

Head of services

Candidate pack

Becoming part of the PSS team



Let's write you a new chapter...





A few words from our director of operations



Thank for your interest in becoming our head of service for homes and communities. This is a really exciting time for PSS, as we look to transform and develop how we support people at home and in their communities. We've got a great track record of providing completely person-shaped day services, community support and supported living. But we don't rest on our laurels - we continue working with the people we support to design what their support should look like in the future. Things have been really strange and sometimes a little bit scary with the current pandemic going on, but we've continued to offer top-notch support throughout. It's been tough, but there have also been loads of moments of inspiration. We've celebrated how our wonderful, dedicated teams have adapted, innovated and simply not given up - and we've been right in the corners of the people we support as they've battled through some really hard times.

Let me tell you about the kind of person we're after for this role.

We have a pretty special culture at PSS and it's important that our new head of service fits right in. You'll be someone who looks at our values - big hearted, genuine, open-minded, genuine and professional - and feels excited about working for an organisation that has these values flowing through its veins. You'll be the kind of person who believes in the people we support and won't just pay lip-service to the idea of co-production, but have a real passion for it. And by co-production, we mean real, meaningful involvement.

"Be the change you want to see in the world."

Mahatma Ghandi





This role's challenging. We need someone who can weather any storms that come our way - someone resilient who's really business savvy, has financial know-how and understands the importance of a commercial approach. You'll also be creative and up for working with lots of different people from all over Merseyside and beyond (we dream big, and one day in the not-too-distant future, we may well want to take our models further afield).

You'll be someone who believes in the people you work with; supporting them to be the best they can be and challenging them when necessary. A big plus for this role is that you're not on your own - you'll be part of a lively team of other senior managers who work closely together to make things happen across PSS. To fit in you'll definitely need to have a great sense of humour. We're a friendly bunch here and while we're very professional at what we do, we don't take ourselves too seriously - and we like a laugh!

If having read this introduction, this sounds like just the role for you and you can see yourself as a PSS person, read on...

Best wishes,

Harriet

Good luck - we're rooting for you!



Who are we? PSS in a nutshell...



Our aim is simple: we want to help people change their lives for the better - no matter what life throws at them.



All the money we make goes back into finding new ways to help people.

In 2019 we celebrated our 100th birthday year - and we still look this great!

We want to make sure we're around for future generations, and your work will play a part in that.



We offer lots of different services to help people get the most from their lives
- from health and wellbeing through to social care services.

The PSS team

is made up of our wonderful employees, dedicated self-employed carers, generous supporters (volunteers) and the next generation of brilliant professionals: our placement students...



We go way back:

We were founded in 1919 by Eleanor Rathbone, a lady famous for tackling social injustices.

We've got offices in *Merseyside, Wales, Norfolk, the Isle of Man, Manchester* and the *Midlands*.



Our world revolves around the people who use our services.

Everyone's different, and our focus is on helping people choose their own type of support.

We're always cooking up new ideas for services we can offer.

We listen to what people tell us, and if we hear about a way we can help, we'll create a service to do just that.



The people who use our services are the reason we do what we do

and they play a huge part in making sure we're doing things right. They help us make decisions about how our services are run.





The PSS values and culture

We may be blowing our own trumpet, but our team really is something special.

PSS people come from all different walks of life, and it's this mix of brilliant personalities, experiences and insights that gives us that warm, open and friendly culture you can feel as soon as you meet us. But however wonderfully different we all are, there are five things we've all got in common - and they are the PSS values.

Created by our own employees to reflect some of the personal traits PSS people have, our values are the key to what makes our culture so unique; they're a reflection of who each of us are and they're embedded in everything we do.

Sometimes other organisations approach us and ask how we managed to make our culture so strong.

Our answer is really simple: we employ genuine, determined, professional, open-minded and big-hearted people.

"Be yourself - everyone else is taken." Oscar Wilde



So... does that sound like you? Tell us! We want to get a sense of who you are.

We're not just looking for ways you fit well into your role, we're looking for how you fit with the wider PSS team, too.



Love what you do; do what you love

We think PSS is a pretty great place to work. But don't just take our word for it - here's what some of our brilliant PSS people had to say*:

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“I HAVE BEEN ABLE TO DEVELOP MY CONFIDENCE AND GAIN EXPERIENCES IN SO MANY AREAS IN THE LAST FIVE YEARS. I HONESTLY DON'T THINK I WOULD HAVE BEEN ABLE TO DO THIS WITH ANY OTHER ORGANISATION I AM TRUSTED TO GET ON WITH THINGS AND DO A GOOD JOB.”

“PSS OFFERS AMAZING SERVICES TO A HUGE RANGE OF PEOPLE IN NEED. IF YOU WANT TO MAKE A DIFFERENCE AND BRING CHANGE TO PEOPLE'S LIVES, WORK FOR PSS.”

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“I LOVE MY JOB. I WOULD DO IT FOR FREE IF I DIDN'T HAVE BILLS TO PAY.”

“I HAVE WORKED HERE FOR A LONG TIME IN DIFFERENT ROLES, DEPARTMENTS AND TEAMS AND HAVE ALWAYS ENJOYED COMING INTO WORK. I HAVE NEVER HAD THAT DREADED MONDAY MORNING FEELING.”

“IT'S A LOVELY PLACE TO WORK AND THERE ARE ALWAYS NEW OPPORTUNITIES ARISING. PSS TAKES ITS VALUES SERIOUSLY AND KEEPS THOSE VALUES CENTRAL TO EVERYTHING.”

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“HAVING WORKED ACROSS THE SECTOR WITH TWO OTHER COMPANIES, THIS IS BY FAR THE BEST PLACE. THE SUPPORT, GUIDANCE AND GENERAL CULTURE FROM LESLEY DOWN IS AWESOME! THANK YOU! I FELL BACK IN LOVE WITH WHY I DO THIS, AND WITH WHY THIS JOB IS MAGIC!”

“THE PEOPLE ARE FRIENDLY AND THEY GIVE YOU ROOM TO GROW AS A PERSON.”

“EVERYONE IS TREATED EQUALLY AND WITH RESPECT.”

”

*We promise these are all real things our people told us...and nobody was paid to be nice!

What else can we offer you?

Going home at the end of the day knowing you've made a difference is a lovely feeling - and so is knowing that your employer is looking after your best interests.

We can offer you:

Attractive holiday entitlements

You will have 29 days holiday entitlement per year, which will increase to 32 days per year after five years' service. In addition to annual holidays, you will be entitled to the usual eight public holidays.

PSS Pension Scheme

Our pension scheme is provided through the Pensions Trust, and we match your contribution up to 8% plus an additional 1%. You can join the scheme when you start working for us.

Enhanced payments

We provide enhanced payment entitlements for sickness, maternity, paternity and adoption.

Medicash Health Plan

Everyday healthcare costs can mount up pretty quickly. Medicash has various packages and payment options available for everyday health care costs, such as dental and optical care, assessment and treatment such as physiotherapy and chiropody, as well as plans for alternative treatment such as Indian head massage and Reiki.

PSS Annual Season Ticket Loan

This is a really handy one for those who travel to work by public transport. We can loan you the cost of an annual season ticket for most forms of public transport. This can save you hundreds of pounds a year and means you can pay the cost back through your salary, in regular monthly instalments. You can take advantage of this once you have completed your probation period.



What else can we offer you?

PSS Savings Club

Are you a savvy saver or a big spender? Whether you want to save towards a holiday, home improvements, a shiny new car, a special celebration or even a rainy day fund, the PSS Savings Club is a hassle-free and safe way to save a lot quicker and manage your money better.

EE perks

As part of our contract with EE, you (and a number of your friends or family) can grab a 20% discount off your monthly line rental on an EE phone, tablet, SIM only or mobile broadband plans with EE perks.

Gym discount

You can access various discounts and offers for selected gyms including large private chains, local authority leisure centres and small private gyms.

Wholesale membership

You also have the opportunity to purchase wholesale memberships allowing you to access some of the best quality products at the lowest possible prices. With warehouses throughout the UK, you will find everything from groceries and electronics to clothing and cleaning supplies.

We are continuously reviewing our employee benefits and often a lot of these ideas and suggestions come from our own people.



What else can we offer you?

We can help you:

Look after you...

Employee Assistance Programme (EAP)

Life is full of ups and downs and things can get tough for all of us sometimes. We offer a free, confidential service for you and members of your household to get professional support and advice on a range of issues; such as stress, relationship difficulties, bereavement, family difficulties, anxiety, debt, medical matters, legal advice and more. It's there if you need it.

Look after your weekend plans...

CSSC Sport & Leisure Club

Are you always on the hunt for something to entertain you/the kids at the weekend? We may have just the thing. CSSC is a membership scheme that you can pay into, which offers fantastic savings on a whole load of local, regional and national sporting and leisure activities, family days out, reduced price theme park/cinema/theatre tickets and thousands of discounts at high street shops.

Look after your career...

Stay curious

We may be (totally, utterly and completely) brilliant, but we're certainly not complacent about it. We've been around for 100 years, and to do that, we've had to keep on learning, adapting and moving with the times to make sure the service we provide is top notch and does what it says on the tin. When you come and work with us, we'll encourage you to do the same things; learn, adapt, be brilliant. That's why we have our own in-house learning and development team who provide, manage, support and source training across the organisation. They'll find ways to help you be even better at what you do and be there to cheer you on along the way.

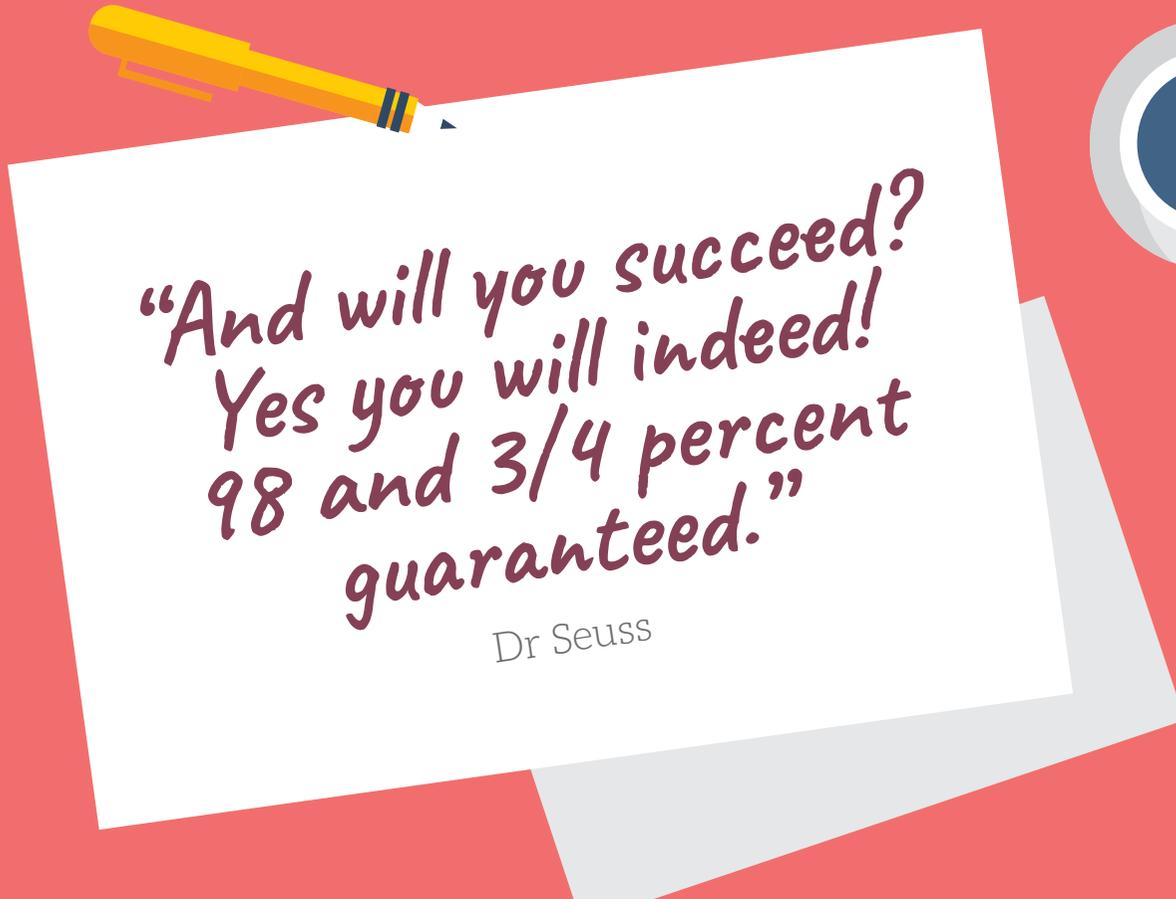




Your application

Well, you've read a little bit about us - now it's over to you!

If you like what you've read so far and think you can see yourself in this role, you'll need to submit a CV, supporting statement and covering letter. Your CV should be no more than three pages. In your supporting statement, please cover part one of the personal specification. Part two will be covered in the selection process.





Got any questions?

How do I submit my application?

Please email your completed CV, supporting statement and covering letter to recruitment@pss.org.uk

What's the deadline?

The closing date for this post is **Wednesday 5th August 2020**.

When will I hear and when are the interviews?

The interviews will take place week commencing **Monday 17th August 2020**.

Who should I contact if I have any special requirements?

Please call our **people and culture team** on **0151 702 5555**.

Will I be notified if my application is unsuccessful and will I receive feedback?

We will let all applicants know whether or not they have been shortlisted and we will happily give feedback to all applicants who are invited to interview.





Got any questions?

Why are you asking for my equality information?

We have an Equality, Diversity and Inclusion Policy which aims to eliminate discrimination in employment. Candidates are selected on merit only, therefore all applicants will be afforded equal opportunities in employment irrespective of age, disability, gender, sexual orientation, marital status, race, religion or belief. We're committed to monitoring equality information, but we need your help to do this.

Candidates who consider themselves to be disabled will also be given the opportunity to attend an interview if they meet the essential criteria for the role.

Once we receive your information, our people and culture team will send you an equality monitoring form, which you'll be asked to return by email.

How will the information I provide be used?

The information in your monitoring form will be used for the sole purposes of recruitment and diversity monitoring. We will process your information fairly and lawfully for these purposes. We will not share your information with other agencies or individuals, except to prevent fraud, or if required to do so by law. If you are unsuccessful, we will retain your information for six months, after which it will be destroyed in accordance with GDPR requirements. For further information about this, please call our **quality and compliance team** on **0151 702 5555**.





*“The time is always right
to do what is right.”*

Martin Luther King