

# 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](http://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.



## Cook

### 30 hours per week

**Starting Salary £23,646 per annum pro-rata.**

**Salary Scale £23,646 - £24,338 per annum pro-rata.**

**Pro rata salary amount is £19,172.43**

The successful applicant will have experience of working in a busy kitchen environment and passion for providing high quality customer services.

We are looking for someone who is hardworking, positive and has a can-do attitude.

It is essential that you can -

- Cook a variety of freshly prepared healthy meals for a number of people and for different types of occasions.
- Operate within policies and procedures e.g. safer food better business, food safety management and stock control systems.
- Effectively maintain high standards of food safety, hygiene and presentation.
- Promote a positive atmosphere within the café for customers, colleagues and volunteers.
- Work effectively as part of a team and positively contribute to services provided.

If you are passionate about providing a high-quality experience for customers and enjoy working with other people, this could be the ideal role for you! If you are interested in the role and would like further information, please book an informal discussion with Georgina Beckensall, Centre Lead please email [Georgina.beckensall@pcp.uk.net](mailto:Georgina.beckensall@pcp.uk.net).

Closing date for applications is: Sunday 23<sup>rd</sup> March at midnight.

# Job Description



## Cook

<b>Responsible to:</b>	Centre Lead
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Pioneering Care Centre
<b>Starting salary:</b>	Starting Salary £23,646 per annum pro rata
<b>Salary scale:</b>	Scale Points 5-7, £23,646 - £24,338 per annum pro-rata
<b>Hours:</b>	30 hours per week. Given the nature of the role it is expected that the post-holder will work flexibly, including working occasional evenings and weekends.
<b>Term:</b>	Permanent
<b>DBS Status:</b>	None

## Job Purpose

- Deliver effective and efficient catering for café services within the Pioneering Care Centre
- Ensure a consistently high-quality customer experience offering excellent customer service.
- Implement and maintain high standards of food safety at all times.
- To assist in optimising income generation and the development of Garden Kitchen services
- Ensure effective housekeeping sustaining the highest standards of presentation, cleanliness and safety

## Job Description

1. To cook and bake varied menu items, ensuring a range of healthy options are available, attractively displayed and correctly priced.
2. Work closely and flexibly with the Centre Lead (Projects) and the Community Development Worker to utilise fresh and seasonal produce within the garden kitchen menu.
3. To support the café team, including volunteers and trainees daily and oversee the service and presentation of food to customers
4. To contribute to the planning and provision of the catering for both internal and external events and room hire functions, including those on an evening and weekend.
5. Comply with all statutory regulations and procedures in relation to food hygiene, allergen awareness and environmental health.
6. Complete routine food safety inspections and complete the required documentation.
7. Deliver catering services to ensure a high-quality is always maintained whilst optimizing income generation.



# Job Description



8. Maintain customer care, offering a friendly and welcoming service, processing sales, answering queries and providing information.
9. Assist with the monitoring of stock, waste, and usage.
10. Ensuring front of house areas including conservatory are clean and well presented.
11. Work effectively and actively as part of a team in order to develop and promote Garden Kitchen services.
12. Maintain a clean environment and report any concerns relating to health and safety in a timely manner.

## 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.
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.

February 2025



	Essential	Desirable	Assessed at Interview (I) / Application (A)
<b>Qualifications</b>			
Relevant catering qualifications 706/1 and 706/2		✓	A & I
Food Hygiene certificate level 2	✓		A & I
First Aid qualification		✓	A
A sound basic education and commitment to further training	✓		A & I
<b>Skills and Competencies</b>			
Excellent communication and interpersonal skills	✓		A & I
Good organisational and time management skills	✓		A & I
An ability to prioritise workload	✓		A
An ability and willingness to support others and work as part of a team	✓		A & I
Self-motivated with an ability to work without direct supervision	✓		A
Can cook healthy meals and has a broad range of culinary and food presentation skills	✓		A
<b>Experience</b>			
Experience of working within a busy kitchen	✓		A & I
Previous experience of working in a customer focussed environment	✓		A & I
Experience of managing a varied workload	✓		A & I
Experience of using a cash register	✓		A & I
Good written and numerical skills		✓	A &
Experience of working with and supporting volunteers and work placements.		✓	A & I



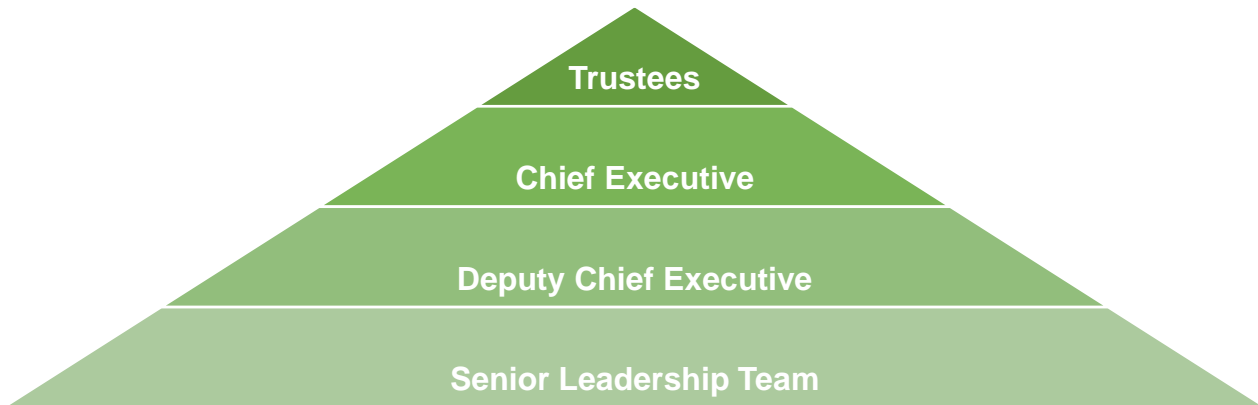


<b>Knowledge and Understanding</b>			
A good understanding of customer service	✓		A & I
Understanding and knowledge of food handling preparation and safety	✓		A & I
An understanding of control of substances hazardous to health (COSHH)	✓		A & I
A good understanding of Health and Safety in the workplace	✓		A & I
<b>Other/Personal Qualities</b>			
Positive and effective team player	✓		A & I
Flexible, reliable, and committed approach to work	✓		A & I
Willing to take direction and/or offer support to others	✓		I
Able to communicate effectively at all levels	✓		I
A reliable, flexible approach	✓		A & I
Commitment to development & training		✓	A & I
A commitment and understanding of equality, diversity and inclusion		✓	A & I
High levels of integrity and respect for others			

**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.**



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 rising an additional day each year for five years.



**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](mailto: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	Sunday 23 <sup>rd</sup> March 2025
Shortlisting	25 <sup>th</sup> March 2025
Panel Interviews	28 <sup>th</sup> March 2025

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](mailto: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!**