business plans with key measurements in place to monitor progress
- Provide guidance on new approaches to income generation which support Care City's mission and values
- Represent the operations function to the CEO and Board of Directors, ensuring that specialist knowledge is brought in to inform the CEO and Board when required
- Identify and help to secure partnerships, contracts and grants to sustain and grow the work of Care City, including working with partner organisations on joint bids/ventures

Finance

- Advise the CEO on all matters relating to the strategic management of the financial resources of Care City and on external factors which may affect its financial situation
- Work with the CEO and Board of Directors to develop financial goals and objectives for the organisation
- Support the CEO with long-term financial planning as part of Care City's strategic planning process to present to the Board of Directors for ratification
- Present financial reports to CEO, Board of Trustees and other stakeholders
- Work closely with the Finance Manager to oversee responsible accounting, budgeting, forecasting and cash flow management
- Ensure the efficient management of contracts, managing enquiries from contractors, clients and other external organisations on financial matters
- Working with Care City's accountants, lead the production of the organisation's annual accounts and reports ensuring they are accurate and submitted on time to Companies House and the C.I.C. Regulator
- Coordinate the efforts of the different operational areas under management to ensure minimal duplication of efforts, maximum efficiency and to maximise value for money

Human Resources & Organisational Development

- Lead on the implementation of Care City's organisational development strategy, ensuring staff are supported to develop and thrive within a healthy organisational culture
- Oversee effective change management as required.
- Support and oversee the work of the HR Lead
- Contribute to continuous improvement through monitoring, evaluation and review of services
- Establish effective recruitment and retention strategies and policies which support and encourage equality and diversity
- Develop and oversee the staff training budget and ongoing opportunities for staff development and learning
- Ensure implementation of an effective staff appraisal and annual review process

Premises

- Provide executive leadership and oversight of Care City's premises and assets, maximising usage of Axe Street space and ensuring a strategic approach to premises as an organisational asset
- Ensure organisational compliance and best practice in relation to health and safety
- Ensure good communication and coordination with our partners at London Borough of Barking & Dagenham and others in relation to shared use of space at Axe St
- Support the work of the Axe St Site Manager, ensuring a safe and welcoming environment for staff and service users

Information Technology

- Manage Care City's IT assets, supporting the Business Manager to scope IT requirements of the organisation, ensuring appropriate budgeting and financial planning to allow renewal as required.
- Oversee contract management of IT support and help-desk function

Data and Reporting

- Act as Information Governance SRO for Care City, ensuring compliance with all elements of data management, retention, storage and disposal, seeking external expert advice when required
- Maintain up to date training and understanding of Data Protection regulation and application within the functions of Care City C.I.C.
- Support the Senior Leadership Team in collection, collation and analysis of data in relation to performance and outcome monitoring
- Provide advice to the Board of Directors in relation to Companies House and C.I.C. Regulator reporting requirements, ensuring the annual C.I.C. report is submitted on time and fulfils requirements for ongoing registration

Communications

- Support the Communications Director in the development and production of the Annual Report
- Work with the Senior Leadership Team and Communications Director to ensure an effective Care City Communication Strategy, including the website and social media.
- Act as public brand ambassador for Care City – making use of own social media channels and networks to promote and showcase the work and success of Care City

North East London Health & Care System – Partnerships

- Support good relationships with partner organisations across NEL – which includes the newly established ICS, health and care providers and the extensive voluntary sector
- Work with the CEO and Senior Leadership Team to secure longer term sustainable funded partnerships with the ICS and other local partners
- Work with the CEO to establish Care City as a go to organisation for innovation, research and workforce development in NEL and beyond.
- Support the CEO in Care City's formal partnership with UCLPartners, contributing to UCLPartners events/leadership and strategy meetings as required

Policies and Improvement

- Ensure that effective policies and procedures are in place for all aspects of Care City's work
- Ensure that organisational policies are reviewed, updated and ratified appropriately
- Ensure effective reporting of accidents, incidents, comments and complaints across all departments.

Other duties

- Deputise for the CEO as required
- Carry out any other associated duties appropriate to the grade of the post, as may be required.

Person Specification – Qualifications, Experience & Skills Requirements

	Essential	Desirable
Values	<ul style="list-style-type: none"> • Understands and connects with Care City’s mission, vision & values • Compassionate, values driven leader 	
Qualifications	<ul style="list-style-type: none"> • First degree in relevant subject (business management, health and social care) • Project Management qualification (Agile, Prince 2) or equivalent experience 	<ul style="list-style-type: none"> • Post-graduate degree in relevant subject • MBA or similar business administration qualification • Leadership training/qualification • Research skills training/qualification
Knowledge	<ul style="list-style-type: none"> • Proficient in Microsoft Office and familiar with Google • Proficient knowledge of project management techniques • Extensive understanding of health and the determinants of health • Knowledge of innovation and regeneration • Good understanding of data security and GDPR • Broad understanding of the issues facing health and social care • Knowledge of current health and social care policy and landscape • Knowledge of the non-profit sector • Good understanding of Community Interest Company governance, structure and reporting • A thorough understanding of finance, systems, and HR, broad experience with the full range business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, HR and marketing • Solid understanding of research methods (qualitative and quantitative) with ability to understand, analyse and communicate complex data in written and verbal form 	

<p>Experience</p>	<ul style="list-style-type: none"> • Extensive (preferred 5+ years) in a senior management role, preferably non-profit focused, with health and social care leadership experience • Proven track record in senior programme management showing the delivery of results and assuming leadership roles • Experience in organisational and programme budgeting and fiscal management • Proven ability to effectively lead an organisation with a complex number of programmes and excellent project management skills and the ability to work efficiently, flexibly and with good humour • Experience of working with, negotiating and influencing a wide range of stakeholders • Proven record in writing successful funding bids and generating income • Experience of leading and delivering workforce, research or innovation programmes 	<ul style="list-style-type: none"> • Experience in managing Human Resources • Experience of communicating with media and the public • Experience of data analytics and/or leading research projects/studies
<p>Skills</p>	<ul style="list-style-type: none"> • Politically astute • Excellent organisational management skills and ability to coach/mentor staff • Ability to develop teams to a high performing level and develop and implement programme strategies • An analytical and decisive decision maker with the ability to prioritise and communicate to staff the key objectives and tactics necessary to obtain goals • Excellent communication skills, able to engage stakeholders from across NEL (including community members, service users, voluntary sector, health and care system leaders and politicians) • Excellent written and verbal communication skills, preferably with public speaking experience • A 'can do' attitude, flexible and innovative and the ability to build and maintain relationships with a wide array of people • Able to self-direct, work under pressure and respond effectively to uncertainties 	

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 interests 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 with regard to 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 contact: Lindsey Carter, Company Secretary on lindsey.carter@carecity.org Application is by way of CV and a Supporting Statement, which should concentrate on the experience and knowledge requirements, in total these should not exceed 4 pages. Expressions of interest are sought immediately.

Selection process and timescales

The application process will consist of 2 stages.

Stage 1: First round of screening interviews conducted by the Care City Executive Team in the week commencing 25th April 2022. Candidates taken forward will be required to complete an online occupational personality questionnaire, which is completed online. The supplier we use is www.shl.com who is recognised as the leader in the development of assessment and development tools. Personality Questionnaires look at behavioural preferences, that is, how you like to work. They are not concerned with your abilities, but how you see yourself in terms of your personality; for example, the way you relate to others, and how you deal with feelings and emotions. There are no rights or wrongs in behavioural style, although some behaviours may be more or less appropriate to certain situations - © SHL

Stage 2: Final panel interview in the week beginning 2nd May 2022. Formal panel interviews will involve Care City Executive Team and Directors, along with representation from our Community Board. We anticipate that these will be conducted in person in east London.

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.



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