

Chief executive

Candidate pack



*Wanna be a part of our brilliant charity?
Join PSS as our next chief executive!*



Hello there,



Thank you so much for your interest in becoming part of PSS as our new chief executive. I'm really glad you're here and taking the time to find out more about us.

Who we are

We're PSS, a national charity with the simple mission to create amazing support shaped by real lives and real voices, rooted in the belief that everyone deserves the power to live life on their own terms. Our vision is a world where people have the power and freedom to create a life beyond limits, and we're determined to be part of that.

What matters most to us in all we do is people. From the people we support, to our Shared Lives carers, volunteers, trustees and teammates, we want everyone who is part of PSS to feel like they belong and that they can show up as their full, authentic self. We want the people we support to have full control over their lives, their support and their futures, giving them a voice and a choice in everything, including how our organisation is run.

Your role

As our new chief executive, you'll be joining our organisation at a really exciting time. We've recently launched our shiny new strategic plan for 2026 to 2030 (otherwise known as 'The Big Plan'), and we're looking for a leader who can build on the strong foundations already in place while helping us imagine what comes next.

The Big Plan has been co-produced with the people we support and sets out an ambitious direction for PSS, focusing on themes such as sharing power, helping people create lives beyond limits, getting stronger and braver as we grow, building happy teams, staying rooted in nature, community and belonging, and working smarter, together.

While the foundations are in place, this is not a strategy that has been written and sealed away in a drawer. We are looking for a chief executive who will bring fresh thinking, curiosity and imagination to how it is delivered, helping us build on what already exists, identify new opportunities and shape what the next chapter of PSS becomes. We see this as a platform for leadership, not simply implementation.





You'll also be responsible for shaping our future direction, growth and innovation, helping ensure PSS remains relevant, resilient and impactful for future generations. You'll work closely with the people we support and Shared Lives carers to make sure their voices shape what we do, support our volunteers and teammates to deliver top-notch support, and with our Board of Trustees to make sure that we're working in line with charity governance and meeting our legal responsibilities.

Part of a team

You'll be our leader, but you'll also be a big part of our team and our culture too. Our PSS people, which includes, our teammates, Shared Lives carers and volunteers, are a wonderful mix of personalities, backgrounds, skills, knowledge, experience and talents that all come together to help make sure PSS is the best it can be. Like PSS as an organisation, we're all really committed to inclusivity and anti-oppression, and it's a big part of how we work and it's really important that we have a leader who believes in that too. Being visible, present and making time to build relationships both internally and externally will be a big part of the role as well

Who we're looking for

We're looking for someone with leadership experience, who cares deeply about social justice, inclusivity and belonging, and who lives our PSS values of being big-hearted, open-minded, genuine, professional and determined.

We're especially keen to hear from people who bring leadership experience within social care or another similarly complex environment, together with strong commercial acumen, partnership-building skills and an understanding of the challenges and opportunities facing the sector. You will be a collaborative and visible leader who can bring people together around a shared purpose, champion the culture that makes PSS special, and combine creativity with a track record of delivering sustainable growth, innovation and impact.

It may be that you are already operating in a similar role and excited by the opportunity to join an impactful charity with big ambitions, or in a wider executive role and looking to step into your first chief executive role. What matters most is your perspective, your skills, your values and who you are as a leader and as a person.

We're really looking forward to recruiting our next chief executive. This is an opportunity to lead a much-loved organisation with deep roots in its communities, while helping to shape what its next chapter becomes. So, if what you've read in this pack resonates with who you are, what you care about and the kind of impact you want to have as a leader, we'd love to hear from you.

Julie, Chair of Trustees





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 - 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, the Midlands, North Yorkshire, Lincolnshire, Norfolk and Manchester.*



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.



Our services

We've got 7 different services that support people from all different walks of life to get the best from their lives.

Something you hear a lot of at PSS is 'nothing about me, without me', and we truly believe that. Our services are built to help as many people as possible, but how we work with the individuals that use them is entirely dependent on who they are, what they need and what they want to achieve in their own lives. We work with the people we support to make sure the service they receive is right for them.

Here's a little bit about each of our services.

Supporting people to find safe and happy homes

Our national Shared Lives scheme, which we founded in 1978, supports vulnerable people from all walks of life in the warmth of one of our specially-recruited carers' family homes. People who use Shared Lives are supported as much or as little as they want or need by our carers, and they're encouraged to live their lives to the full, learning new skills and gaining as much independence as they can.



Supporting people in their communities

Our **Community Support** service gives people the support they need to get out and about in their community, enjoying life as they choose to, and our **Making Days** service, a bunch of day centres for people with learning disabilities in Liverpool, does exactly what it says on the tin - our fabulous teams help make people's days with lots of fun groups and activities.



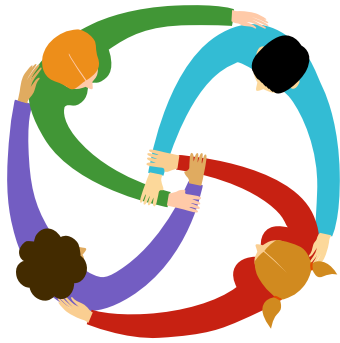
Supporting families to stay together

We're big believers in keeping families together wherever possible, supporting them to work with each other on any problems they might be experiencing, but we also believe in giving families a safety net for when that's just not possible. Our fantastic **Prisoners' Families** service helps families affected by parental imprisonment. We run support groups, provide one-to-one counselling, and help families navigate their next steps.



Supporting parents and their babies

Parent-Baby Service is a service in Liverpool that supports parents and carers to develop strong and healthy relationships with their babies; keeping them safe, helping them enjoy life together and forming strong and positive bonds.



Supporting people's mental health and wellbeing

Upbeat Liverpool is a partnership between PSS Wellbeing Centres and our friends at Mary Seacole House, Everton in the Community, and Waythrough, with online support from Qwell. Together, we work as one welcoming and inclusive service, providing a range of mental health support for people across Liverpool.

Our Wellbeing Centres support people experiencing the challenges of living with anxiety, depression, and other forms of emotional distress.

Recovery can take time, which is why we provide safe, nurturing spaces that enable people to heal, understand their experiences, regain control, connect with their community, be creative, spend time in nature, and move forward with renewed meaning and purpose in life.

People are invited to attend our recovery courses, where they can learn new techniques, strategies, and skills alongside support from others.

Supporting women to turn their lives around

We support women who have committed an offense or who are at risk of committing one to get back on the right path with our **Women's Turnaround** service. We do that by providing them with the practical and emotional support they need to make more positive choices – with the aim of getting them into employment and, as the name suggests, turning their lives around.





The PSS values and culture

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.

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



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

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

Belonging at PSS



Our vision for belonging at PSS

By 2030, PSS will be shaped and led by the communities we're part of, and we'll find joy in celebrating and learning about everyone's experiences. Anyone we work with will be met with warmth, safety and a deep sense of respect, care and belonging. We'll stay passionate about disrupting the oppressive behaviour, power systems and structures our communities face.

A diverse and inclusive organisation

At PSS, belonging is at the heart of everything we do. We're determined to create an environment and culture that reflects the intersectional communities we're part of. We know that diverse voices, perspectives and lived experiences make our organisation stronger.

As our next chief executive at PSS, you'll be joining an organisation that:

- Is committed to equity, inclusion and being anti-oppressive
- Will question and challenge oppressive power, systems and structures - both within PSS and the wider world
- Works in partnership with our teammates, volunteers, Shared Lives carers, and the people we support and recognises that everyone is an expert in their own life
- Actively seeks to remove barriers and make sure no one feels marginalised or unheard.





How we're taking action

We have a Belonging Policy that sets out how we're working to become the most equitable, inclusive and diverse organisation we can be. This policy guides how we make decisions, share power and hold ourselves accountable.

Alongside this, we also have:

- A Gender Identity Policy, to support our teammates who are on a gender identity journey and/or part of the LGBTQIA+ community.
- A Menopause and Menstruation Policy, recognising the impact these experiences can have and shows people how they can be supported in their roles.
- LGBTQIA+ and neurodiversity networks, safe places for people to share their experiences and feel part of a community.

What's next

We know that whilst we've done a lot already, there's still a long way to go. Which is why we're looking for a chief executive who wants to be part of this journey with us.





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 the brilliant people who work at PSS had to say in our 2025 Staff Survey*.

98%

of us said this is a friendly place to work

'I've always felt welcome, supported, and valued within my role. Everyone genuinely cares about their work and is working towards the common goal of supporting people and having a positive impact on their lives. I've also been given opportunities to learn, develop, and progress in my role during my time here.'

'PSS is a person-centred organisation, and it's the reason I applied to work here. The people we support and carers are at the heart of what we do. As an employee, I am also at the heart of what my managers do. I am treated fairly and with respect and have the opportunity to use my voice regarding PSS's next steps.'

98%

of us said our work has special meaning: this is not 'just a job'

98%

of us said that we feel a sense of pride from our team's work

'This is the best place I have ever worked. PSS truly embodies its values and genuinely works towards making the world a better place, which is reflected in the way it treats its staff and the people we support. Every person is treated as an individual, respected, and included.'

'Great services and a lot of friendly, kind, and professional people who genuinely care about making a positive difference for the people and communities we work in. I appreciate the PSS values, the belonging work, and the culture of continuous improvement and creativity. There's lots of proactive work to check in and invite feedback.'

98%

of us look forward to coming into work

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

PSS Benefits



We know how hard our teammates work, so it's only right that our benefits reflect that. Here's a breakdown of all of our current staff benefits.

Some of these are accessible from the day you join us, and some can only be accessed once you've passed your probation – these ones will have a star ★ next to them.

If you'd like to find out more, please contact our people and culture team at peopleandcultureteam@pss.org.uk

Ready to find out more? Let's go!

Refer a friend

If you know someone who lives and breathes our values, bring them into the PSS family to fill one of our contracted roles and we'll give you £250 as a thank you once they're through their probation. Just remember to email our people and culture team before the vacancy closes, letting them know who you've referred.

Blue Light Card

A great benefit for PSS teammates - Blue Light! With this nifty little card, you can get discounts on shopping, travel, entertainment, insurance and more, both online and in-store. The mobile app makes it easy to save on food, holidays, fashion, phones and even grab free tickets to music, comedy, sport and family events. Membership is just £4.99 for two years. Find out more at www.bluelightcard.co.uk

Charity Worker Discounts

Free to join for anyone working or volunteering for a registered charity. Enjoy deals on restaurants, holidays, fashion, gyms, phones and more. Just sign up with your work email. You can also opt for a cashback card (small annual fee) to earn up to 12% cashback at over 50 retailers. Find out more at www.charityworkerdiscounts.com

Vodafone discounts

Thanks to our contract with Vodafone, you can grab up to 25% off on SIM-only deals, tablets and Xtra Plans. If you're thinking about upgrading your broadband at home, you can pocket Amazon vouchers too, just for signing up.

PSS annual season ticket (not football related!) ★

If you travel to work by public transport, we can give you an interest-free loan to buy an annual season ticket. You'll pay it back through monthly deductions from your salary, which can save you hundreds of pounds each year.



Cycle2work scheme ★

The Cycle2work scheme can help you save money on a bike and accessories at well-known chains as well as local retailers. You'll pay the cost of your bike and accessories through a salary sacrifice arrangement with savings on your tax and national insurance too. Talk about a wheely good deal! For more info, chat to our people and culture team or visit www.cyclescheme.co.uk

The PSS hardship fund ★

We know tough times can happen to anyone. That's why we've got a hardship fund – a non-repayable grant to support teammates facing serious and unexpected financial difficulties. No judgement, no payback, just support when you need it most. If you want to know more, just check out our Hardship fund policy.

Access early pay and savings ★

We know that sometimes life doesn't wait for payday. That's why we've teamed up with Access PayWise+ to provide an access early pay scheme. This gives you the flexibility to access up to 25% of your salary before payday comes around. Our hope is that this option can help our team stay clear of expensive payday or high-interest loans, so you can manage life's ups and downs without added worry. There are also some other brilliant perks like discounted shopping vouchers, ranging from 1% to 10% for places like Asda, Morrisons, and Marks & Spencer. As well as access to your very own savings pot, offering an average rate of 4% EAR. The savings account is with Griffin Bank Ltd*, and they set their interest rate at 0.25 below the Bank of England base rate. You can pay in directly from your own account, or simply set aside anything up to 25% of your pay each month. There are no hidden withdrawal fees or hoops to jump through, so whether you're saving up for something special or just want to build better savings habits, it's flexible enough to suit you.

Salary Finance ★

Get smarter with your money through Salary Finance. They offer free financial education, savings accounts and affordable loans – with repayments taken straight from your salary. A simple way to build better saving habits and borrow sensibly. Find out more at home.salaryfinance.com/psspeople

PSS Savings Club

Want a fun and easy way to tuck some money aside? Join our PSS Savings Club! Whether you've got your sights set on a sunny getaway or you simply want a little nest egg for a rainy day, this is your simple, stress-free route to saving. With your chosen amount whisked straight from your salary, there's less temptation to spend, and your pot can build up without even thinking about it.

Pension contributions

All new employees are automatically signed up for our pension scheme as soon as they start with us, just as long as they tick the boxes for minimum age and earnings. This means you contribute 4% and we match it with 4%. You can also join our more generous contributory PSS Pension Scheme where you can make higher contributions of 7% or 8%, with us matching this, plus an additional 1% (meaning that PSS can be making up to a 9% contribution to your pension pot).

**If the benefit has a star next to it, that means you can only access this once you've passed probation.*





Life insurance

It's not the cheeriest of benefits to talk about, but it's an important one. We offer life cover protection for our team members on contracted hours between the ages of 16 and 75, this protection is known as a 'death in service' benefit. If you were to pass away whilst employed with us, your chosen beneficiaries would receive a payment equal to twice your basic annual salary. It's our way of providing a little extra peace of mind for you and those who matter most.

Perkbox

Perkbox is the place to go for support through our employee assistance programme (EAP) and also includes information about lots of other great things too. We know life isn't always straightforward, and that's why we offer a free, confidential EAP. Whether you or your loved ones are dealing with stress, relationship worries, loss, family struggles, anxiety, money concerns, health issues, or just need someone to talk to, our EAP is here for you 24/7. They also provide loads of self-help resources, and lifestyle support like discounts on shopping, e-gift cards, local deals and much more.

Medicash health plan

Medicash has various packages available for everyday health care costs which you can pay through your salary if you wish. So, whether it's a trip to the dentist, a new pair of specs, or treating yourself to a bit of Reiki, they've got you. As well as receiving cashback on your everyday treatment, you'll also gain access to a variety of digital tools and guides to help you manage your health and wellbeing. For more info, chat to our people and culture team or visit www.medicash.org

CSSC Sport and Leisure membership

CSSC is a not-for-profit organisation and for a small monthly fee, their membership scheme promotes workplace wellbeing and offers a wide range of benefits, including significant discounts on shops, leisure activities, and gym memberships, as well as free entry to heritage sites and family attractions. Members can also link friends or family to their account and access subsidies for sports and recreation. For more info, chat to our people and culture team or visit www.cssc.co.uk

Gym discount

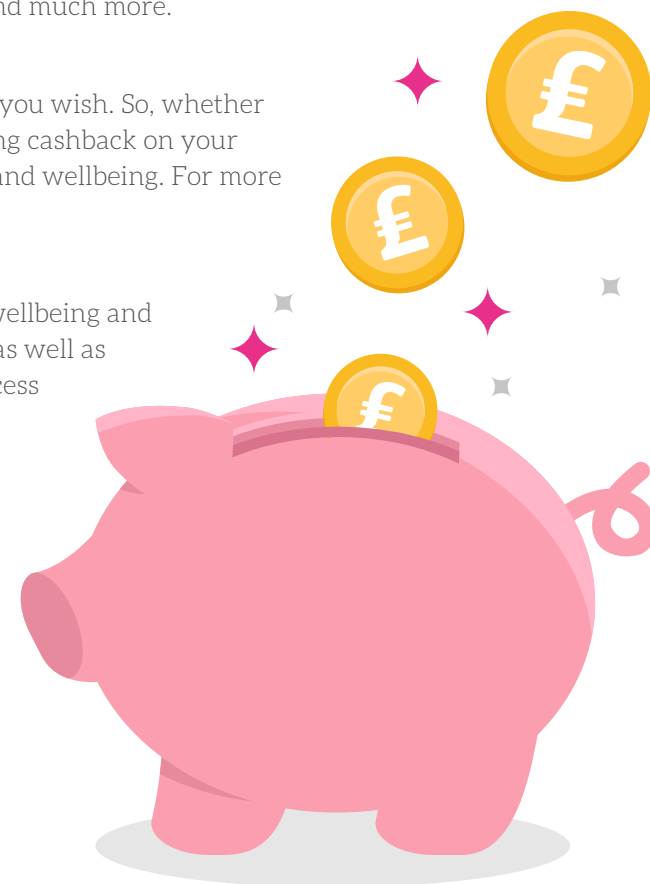
You can access various discounts and offers for selected gyms including large private chains, local authority leisure centres and small private gyms. Speak to our people and culture team if you'd like them to check if your local gym is willing to offer any charity worker discounts.

Wholesale membership

You also have the opportunity to purchase a COSTCO membership allowing you to access some of the best quality products at the lowest possible prices - we're talking multipacks and bulk buys galore!

Celebrating milestones

If you're with us for the long haul and reach 10 years, 20 years, 30 years or more, you'll receive a little something from us to say thank you for your ongoing commitment to PSS. You'll also be considered a PSS legend!



How to apply



Like the sound of things so far? Get in touch to find out more!

You can read the full job description [here](#).

If you're interested in joining our brilliant organisation (we hope you are!), then we would love to hear from you.

Applications should be made online at tallroots.co.uk/pss-ceo and include a CV and covering letter that tells us why you want to join us and what you would want to bring to PSS as chief executive.

We appreciate that applications can feel daunting. If you'd find it useful to speak to Mark at Tall Roots about any aspect of the roles or the process ahead of applying, please email mark.crowley@tallroots.co.uk - he will be more than happy to help.

The closing date for applications is
Friday 10th July 2026.

Preliminary interviews with Tall Roots will be held online during **w/c 20th July 2026.**

Final in-person interviews with PSS are planned for **w/c 3rd August 2026.**

Shortlisted candidates will also have the chance to meet with some of the amazing people we support.





*'The time is always right
to do what is right.'*
Martin Luther King