

Welcome to the Pioneering Care Partnership (PCP)



Welcome from PCP's Chief Executive

Firstly, let me thank you for your interest in the Pioneering Care Partnership and for considering a career with us.

PCP is a well-respected award-winning health and wellbeing charity with a history spanning over 25 years. Working across the North East of England we deliver a vast array of projects and services, and therefore have a range of opportunities for people to join the organisation. From administration to management, and project officers to research and development, we're always seeking the very best people to support what we do.



People are at the heart of everything PCP does; we exist to support people and communities to thrive and develop. Our mission is **'Health, Wellbeing and Learning for All'** – and we want the same for our dedicated staff team. As you read through this recruitment pack, I hope you begin to get a flavour of the way in which we help people and what it might be like to work as part of the organisation. I always think the best people to describe what it is like to work here are the current staff team, so here are a few quotes:

- “The best thing about working for PCP is the support staff get and the culture of everyone looks out for each other and supports each other.”
- “I like the flexibility and autonomy that I have in my role – being able to adapt what I do to suit the needs of the people I support.”
- “For me, the best thing about working at PCP is the genuine care towards staff wellbeing. From wellbeing time to staff activities, training and flexible working, not only does PCP encourage wellbeing it actually delivers.”
- “I love the fact that I am appreciated for doing my job well and feel that I am making a difference to other people's lives.”
- “I can honestly say I have never worked for an organisation where the senior leadership team are so visible and approachable.”

I encourage you to spend a bit of time looking at our website to see the range of programmes and activities we deliver. As a charity, we are governed by a voluntary board of trustees and we have a skilled and experienced management team tasked with supporting the overall governance and leadership of the organisation. If you want to learn a little more about us short biographies are available on our website.

Good luck with your application.

Best wishes

Carol Gaskarth



Background



PCP was established in 1998 after a group of local people saw a need to bring health and care services together under one roof. They recognised those accessing services were required to travel across County Durham and service delivery was not joined up. A steering group formed and shortly afterwards charity status was granted.

Through their tenancy and skills, and in conjunction with partners at the local authority and in health, land in Newton Aycliffe was identified and funding secured. The vision of the Pioneering Care Centre became a reality in 1999 with a turf cutting ceremony. Later that year the charity took over management, the first tenants moved in, and we started our first project, 'Options' supporting adults with learning and physical disabilities to improve their independence.

In 2002 PCP began its journey to take services into communities and the outreach delivery quickly grew. Over the years numerous successful projects have been delivered in partnership including Passport to Health, the Expert Patient Programme, Older People Roadshows, Steps to Health, Positive Steps and Health Trainer services. Many of these projects were the catalyst for the current projects we deliver including Adult Wellbeing Services and Community Connect. In addition to outreach development the Centre continued to thrive, and we were running out of space. In 2010 an extension was built which increased the footprint of the building by over a third.

The focus remained on County Durham until around 2012 when PCP successfully tendered to oversee a number of local Healthwatch contracts across the North East. To this date we continue to support Healthwatch in Sunderland, County Durham, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. PCP has also grown the range of projects and services and now also delivers workplace health, cancer awareness, befriending and resilience building projects.

PCP is 'Pioneering' - we don't stand still, and continue to work successfully with people across the North East towards our mission and aim.



Missions, Aims and Objectives



PCP Mission, or charitable objective is: **Health, Wellbeing and Learning for All**

To achieve this mission there are a number of overarching aims and outcomes we work towards.

PCP Aims to improve health and wellbeing through the development and provision of:

- Services that build capacity with individuals and communities to improve their own health and have greater choice and control;
- Projects/services that tackle health inequalities; and
- Providing locally accessible services in community settings;

The long-term **Outcomes** the PCP seeks are:

- To promote independence, choice & control
- To improve lifestyle
- To increase knowledge & skills
- To improve physical health
- To improve confidence, self-esteem & well-being
- To improve economic well-being
- To build community capacity
- To improve access to services for disadvantaged communities & groups
- To promote social inclusion

Every project or service that PCP delivers contributes to the above.

To find out more about the projects or services PCP delivers and our impacts you can:

- Visit our website www.pcp.uk.net



Core Values



Making a Difference:

Our purpose is to help people and communities. By making a tangible social impact and striving for continuous improvement by learning from best practice;



Friendly:

Being pleasant, kind and approachable at all times; ensuring others feel comfortable and welcome;



Positive:

Taking a positive or optimistic attitude, seeing strengths and opportunities whilst challenging negative perspectives;



Supportive:

Providing encouragement and practical assistance to solve problems or overcome obstacles; and



Team:

Engaging with people in open, mutually-beneficial ways, being inspiring and uplifting when working with others.



PA to Chief Executive 37 hours per week

Starting Salary £27,385 per annum
Salary Scale £27,385 - £29,690 per annum

PCP is an award-winning charity who prides it's on delivering high quality projects and service across the communities of the North East. We are seeking a highly motivated administrator with excellent interpersonal and organisational skills to provide confidential, professional and efficient support to the Chief Executive and Deputy.

The post-holder will play a key role in supporting leaders to continue to drive the organisation forward and to remain 'pioneering'.

We're seeking an experienced PA to provide this pivotal role who has:

- At least 5 years administrative experience in a similar role;
- A Level 4 qualification in Business Administration or equivalent experience;
- Excellent communication and administrative skills, and the ability to provide professional support, whilst adhering to the highest levels of discretion and diplomacy; and
- First class diary management and scheduling skills.

If you like a challenge, enjoy working in a fast-paced but fun and friendly environment we'd love to hear from you.

To book an informal discussion with Carol Gaskarth, Chief Executive, please email carol.gaskarth@pcp.uk.net

Closing date for applications is: Thursday 14 November 2024 at 12:00 noon.

PA to Chief Executive

Responsible to:	Chief Executive
Accountable to:	PCP Chief Executive & Board of Trustees
Located:	Pioneering Care Centre, Newton Aycliffe
Starting salary:	Starting Salary £27,385 per annum
Salary scale:	Scale Points 11-14, £27,385 - £29,690 per annum
Hours:	37 hours per week
Term:	Permanent
DBS Status:	Standard

Job Purpose

The Postholder will provide the Chief Executive, and Deputy, with professional and highly organised support, whilst adhering to the highest levels of discretion and diplomacy.

They will:

- Play a pivotal role in managing the Chief Executive/Deputy's time and be a main point of contact for internal and external individuals and/or organisations.
- Work independently, managing own workload whilst recognising when it is appropriate to seek advice or assistance.
- Deal with matters of a highly confidential nature.
- Provide comprehensive, responsive and efficient support to the Chief Executive and Deputy.
- Manage a range of internal meetings including PCP Board meetings, Senior Leadership Team and full staff meetings.

Job Description Main Duties

Communication:

1. Proactively manage the Chief Executive and Deputy's communications, initiating and taking action independently, bringing urgent matters to the attention of them and using own initiative in making decisions and referring to others when appropriate.
2. Support the Chief Executive/Deputy to deliver on key priorities by liaising confidently with internal and external stakeholders via excellent interpersonal skills.
3. Be the first point of contact for the Chief Executive/Deputy and deal with callers and visitors in a professional and friendly manner.
4. Respond to all queries, correspondence (including sensitive information) and telephone calls in a timely and professional manner.
5. Deal with incoming and outgoing mail and emails, drafting replies where appropriate, linking with previous and/or related correspondence, obtaining further information as and when necessary and initiating enquiries.

Information Management/Personal Assistant Support:

1. Manage and maintain a complex diary for the Chief Executive/Deputy, ensuring actions are followed.
2. Arrange any travel and accommodation arrangements for the Chief Executive/Deputy.
3. Ensure that the Chief Executive/Deputy is appropriately briefed in advance of scheduled meetings/events – responsibilities to include:
 - Obtaining briefings from senior staff within the Charity and other sources.
 - Gathering and extracting information from a range of sources.
 - Undertaking research and writing short briefing notes in advance of external meetings.
4. Liaise with PCP's Patron, Board members, Senior Leadership Team and external stakeholders on behalf of the Chief Executive/Deputy as requested.
5. Maintain an effective 'bring forward system' ensuring that the Chief Executive/Deputy receives papers at appropriate times, that deadlines are adhered to, and action is taken as appropriate.
6. Manage and provide comprehensive support in meetings as required by the Chief Executive/Deputy. This is to include:
 - Arranging any pre-meetings and drafting agenda's;
 - Organising and disseminating papers prior to the meeting in a timely manner;
 - Taking minutes or comprehensive notes and actions; and
 - Distributing minutes and following up on post-meeting actions.
7. Co-ordinate the rolling programme of performance and development reviews on behalf of the Chief Executive/Deputy including supervisions and appraisal meetings with other members of the Senior Leadership Team.
8. Establish and maintain effective, accurate and, where appropriate, confidential electronic filing systems.

Governance and Business Development support:

1. Work with the Governance and Development Manager to ensure PCP meets good governance standards.
2. Ensure information is accurately recorded including proof reading documents and keeping comprehensive records.
3. Support PCP to recruit, support and develop trustees.

4. Ensure Company's House and Charity Commission reporting requirements are met.
5. Assist with reviews of key governing documents and schedules, ensuring they are updated and fit for purpose.
6. Assisting with the creation of various documents, including PCP's Strategic Plan, Annual Report, updating the risk register, declarations of interest and other key governance processes.
7. Undertake research, as directed by the Chief Executive/Deputy to support PCP's growth and development.
8. Support the charities approach to quality, including assisting with compiling evidence and communication across the organisation.

Event Management:

1. Undertake event management and organisation on behalf of the Chief Executive/Deputy as required.
2. Supporting key health and national campaign points, i.e. Safeguarding Week, Volunteer Week, Trustee Week etc through:
 - Co-ordinating case studies and drafting initial text
 - Supporting health campaign activities as part of full staff meetings
 - Supporting the planning of conferences to positively promote the charitable aims of PCP.

General

1. To uphold PCP's Core Values at all times.
2. To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
3. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
4. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.
5. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.

Job Description



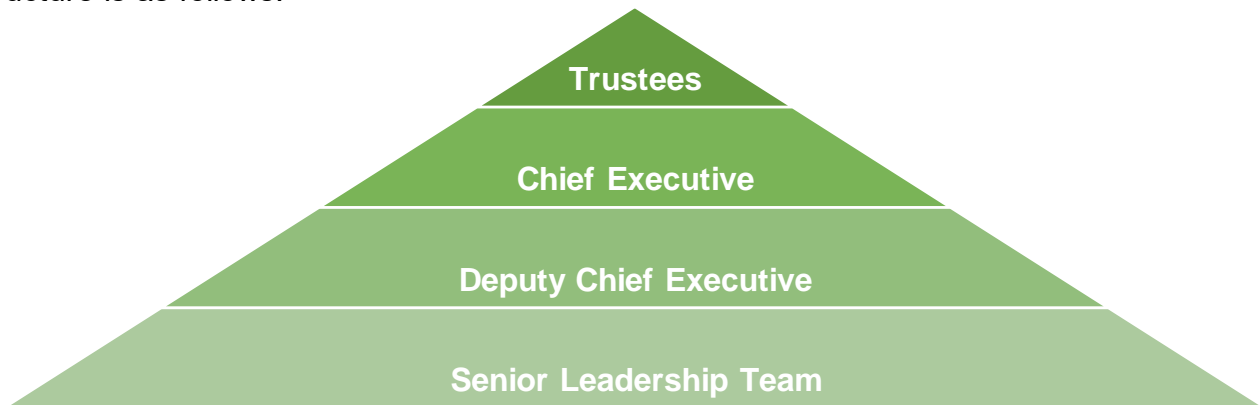
6. To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
7. To recruit, support, train and motivate volunteers as required.
8. To undertake any training and development deemed appropriate.
9. To undertake any such duties required by your Senior Manager or PCP Chief Executive/Deputy Chief Executive.



In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications, Education and Training			
Level 4 qualification to level 4 in Business Admin or equivalent experience	✓		A
A sound basic education and commitment to further training	✓		A
Skills and Competencies			
Competent in Office 365 – Email, SharePoint, Teams, Planner, etc	✓		I
Excellent verbal and written communication skills	✓		A & I
Highly effective organisational skills and the ability to multi-task	✓		I
Competent in producing documents for wide range of audiences	✓		I
First class interpersonal skills	✓		I
Ability to assimilate information and use own initiative, attention to detail and proof reading skills	✓		A & I
Skilled in maintaining confidentiality and upholding high standards	✓		I
Experience			
At least 5 years' admin experience, in a similar role which demands discretion and diplomacy	✓		A & I
Previous experience of supporting leaders with day-to-day requirements		✓	A & I
Effective diary management and scheduling experience	✓		A & I
Experience of supporting internal and external meetings, including preparing papers in advance, taking accurate timely minutes and following-up on actions.	✓		A & I
Experienced in research skills using a range of approaches		✓	A & I
Knowledge			
A clear understanding and appreciation PCP's mission, aim and core values	✓		A & I
An understanding of Equality, Diversity and Inclusion principles	✓		A & I
An understanding of Charity Governance		✓	A & I
Understanding GDPR guidelines		✓	A & I
Personal Qualities			
Sensitivity, tact and high degree of personal integrity	✓		A & I
Flexibility and willingness to work outside normal hours where required	✓		A & I
Team player	✓		A & I
Commitment to Personal Development	✓		A



PCP's Board of Trustees provide governance support and the leadership structure is as follows:



PCP's Chief Executive has full responsibility for the leadership, management and development of the Pioneering Care Partnership. The Chief Executive is fully accountable for organisation-wide impact and for ensuring PCP works towards its mission of Health, Wellbeing and Learning for All. Senior Leaders play a key role in supporting the Chief Executive on a day-to-day basis, ensuring that PCP delivers projects and services that embody the mission, providing a visible leadership role and strategically developing a number of key organisational areas.

In addition to the delivery structures PCP benefits from an internal infrastructure to ensure our staff and volunteers have the right support at the right time. This includes:

- Finance and Payroll
- HR & Volunteering support
- Health and Safety
- Information Governance
- Quality
- Marketing & Communications
- ICT
- Business Development



Benefits of working at PCP



Time off to do as you please!
27 days, plus bank holidays (pro rata), rising to 32 days after two years of service



Career development
Learn new skills, gain qualifications, internal training and mentoring



A helping hand to save
Access to the Financial Services Compensation Scheme (FSCS), to help you save money



Work Place Health Activities
We arrange activities for staff to support their wellbeing as part of our commitment to work place health



Family Friendly
We offer maternity, paternity, adoption and dependants leave



Drive at ease
Using your car for work purposes? We will reimburse you for business mileage



Discounts
Get discount vouchers for shopping and more through PCP's Reward Me Now Scheme



Supporting your future
Join our pension scheme, we'll match what you pay in up to 3%



Health and wellbeing
Paid weekly wellbeing time to do activities you love and improve your wellbeing



Office equipment
For homeworking, you can access our online catalogue to buy desks, chairs and more



Tech Scheme
Get savings on laptops, phones, smart health, white goods, gaming, photography and more!



Guidance and support
Stay informed through meetings, development reviews, surveys and more



Eye care
Get vouchers to go towards eye care and glasses



Work life balance
You can request changes to support your work life balance



Emotional support
Access to PAM Assist which provides a free and confidential Employee Assistance Programme



Cycle to Work Scheme
Loan cycles and get discounts on cyclists safety equipment.

Application Process and Timetable



PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have so please do not hesitate to contact hr@pcp.uk.net

Please see important key dates below. PCP will endeavour to stick to these dates but sometimes may need to reschedule or extend. If any change, we will let you know.

Recruitment Stages	Date
Closing Date for Applications	Thursday 14 th November at noon
Shortlisting	Monday 18 th November
Panel Interviews	Tuesday 28 th November

PCP is an equal opportunities employer and wants to ensure that all applicants are considered solely on their merits and are not influenced by unfair or unlawful discrimination. We aim to provide genuine equality of opportunity, recognising and respecting each other's differences to empower a culture of creativity and innovation so everyone feels valued.

How do I apply?

Please complete an application form which can be downloaded from our website and return it by:

Email: hr@pcp.uk.net

Post: HR Team, Pioneering Care Partnership, Carer's Way, Newton Aycliffe, DL5 4SF

Shortlisting

The shortlisting process is conducted by the lead manager who will review suitability of applicants based on the essential criteria outlined in the person specification.

We will contact you to let you know the outcome of the shortlisting.

Interviews

We appreciate interviews can be daunting and aim to make sure the experience enables you to tell us all about your skills and experience. We use a range of processes including informal discussions, interactive sessions, carousel/meet and greets, group interviews, presentations and panel interviews. When you are invited to interview we will tell you:

- Who the lead recruiter is;
- What process will be used; and
- If you need to prepare anything in advance.

Probationary period

All posts at PCP are subject to a six-month probationary period

Application Process and Timetable



Right to Work

In accordance with Home Office guidance successful candidates will be required to evidence their right to work in the UK before commencement of employment.

This role is not one we would typically consider for sponsorship under the Skilled Worker route due to, for example, the relevant Home Office requirements on skills level, not being met. Candidates are therefore encouraged to consider their own right to work options without PCP sponsorship.

And finally...



At PCP we pride ourselves being a good employer and continuously challenge ourselves to improve. We have a focus on quality and value the insights external assessments can bring, helping us to consistently consider best practices and refine the support we provide. These include:

Investors in People - Gold

Investors in People (IIP) assesses how organisations perform against a set framework considering employee engagement, communication culture and work practices, PCP achieved the original IIP standard in 2002 and since then have worked our way through the ranks achieving Gold Standard in 2020.



North East Better Health at Work Award Ambassadors

Better Health at Work Award recognises the efforts of employers in the North East and Cumbria in addressing health issues within the workplace. Each year PCP delivery a range of activities and challenges supporting staff wellbeing, underpinned by a Health and Wellbeing Strategy. The employee health needs assessment also helps us to target campaigns for staff.



Mindful Employer & Disability Confident

Mindful Employer is a UK-wide initiative aimed at increasing awareness of mental health in the workplace. We have a number of mental health champions at PCP and we proactively challenge stigma and discrimination not only in the workplace but in communities too. We are also a 'disability confident' employer and positively encourage people with disabilities to work with us.



Environmental Awareness

PCP has pledged to understand the impact the organisation has on the environment; monitor energy consumption and actively strive to reduce it. We increase awareness and encourage ideas to take positive action at work, home and in the community.

The Queens Award for Voluntary Service

The Queen's Awards for Voluntary Service is awarded to organisation's recognising the outstanding difference volunteers and voluntary organisations make across the UK. It is the national benchmark for excellence, equivalent to an MBE. PCP were overwhelmed to be independently nominated and then awarded The Queen's Award for recognition of the role we've play for over 20 years' supporting communities.



**The Queen's Award
for Voluntary Service**

We look forward to reading your application and hearing how you would like to contribute to our ongoing work. Very best of luck!