



JOB TITLE: Chief executive

SERVICE: Central services

PEOPLE

KEY RELATIONSHIPS: Chair of the Board of Trustees
Trustees
Leadership team
Senior management team
External stakeholders

FINANCIAL/BUDGET You'll have ultimate responsibility for managing PSS's budget. This stands at £22m.

DECISION MAKING

AUTHORITY/AUTONOMY Everyone in PSS has an important role to play and that includes you. You'll:

- Take the lead on where PSS is heading through the development of the Big Plan and give advice to our trustees
- Make decisions on how we best use what we have (our team, money and other resources) to achieve things that are critical to PSS' success
- Sign off actions at the most senior level in line with the delegation of authority and make sure that others work in line with it too
- Be accountable for actions and decisions you make as well as those made by all PSS people
- Work under your own steam – you'll direct your own work and work off your own initiative.

COMPLEXITY

Your job is senior and that, by its very nature, makes it quite complex. You'll:

- Works at a strategic level across the whole of PSS
- Develop positive and long-term relationships with external people who are important to PSS
- Make decisions which impact the whole of PSS
- Demonstrate great leadership and be a trusted and respected ambassador for PSS, which means you can influence and persuade
- Perform a challenging range and variety of complex business activities

MAIN PURPOSE

Reporting to the Board of Trustees, you have overall responsibility for PSS; making sure that it's as good as it can be in every way and will still be here for future

generations. You'll lead inclusively, celebrating differences and creating a team where everyone feels valued, respected and like they belong

SCOPE OF JOB AND FOCUS OF ROLE

- Service delivery - 35%
- People management and relationships - 25%
- Sustainability and business development - 25%
- Finance and resource management - 15%

KEY RESPONSIBILITIES

Service delivery

We'll need you to:

- Support the trustees so that PSS does everything in line with good governance, charity law and other statutory responsibilities.
- Support the Board so that they have an overview of what's happening in PSS and can make the right decisions based on accurate and timely information.
- Work with everyone in PSS (the Board of Trustees, people we support, the PSS team, Shared Lives carers, volunteers and senior managers) to develop and communicate a clear way forward for PSS (aka delivering The Big Plan) so that everyone feels that they are part of something bigger.
- Work with the PSS team to make sure that actions agreed in the Big Plan are delivered.
- Make sure that those who matter most - that's the people we support - are at the centre of delivering and developing services, that it's their experience that drives things forward and that PSS does things with them rather than does things to them.
- Support the director of operations and the rest of the team to make sure the services are the best they can be.

People management and relationships

We'll need you to:

- Lead by example, living PSS's values day in, day out and encourage others to do so, too.
- Work with PSS managers to make sure that PSS has a great culture and a place where everyone feels like they belong. Make sure PSS is a great place to work through a high support, high challenge approach so that PSS people love what they do.
- Develop great relationships with people right across PSS - that includes people we support, the Board, the PSS team, Shared Lives carers and volunteers, so that everyone knows they have an important role to play. We're really passionate about our culture and want you to be passionate about it too!
- Understand and drive change on issues around equality, diversity and inclusion.

- Support, lead, and develop the people you manage so they can be the best versions of themselves. You'll do this in line with PSS's performance management framework, the Be Brilliant competency and values framework, and other PSS policies.
- Be visible and present by taking the time to understand people, our services and how we do things.

Sustainability and business development

We'll need you to:

- Develop great networks to raise PSS's profile and to make sure that the organisation is in a good place to take advantage of opportunities.
- Be a leader in the sector, and work with others to influence the wider social care and criminal justice agendas.
- Work with the business development team to make the most of the right opportunities for growth.
- Work with the head of growth and great ideas to make sure that PSS is always thinking bigger – whether that's about mighty changes or small tweaks that make a big difference.
- Use your strategic thinking and commercial awareness to understand the challenges we're facing in social care, and how we can grow sustainably.
- Work with the communications team, encouraging storytelling across the organisation and the importance of maintaining the PSS brand identity and house style.
- Work alongside our head of communications to protect PSS's reputation and act as the official media spokesperson.
- Be a credible ambassador for PSS externally, building relationships and helping make sure our voice is heard where it matters. This includes being politically astute and weighing in on conversations that affect the political landscape in relation to PSS and social care.

Finance and resource management:

We'll need you to:

- Work with the director of finance and people to oversee budget setting and the review of financial performance so that PSS is financially secure and is spending its money on the right things.
- Make sure that every penny counts, so that PSS is cost-effective and provides the best value for money.

ADDITIONAL DUTIES

1. You'll actively participate in developing directorate, team and individual objectives and plans. We also want you to become the best person you can be so you'll engage in learning and development sessions and also engage with our performance management and learning and development reviews.

2. Our big aspirations and plans mean we'll need you to be flexible in the performance of the above.

3. All of our jobs are subject to change from time to time and this job description will be reviewed regularly, you'll be involved in the review.

4. As a PSS employee, we'll need you to implement and follow PSS policies and procedures and to undergo any training associated with them. This makes sure everyone is on the same page and safe in their work.

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities in line with the grade for the post. It does not form part of your contract of employment.

Knowledge and Experience

- Significant senior leadership experience, either as a CEO or as part of a wider executive team, within a complex, multi-site organisation.
- Strong knowledge of the successful service delivery within a regulated environment, such as health, social care and/or criminal justice, including up-to-date understanding commissioning and monitoring processes,
- A successful track record of building partnerships through developing great effective relationships across multiple sectors.
- Knowledge of person-centred practice and be committed to this way of working.
- Successful experience of developing teams where people are delivering fantastic results and doing so in a positive, values-led, inclusive culture.

Skills and Abilities

- An understanding of equity, diversity and inclusion strategies: the challenges as well as the opportunities, and the ability to be a champion for belonging.
- A genuine ability to get in amongst our services and get to know the people who use them, listening to what they want and need from PSS.
- Strong people management skills, motivating and developing your teammates through high challenge and high support, leading by example.
- Brilliant communications skills and be able to talk about complex ideas to people at lots of levels, in a way that they understand and brings them on board.
- Be commercially savvy, taking a business approach to risks and opportunities within the third sector.
- The ability to develop and manage successful relationships with a variety of stakeholders.
- Be able to deal with the ups and downs that leading an organisation can bring and acknowledge when things haven't gone according to plan.

Behaviours and Traits

- Live and breathe the PSS values:
 - Big-hearted
 - Genuine
 - Determined
 - Open-minded
 - Professional

- Be a bigger picture thinker (and of course, you'll have a fantastic team of people around you to help with this)
- Be the kind of leader who brings people with them through great influencing skills
- Be switched on when it comes to politics (with a big P and a little p)
- Be a diplomat (no, not work for the foreign office, but be able to have difficult conversations in a tactful way)
- Be brilliantly organised so that you can work calmly under pressure and meet tight deadlines
- Be super professional, particularly when working with external partners and agencies
- Have a bit of creativity! Especially when it comes to ways of working and coming up with cutting-edge ideas

As part of the recruitment process, you'll have the opportunity to meet with some of the people we support. This will be your chance to hear directly from them, understand what matters to them, and show how you would lead in a way that keeps their voices at the centre of PSS. You can also watch our recruitment video to see what people think.

In the past, we also asked some of the people we support what they would like to see in the person leading PSS, and we wanted to share this with you too as we feel that their words are still powerful:

- Be kind
- Listen to our voices
- Be compassionate
- Show integrity
- Be strong
- Have a sense of humour and laugh with us
- Be down-to-earth
- Appreciate us and focus on what we can do, not what we can't do
- Come and see us regularly
- Get to know us
- Be passionate about what you do
- Be committed
- Be strategic
- Be involved and part of our team
- Do your best