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Candidate Pack  
Head of London and South East Services

Welcome

**Thank you for your interest in working for Carers First as our next Head of London, Essex and Medway Services.**

This is an exciting time to be joining the charity as we are in the first year of delivering our ambitious new three year strategy and starting to look at our goals for the future. Over the last three years we have considerably grown our reach and support for carers, evolved our operations, forged new partnerships and improved our ability to measure the impact of our support, with and for, carers.

We are looking for a Head of Service who has a track record in leading, planning and managing services. You will work in co-production with carers and closely with Commissioners to deliver an exceptional service to London, Essex and Medway carers and make a positive difference in their lives.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor

Chief Executive

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About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn’t be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £162 billion each year - the cost of a second NHS.  Each carer’s needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.

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Our values

We are:

**Positive**

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone’s contribution.

**Collaborative**

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

**Ambitious**

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

* Recognising and valuing difference.
* Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

* To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
* To attract, keep and motivate the most talented staff, we need to:
  + Reach out to all sections of the community.
  + Provide a working environment in which everyone feels valued, respected and able to contribute.

Both as a service provider and an employer, we aim to be empowering, supportive and to offer as much flexibility as possible in order to help everyone realise their full potential as carers or employees of Carers First.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-27

Carers First has introduced our new three year strategy, to spell out exactly how we will help more carers access the vital support and services they need so we can make a real difference to their lives. ​

Our latest strategy was developed by a range of people from staff, trustees and funders but also colleagues in social care, health, schools and, most importantly, carers themselves.

With their collective views and opinions, we've formed a strategy that will enable us to reach and support even more carers and make a positive, material difference to their lives.

Strategic Objectives  
  
Our new three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact.

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
3. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our services will be designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.​

By joining Carers First, you will play a vital part in helping us achieve this. You can help us

achieve something amazing.

Our impact and reach

Last year, we reached over **376,000 carers** through digital services and face to face activities. We have been able to make a material difference in carers’ lives and we can evidence that carers feel more confident, informed and resilient in their caring role.

We are growing, and currently have over **50,000 carers registered** with us.

We are reaching more carers through our digital services, with over 230,000 users on our website last year, as well as a 10% increase in email subscribers and 18% increase in social media followers.

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Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title: Head of London and the Southeast

Salary: £41,200

Contract: Permanent

Hours: 37 Hours per week

Location: Hybrid working, including home working, but with the ability to

travel across all Carers First service areas.

Job Description

## **Job title: Head of London and the Southeast Service**

## **Reports to: Director of Services**

**Managerial accountability:** London, Essex, and Medway Services, 5 Direct reports

**Purpose of the role:** Responsible for leading, planning and managing carers services in London, Essex and Medway, working in co-production with carers to ensure that services are exceptional, well led, safe, innovative and contribute to making a positive difference in the lives of carers.

## Job Overview

* Lead, inspire, manage, and develop the Carers Support Service across London, Essex and Medway.
* Work in co-production with carers to ensure that all services are exceptional, well led, safe, innovative and contribute to making a positive difference in the lives of carers.
* Build effective relationships and partnerships with Commissioners, other organisations, partners, and key stakeholders to create better outcomes for carers.
* Take an active role in implementing the charity’s strategy in conjunction with the Director of Services.

Responsibilities and Duties

**Lead, inspire, manage and develop the Carers Support Service across London, Essex and Medway.**

* Provide visible leadership and proactively cascade and communicate the strategy for the charity, providing the Teams with inspiration, direction and clear priorities.
* Translate the charity’s strategic objectives and contractual requirements into an impactful Services Delivery Plan, with appropriate performance measures, to deliver better support to more carers.
* Ensure all teams have plans, processes, and systems in place to deliver operational and contractual requirements to a high standard.
* Ensure the highest level of safeguarding practices are in place and followed by all staff and volunteers.
* Practice a supportive, motivational and inclusive style of leadership that encourages and coaches’ managers to create the right environment for staff to thrive, to develop high performing teams and to promptly address poor performance issues.
* Drive a culture of continuous learning, nurturing talent, building on strengths, and promoting innovation.
* Ensure excellent communication, connectivity and sharing of good practice across the team and charity.
* Actively promote the charity’s values and ensure they underpin and inform all areas of operational work.
* Be accountable for monitoring the delivery of the annual London, Essex and Medway Delivery Plan and regularly report performance, insight, learning and risks and how these will be mitigated.
* Be proactive in reviewing their own performance and identifying and acting upon areas for improvement and development.

**Work in co-production with carers to ensure that all services are exceptional, well led, safe, innovative and contribute to making a positive difference in the lives of carers**

* Proactively work in co-production with carers to plan, develop and review services.
* Ensure that the Carers Assessments and Statutory Carers Assessments are delivered to a high quality and to the Council’s KPI/contract requirements.
* Ensure and evidence that services comply with all regulatory, legal, and contractual requirements and adhere to good practice.
* Work with the Director of Innovation & Development and Commissioner to implement appropriate systems of quality assurance to ensure consistency of quality and processes across the county.
* Produce accurate, high quality and regular performance information for the Senior Leadership Team, Commissioners, and funders.
* Support the evaluation of services, explore opportunities to meet newly identified needs and to innovate with the Director of Services.

**3. Build effective relationships and partnerships with Commissioners, other organisations, partners and key stakeholders to create better outcomes for carers**

* Forge and sustain strong, positive and productive partnerships with Commissioners, partner organisations, funders and key stakeholders.
* Develop and maintain Carers First’s excellent reputation, representing the charity professionally and with integrity with its external stakeholders.
* Work with Commissioners, key stakeholders and colleagues to seek out and create opportunities to develop new projects and partnerships which will benefit carers and which are aligned with the charity’s strategic objectives.
* Keep updated on developments in London, Essex or Medway Social Care, Health and Voluntary and Community sectors.

**4. Take an active role as a member of Carers First’s Management Team in implementing the charity’s strategy**

* Work with the Director of Services to implement the strategy and local Delivery Plan for the Services.
* Work proactively with the Finance Team and managers to ensure robust financial reporting and to ensure all services/projects are delivered within the agreed budget.
* Actively work with the Communications Team and managers to identify and reach new carers and to develop strategies to promote services and the work of the charity.
* Participate in PR work as required, including media interviews and presenting the work of the charity to a range of audiences, nationally and locally.
* Work with the Director of Services to identify opportunities for new initiatives which cross team boundaries and act as a lead manager in developing initiatives, where appropriate.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity’s policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Management Structure

Person Specification

Education

* Degree level education or equivalent relevant experience.

Skills and Experience

* Superb leader and manager with the ability to inspire, motivate and support staff and volunteers working remotely in the community.
* Ability to forge and sustain strong, positive and productive partnerships with Commissioners, partner organisations, funders, regulators and key stakeholders.
* Experience and working knowledge of social care and health sectors.
* Proven track record of leading successful change programmes across a team.
* Experience in safeguarding, ensuring legal compliance and good practice in safeguarding adults.
* Proven track record of leading the planning, development and delivery of high-quality services, in co-production with service users.
* Ability to evidence the outputs, outcomes and impact of services/projects and to distil insight to promote continuous service improvements.
* Record of actively promoting equality, diversity and inclusion in operational services.
* Excellent verbal communicator and a highly accomplished writer or visual creator, capable of conveying clear, persuasive and succinct arguments and issues accurately for a wide range of internal and external stakeholders.
* Financial literacy, with the ability to set, monitor and manage a budget and forecast, ensuring proposed service developments are in line with predicted expenditure.

Personal Qualities

* Ability to demonstrate understanding of and commitment to the goals and values of the charity: Positive, collaborative and ambitious.
* Demonstrate a high level of professional credibility, integrity and emotional resilience.
* Self-motivated, able to work flexibly, whilst maintaining a good work/life balance.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

* 26 days Annual Leave which increases with continuous service + Bank Holidays.
* 1 days Birthday Leave
* Benenden Private Healthcare Membership (following successful probationary period)
* Pension
* Death in Service Benefit
* Employee Assistance Programme
* Carer Passports
* High Street Discount Platform
* Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact the recruitment team at [recruitment@carersfirst.org.uk](mailto:recruitment@carersfirst.org.uk) and we will be happy to organise for one of the Team to contact you.

Please note that if you have not been contacted within one week of the closing date, your application has not been successful.

Tips on completing your application

* Read the Job Description and Person Specification carefully.
* Be sure to include in your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
* Include any other work or volunteering experience you have which you feel is relevant.
* Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

Office: Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

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