

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 tenacity 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
- To promote independence, choice & control

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
- View our online newsletters and annual report: <https://issuu.com/pioneeringcare>



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.



Centre Facilities & Compliance Manager 22.5 hours per week

Starting Salary £34,713 pro-rata

Salary Scale £34,713 to £36,878 pro-rata

It's an exciting time to join The Pioneering Care Centre as we have embarked on a journey of transformation. We have recently completed the £1.2 million rebuild of our Hydrotherapy Pool as well as an extension to develop our day service. As we move on from this, it provides the successful candidate the opportunity to support and input on the next phase of the centre development plan.

We are looking to appoint an outstanding leader to be responsible for the day-to-day facility management of Pioneering Care Centre inc. all internal and external areas, hydrotherapy pool, garden kitchen and tenant space, facilities, ensuring contractual compliance and provision of excellent customer service, together with high standards of quality and safety.

The key expectations of the role will be:

- To be responsible for the day-to-day management of Pioneering Care Centre (inc. external areas and tenant space) facilities, ensuring contractual compliance and provision of excellent customer service, together with high standards of quality and safety.
- To build on the work of Investors in Environment (IiE) and develop the Pioneering Care Centre's carbon reduction plan.
- To provide leadership and management of Centre services teams including facilities, cleaning and administration staff to support their development, achievement of performance targets and PCP expectations.
- To ensure strong commercial focus within all aspects of the Centre particularly in relation to income generation and sustainability of services provided for tenants and room hire.

We invite applications from highly qualified, experienced, enthusiastic, and progressively minded individuals, who believe that they can play an integral part in steering change towards what will promise to be an exciting and successful future.

For an informal discussion about the role please contact gayle.goldsmith@pcp.uk.net

Closing date for applications is: Sunday 3 November 2024 at midnight.

Centre Facilities & Compliance Manager

| | |
|-------------------------|--|
| Responsible to: | Project Development Manager |
| Accountable to: | PCP Chief Executive & Board of Trustees |
| Located: | Pioneering Care Centre |
| Starting salary: | Starting Salary £34,713 pro-rata |
| Salary scale: | Scale Points Band 8a Point 18-20, £34,713 to £36,878 pro-rata |
| Hours: | 22.5 hours per week. A mixture of office hours, evening and weekend working. |
| Term: | Permanent |
| DBS Status: | Standard |

Key Role

1. To be responsible for the day-to-day facility management of Pioneering Care Centre inc. all internal and external areas, hydrotherapy pool, garden kitchen and tenant space, facilities, ensuring contractual compliance and provision of excellent customer service, together with high standards of quality and safety.
2. To work closely with Centre Lead (Projects) to ensure projects and service areas run seamlessly within high quality and safe environments.
3. To build on the work of Investors in Environment (IiE) and develop the Pioneering Care Centre's carbon reduction plan.
4. To provide leadership and management of Centre services teams including facilities, cleaning and administration staff to support their development, achievement of performance targets and PCP expectations.
5. To ensure strong commercial focus within all aspects of the Centre particularly in relation to income generation and sustainability of services provided for tenants and room hire.

Job Description

1. Maintain delivery of the Pioneering Care Centre and ensure health and safety requirements are maintained across the entire site. Including, but not limited to, overseeing staff Rota's/maintaining appropriate staffing at all times, ensuring safety protocols and reporting systems are effective and being available to support in the event of an emergency.
2. To oversee PCC Centre budget, working with central departments to ensure close management of income and expenditure, to ensure long term efficiency and sustainability.

Job Description



3. To carry out regular reviews of contractors and service providers, ensuring best value for money and striving for cost saving efficiencies.
4. To provide effective leadership, direction, development, and performance management to staff to ensure consistent standards of quality and delivery throughout the Centre.
5. To build on the work of Investors in environment (IiE) and develop the Centre's carbon reduction plan.
6. To lead on the environmental sustainability, using the Centre as the catalyst develop PCPs environmental practices, making it a leader in its field within the voluntary sector.
7. To ensure high standards of quality, safety and cleanliness throughout the Centre creating a welcoming positive and accessible environment that promotes equality and inclusion for all.
8. To carry out regular monitoring, evaluation, and review of Centre services to ensure they evolve to continuously meet the needs of local people.
9. To ensure teams maintain the upkeep of the Centre, managing a program of routine planned preventive and reactive maintenance to PCP building services and fabric.
10. To ensure that a schedule of inspections, testing and maintenance of electrical and mechanical plant, equipment and systems is carried out.
11. To ensure safe practices within the hydrotherapy pool and management of pool plant operations.
12. To lead on all aspects of ISO14001, ISO 9001 relating to the Pioneering Care Centre, ensuring compliance and continuous improvement approach.
13. To lead on and oversee nominated staff to ensure the organization successfully maintains CHAS and any other relevant health and safety standards across the Pioneering Care Centre.
14. To develop and maintain strong professional partnerships with Pioneering Care Centre tenants and room users.
15. To support PCP strategic objectives in achieving health, wellbeing and learning for all.

Job Description



16. Hold and document regular reviews with PCC Tenants and support the process to ensure lease arrangements are in place and effective.
17. To work with HR to manage the recruitment, selection, and performance management of staff.
18. To oversee effective data recording and information management systems in line with GDPR requirements.
19. To act as an ambassador for PCP at all times and provide positive and professional representation of the organization at a number of different forums and events.

General

1. To effectively demonstrate and carry out this line management role in line with the organization's core values.
2. To provide line management and coaching support to employees, adhering to PCP's policies and procedures.
3. To be responsible for the collation of appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
4. To provide accurate and timely internal and external reports as required.
5. To liaise with relevant teams to ensure that opportunities are maximized for service users/clients.
6. To adhere with financial processes and procedures. Oversee relevant budgets to ensure that all resources purchased are within the allocated cost code budget.
7. To work to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.
8. To ensure quality standards are developed and maintained.
9. To recruit, support, train and motivate staff and volunteers as required.
10. To comply with PCP policy & procedures.
11. To monitor and maintain health and safety and security within the workplace.

Job Description



12. To undertake any training and development deemed appropriate.
13. To undertake any other such duties required by your Line Manager or the Chief Executive



| | Essential | Desirable | Assessed at Interview (I) / Application (A) |
|---|-----------|-----------|---|
| Qualifications | | | |
| Leadership and Management qualification or demonstrable experience of leading teams. | √ | | A |
| Health and Safety qualification i.e. NeBOSH, IOSH or willing to work towards | | √ | A |
| Degree level qualification in relevant subject or equivalent level qualification | | √ | A |
| Commitment to continuous professional development | √ | | A |
| Pool plant operation training | | √ | A |
| Skills & Competencies | | | |
| Ability to lead, motivate and support others. | √ | | A & I |
| Excellent interpersonal skills, capable of influencing and conversing with people at all levels. | √ | | A & I |
| Proven experience in supporting operational development, methodical approach to managing responsibilities to ensure efficiency across all facilities and customer services. | √ | | A & I |
| Strong ICT skills, able to use a range of Microsoft programmes | √ | | A & I |
| Proven ability to manage multiple responsibilities and to meet demanding targets without compromising quality of service. | √ | | A & I |
| Action orientated approach to achieving targets and compliance | √ | | A & I |
| Proven success in driving forward partnerships and forging relationships with stakeholders | √ | | A & I |
| Demonstrable experience of being a positive and effective ambassador | √ | | A & I |
| Proven track record delivering marketing strategies to engage customers/service users | √ | | A & I |
| Skilled in carrying out non certified repairs and general building maintenance | √ | | A & I |
| Experience | | | |
| A successful operational manager with at least 3 years' experience of working within a charity or similar environment | √ | | A & I |
| Experience of managing change within teams and services | √ | | A & I |
| Experience local funding streams and the grant application process | √ | | A & I |
| Experience of delivering projects or services within tight budgetary constraints | √ | | A & I |
| Knowledge and Understanding | | | |
| A clear understanding and appreciation PCP's mission, aim and core values | √ | | |

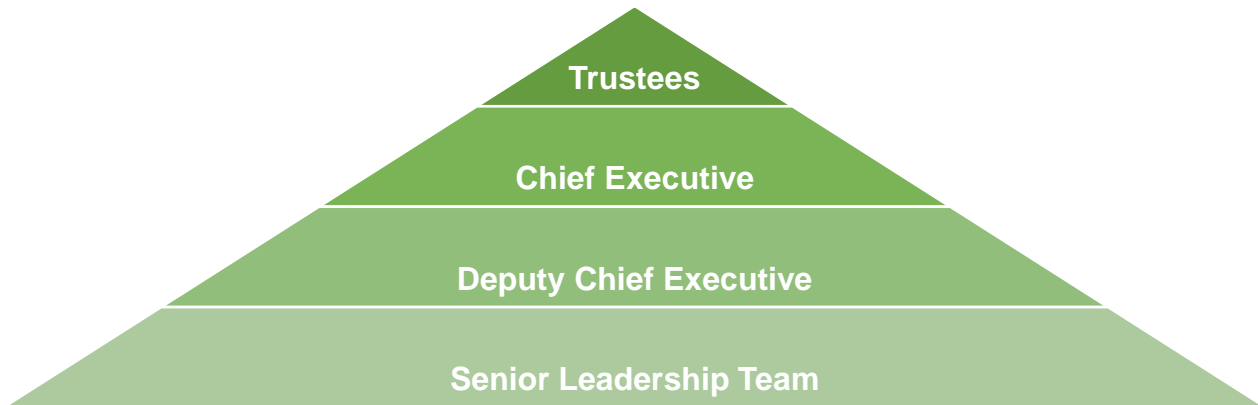


| | | | |
|---|---|---|-------|
| Comprehensive knowledge of the range of projects PCP delivers | | √ | A & I |
| Knowledge of a range of project management or continuous improvement techniques | | √ | A & I |
| Knowledge of the funding landscape linked to Health and Wellbeing | | √ | A & I |
| Knowledge of H&S legislation and risk management processes | √ | | A & I |
| Knowledge of quality standards related to H&S inc. CHAS, ISO14001, ISO 9001 | √ | | A & I |
| Awareness of and passion for driving forward environmental strategies | √ | | A & I |
| Other/Personal Qualities | | | |
| High levels of personal integrity and respect for others | √ | | A & I |
| Ability to manage own workload and work autonomously | √ | | A & I |
| Personal resilience, the ability to work well under pressure | √ | | A & I |
| Positive and flexible approach to work, solution focussed | √ | | A & I |

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, 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 | 3 rd November 2024 at midnight |
| Shortlisting | 6 th November 2024 |
| Panel Interviews | 11 th November 2024 |

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 the [application form](#) which can be downloaded from the 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!