

June 2022

Executive Director for Kingdom Support & Care

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Executive Director of Kingdom Support & Care Recruitment Pack

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Thank you for your interest in the role of Executive Director of Kingdom Support & Care (KSC).

KSC is a wholly owned subsidiary of Kingdom Housing Association that supports over 300 individuals across Fife and Falkirk. The work of KSC has been at Kingdom's core since it was established in 1979 and remains a fundamental element of our mission to provide More Than A Home. .

Formerly part of the Housing Association, KSC became an independent subsidiary in 2017. KSC has grown from strength to strength under the leadership of Norah Smith. Norah has decided she will retire later this year so we are looking for a New Executive Director to lead KSC going forward.

KSC faces the same challenges as other care providers especially around recruitment so we're looking for someone inspiring, driven and innovative to not only lead the organisation through those challenges but enable it to flourish and grow.

In return, you'll get to work for an organisation that is committed to improving the lives of those we support and being a great place to work. You'll also benefit from flexibility and a work-life balance seldom seen in roles this senior.

Please have a look through the information we've given you in this pack. I hope it gives you a good sense of the role, KSC and the broader Kingdom Group. If you share our passion, feel that we're an organisation you could flourish in and are the person we're looking for, I'd be delighted to receive your application.

If you would like to have an informal conversation about the role or Kingdom, please don't hesitate to drop me a note to billbanks@kha.scot

Best Regards,

Bill Banks
Group Chief Executive



JOB VACANCY

Job Title:	Executive Director of Kingdom Support & Care Application
Closing Date:	19 June 2022
Hours:	36 per week
Location:	Dunfermline
Salary:	£85,838 - £95,376 per annum plus benefits/flexible working opportunities

About the Role

This is a rare opportunity for an innovative, passionate and inspiring person to lead Kingdom Support & Care (KSC)

KSC is a subsidiary of Kingdom Housing Association (KHA) and supports over 300 people throughout Fife and Falkirk, providing high quality and personalised support and care designed to meet individual needs and desired outcomes.

Your role will be to set and drive the strategy for KSC to ensure it flourishes and grows whilst continuing to provide the high standards the individuals we support deserve.

Reporting to the Group Chief Executive, you will also be part of the Group's Executive Management Team and have a key role in developing and implementing the broader organisation's strategies.

About Us

KSC was formed in April 2017 as an independent subsidiary of KHA. We provide support to people with a range of needs in their own homes, including those with: learning disability, autistic spectrum disorder, complex needs, mental health issues, age related needs, homelessness, drug and alcohol addictions.

Our aim is to support people to have a safe and secure home, to live as independently as possible in their own home, to live as full a life as possible and to be part of their local community.

We provide flexible, responsive and person centred support which assists people to live their lives as they wish and to enable them to meet their desired outcomes.

We aspire to be an employer of choice. We already have Gold IIP and are striving towards Platinum.

We live by our CARES values of Customer, Accountable, Respect, Efficient and Supportive.

Business development and growth is a key component of KSC's business strategy.

About You

First and foremost, you will be passionate about the work we do. You will be an experienced leader who is committed to enabling people to have as full a life as possible and to be empowered to make informed choices about their lives, including the opportunity for new experiences. You will lead by inspiring and collaborating with people inside and outside the organisation.

You will be able to combine innovation and growth with ensuring existing business continues to be high quality and financially viable.

You'll be educated to degree level or have equivalent experience and have a full, current driving licence.

You will be required to complete a satisfactory PVG Disclosure Scotland check.

We offer

An attractive salary and benefits package including a contributory pension scheme and generous annual leave entitlement.

You will be able to benefit from a range of flexible working opportunities around both hours and location of work rarely seen at this level of role.

We anticipate holding interviews week commencing 4 July. **To apply please visit <https://jobs.aspenpeople.co.uk>**

A bit more about the job

Executive Director of Kingdom Support & Care

While you'll see the detail of the duties and responsibilities of the role in the job description, we wanted to give you a bit more context about the background and what the initial priorities will be.

This post was established in 2017 when we created Kingdom Support & Care (KSC) as an independent subsidiary of Kingdom Housing Association. Previously, Support & Care was a department within the Housing Association but we found that the differing contexts of the two businesses meant both needed to compromise on what might be best for them so KSC was created so it could operate and make decisions that were best for it and be less restrained by what the Housing Association could or couldn't do.

That has been really successful and, whilst there are still some constraints that come with being a subsidiary of an organisation that has the regulatory requirements of both a charity and registered social landlord, KSC is able to operate in a far more flexible way which helps it remain competitive with other care providers.

The Executive Director of KSC is supported by 2 Support & Care Managers who are the Registered Managers for the services under their remit. The Support & Care Managers have 4 or 5 Coordinators reporting into them who conduct the day to day management of each service. In addition, the Executive Director also manages the Business Support Team Leader and, a new post we are currently advertising, an Assistant Support & Care Manager whose role will be to provide operational support to the Managers and Coordinators whilst also supporting some organisation-wide remits and projects.

Like all care providers, KSC has some real challenges at the moment, not least of which is in recruiting and retaining staff to provide care to the individuals we support. If you're reading this because you are interested in the role, you'll be all too familiar with those challenges.

Developing and leading a strategy that addresses those challenges whilst growing the business and maintaining the high levels of service the individuals we support deserve will be the core of your role.

There are also plans in place for exciting developments within KSC, such as developing alternative types of services and creating a KSC Learning Academy.

Whilst you'll have significant autonomy to do that, the strategy will also need to align with the values and ethos of the broader Kingdom Group. That is best described by our CARES values:

Customer - We believe every action we take should provide the best possible journey and outcome for the individuals, organisations and groups we provide a service to both internal and external.

Accountable - We believe we are responsible for our actions and our decisions and embrace that responsibility.

Respect - We believe that different views and beliefs from our own are valid, important and valuable.

Efficient - We believe that continuous improvement to our ways of working is essential to achieving our objectives.

Supportive - We believe that supporting our colleagues across Kingdom's businesses is key to achieving our aims and makes work a better place.

Your key deliverables will be to lead KSC to achieve its objectives. You can read more detail in the enclosed Corporate plan but, in short, those objectives are to:

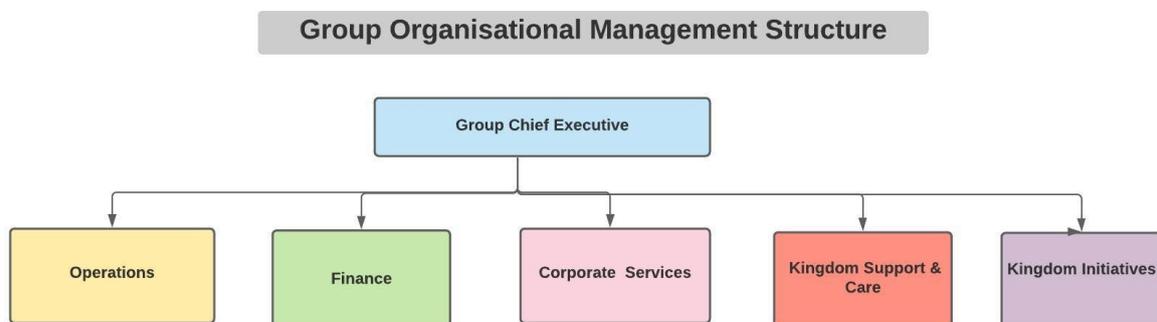
- Deliver excellent and high-quality services.
- Achieve growth and diversity.
- Enhance the workforce.
- Enhance KSC's reputation and promote the KSC brand.
- Continue to improve the financial position of KSC.

Although KSC is a separate company it is operated as part of the Kingdom Group and the Executive Director of KSC will be line managed by the Group Chief Executive.

As well as your role leading KSC, you'll be an active member of the Kingdom Group's Executive Management Team. You will also interact with a number of other Directors and Heads of Service on business support to KSC and a number of projects that involve different parts of our business.

The whole organisation is going through a period of change in which we need an inclusive, and supportive management team to lead us through, so connecting with the other leaders across the Kingdom Group to build trusting and collaborative relationships will be fundamental to your success and an early priority.

The structure for the Kingdom Group is based on the following Service Areas;



There are varying levels of strategic and corporate responsibilities that apply across all management tiers depending on whether the posts are designated at Executive Director, Departmental Director, Head of Service or Manager Level.

The key variations between the Executive Director and Departmental Director level relate to the following key areas;

- Executive Directors deputise for the Chief Executive when required.
- Additional delegated authority is applied to posts that are part of the Executive Management Team as part of our policies.
- Executive Directors have increased responsibilities associated with the development and implementation of the Corporate Plan and strategic business development responsibilities.
- Executive Directors have overall strategic and operational responsibilities for a Service Area, whereas Departmental Directors will mainly have strategic and operational responsibilities for a service department.
- There are variations in the authority levels as part of the Financial Regulations

Heads of Service have the operational responsibilities for their service area, and are responsible for implementing the approved strategy. They also assist the Departmental and Executive Directors to develop and implement the corporate strategy, however the main strategic responsibilities will sit with the Senior Officer for the Service Area.

Departmental Managers mainly have an operational management responsibility, however they will contribute to the development and implementation of departmental and organisational strategies where required.

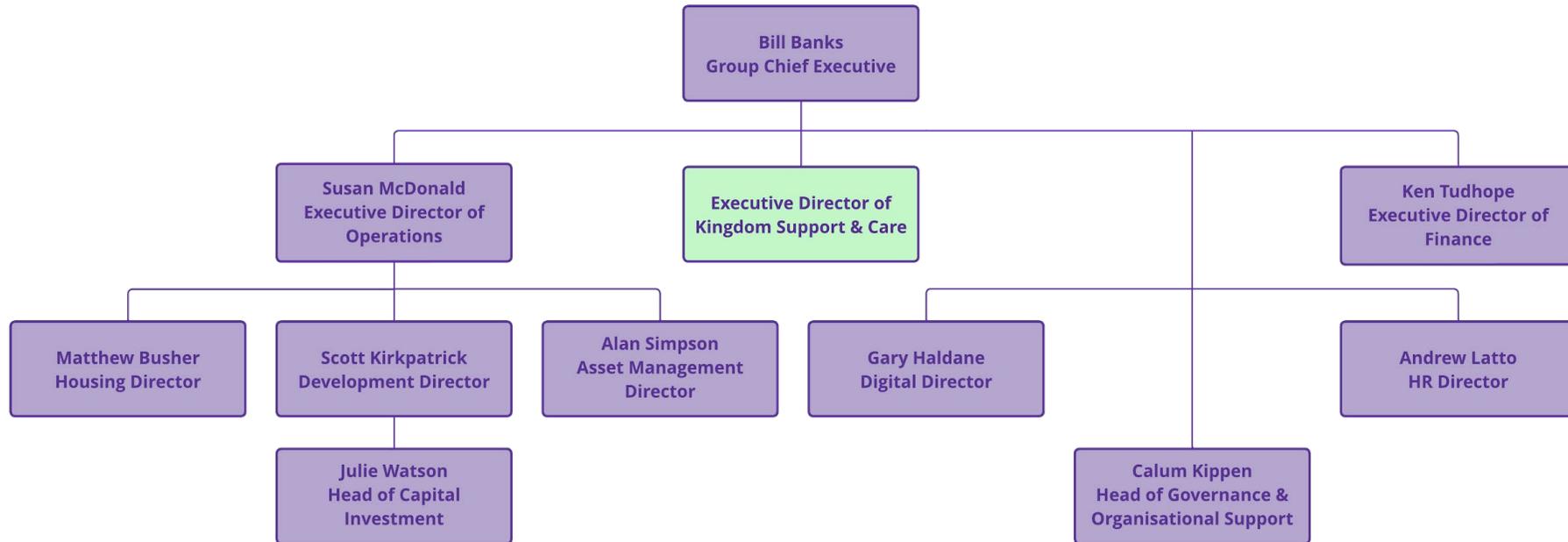
The following identifies the Leadership Teams and the representation at the different management tiers;

- **Executive Management Team;** Group Chief Executive, Executive Directors of Finance, Operations and Kingdom Support and Care.
- **Senior Management Team;** As above plus Departmental Directors and Heads of Service.
- **Managers and Senior Officers Group;** All Departmental Managers or a senior officer for each service.

Although the Support and Care Managers and Business Support Team Leader are part of the Managers and Senior Officers Group above, they form the management team of KSC reporting directly to the Executive Director of KSC (No other Director or Head of Service). It is a flatter structure than exists in KHA and as such the Executive Director takes an active operational role.



KINGDOM Group



KINGDOM SUPPORT AND CARE CIC JOB DESCRIPTION

JOB TITLE: Executive Director of Kingdom Support and Care
JOB GRADE: £85,838 - £95,376 per annum, including car allowance
ACCOUNTABLE TO: Group Chief Executive or such other senior member of staff who may be appointed

OVERALL AIM

As Executive Director of Kingdom Support and Care, you will be accountable to the Group CEO and KSC Board of Management and be responsible for the strategic development and overall performance and delivery of support and care services, providing senior management support to the Support and Care Managers and Business Support Team Leader.

As a member of the Group Executive Management Team you will be responsible for the development, implementation and achievement of the Kingdom Housing Group strategic objectives and risk management in respect of the Support and Care services. You will contribute to the overall strategic leadership of the Group and develop a clear sense of direction for growth and development of the Group. - The Group currently consists of Kingdom Housing Association Ltd and its subsidiary organisations, Kingdom Support and Care and Kingdom Initiatives.

You will ensure the Group's governing bodies are provided with appropriate support and guidance on all performance, regulatory and compliance matters related to Support and Care Management activities. You will ensure these, and any other services which are developed, meet SSSC and Care Inspectorate standards and that they are organised and delivered in a way which maintains the positive reputation and ongoing financial sustainability of KSC and the broader Kingdom Group.

MAIN TASKS OR ACTIVITIES

Corporate Responsibilities

- To be an active and effective member of the Executive Management Team, working with the Chief Executive and other Directors on all corporate matters, including risk management, governance, business continuity, disaster recovery, health and safety, data protection, regulatory compliance and performance management.
- To participate in the development and implementation of the annual Corporate and Business Plans, setting and monitoring strategic and departmental objectives as appropriate.
- To provide advice, guidance and support to the governing bodies to ensure Compliance with the current regulatory standards of governance and financial Management.
- To promote the aims, policies, procedures and values of the Group to all relevant stakeholders and be a role model for our staff.
- To develop partnerships which promote and further the Group's strategic aims and objectives. Identify and implement business development initiatives.

KSC Roles and Responsibilities

- To be responsible for the strategic development and overall performance and delivery of all support and care services, including: Regulatory compliance; Risk and financial appraisal; Key performance Indicators
- Lead the tendering process for new services to facilitate an appropriate level of business growth for KSC
- Explore and develop new, innovative ways of working and service delivery
- Oversee and drive implementation of strategies to enhance the recruitment, development and retention of staff
- Liaise with KHA in respect of services provided to and by KSC under the Service Level Agreement Contribute to the development, monitoring, maintenance and review of the Group's Risk Management and Business Continuity Plans, liaising with other departments in the Group, as necessary.
- To ensure compliance with a range of legislative requirements and guidance, including: Care Inspectorate National Care Standards, Scottish Social Services Council Codes of Practice; Health and Safety legislation, including fire regulations; and Local Authority contract conditions.
- Overall responsibility for the development and implementation of the Kingdom Support and Care strategies, liaising with KHA as appropriate.
- Responsibility for the development, implementation, monitoring and review of KSC policies and procedures, ensuring compliance with current legislation and regulatory requirements.
- Responsibility for the Health & Safety within the Support and Care remit. To interpret existing and proposed legislation, guidance and performance standards as they affect the company and to report to the Senior Management Team and the Group's governing bodies, as appropriate.
- Responsible for the maintenance of the Support and Care systems and records and the preparation for relevant statutory and regulatory returns.
- Identifying, investigating, developing and implementing new Support and Care systems and initiatives.
- Exploring, developing and implementing opportunities for business development and business growth initiatives related to the Support and Care activities.
- To contribute to the preparation of KSC financial plans and annual budgets in conjunction with KHA Executive Director of Finance
- To be responsible for the management and monitoring of management accounts and overall financial performance of the organisation
- Overall responsibility for ensuring the provision of high quality effective customer services.
- Reporting to and interaction with the KSC Board of Directors as appropriate.
- Prepare accurate, timely management information/KPI's and undertake relevant scenario planning sensitivity analysis.
- Responsible for ensuring KSC compliance with Kingdom's Procurement policy, strategy and current procurement legislation.

- Maintain strong financial and management controls and work closely with the Group Senior Management Team to identify areas across the business to monitor and improve business performance.
- Ensure liaison networks are established with external organisations and other members of staff within the Group, to allow efficient and effective communications related to the Support and Care services.
- Actively engage with other care providers, local authority colleagues and representative bodies such as CCPS to share knowledge and experience and to influence wider policy and operational matters at a local authority and national level
- Participation in the work of the Group Management Teams/Working Groups within Kingdom, as appropriate.
- Any other duties which may be required from time to time by the Group Chief Executive or such other senior staff member who may be appointed.

OTHER FEATURES

The hours of work are as outlined in the Principal Statement of Terms and Conditions to be worked in accordance with the needs of the Group. There may be occasions when it is necessary to work evenings or weekends.

Kingdom Support and Care CIC and the Group, may increase in size in the future; it is likely that the duties listed may need to be varied to suit its changing requirements.

Kingdom gives every encouragement to members of staff to undertake training for approved courses including financial assistance where appropriate.

JOB LOCATION

The operational base is as outlined in the Principal Statement of Terms and Conditions although the post holder will be required to work and operate at any of the Group's offices to meet the flexibility requirements of the Service. Kingdom Support and Care reserves the right to either temporarily or permanently move an employee to another location.

KINGDOM SUPPORT & CARE

PERSON SPECIFICATION

EXECUTIVE DIRECTOR OF KINGDOM SUPPORT & CARE

ESSENTIAL

Ref.	Category and Criteria
E1	Qualifications; Educated to degree level, or relevant management experience at a senior level.
E2	Experience; Knowledge and experience of working in the Care Sector at a senior level
E3	Relevant Management Achievements; A proven track record of leading a business that operates under strict regulation and a challenging business environment.
E4	Relevant Management Experience; Experience in a leadership role including business development, budgetary and financial management within the Health & Social Care sector
E5	Performance and Change Management; An innovator who is passionate about continuous improvement and leads their people through change from the front.
E6	Leadership; A self-reliant individual who leads through inspiring confidence and trust, to achieve successful outputs.
E7	Collaboration; A leader, with experience of internal collaboration and external partnership working.
E8	Governance; In-depth knowledge of the regulatory requirements of the Health & Social Care sector including expectations of the Care Inspectorate and SSSC.
E9	Business Improvement and Growth; Experience of balancing performance, quality of care, business growth and risk management and the ability to successfully tender for new business
E10	Strategic Implementation; The ability to develop, articulate and implement strategy and vision with passion and enthusiasm
E11	Shared Values and Objectives; A strong affinity for the work of KSC and the broader Kingdom Group
E12	Business Travel; A car available for business use, a current full driving licence, or evidence of the ability to efficiently undertake business travel to various, sometimes remote locations.

DESIRABLE (Additional Experience, Knowledge and Understanding)

D1	Experience of working in a group structure
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D2	Knowledge and understanding of the work, governance and regulatory environment of a registered social landlord
D3	In-depth knowledge and understanding of the commissioning and tendering regime of Local Authorities in Scotland
D4	Demonstrable experience of delivering new and innovative service delivery models in the Health & Social Care sector
D5	Good knowledge of performance management approaches and methodologies
D6	Experience of partnership working between Health & Social Care providers and Registered Social Landlords
D7	Experience of reporting to Governing Bodies



Executive Director of Kingdom Support & Care - Summary Terms, Conditions & Benefits

Hours Worked

Your hours of work will be 36 hours per week. Our normal office hours are 9-5 Monday to Friday, however occasional evening and weekend work may be required

We can facilitate a variety of flexible and agile working arrangements such as flexible working hours, compressed hours, remote working, etc as well as significant flexibility around where work is carried out

Salary

The salary scale for this role is £85,838 - £95,376 per annum, including car allowance.

Method of Payment

Payment of your salary is in equal monthly instalments in arrears, by bank transfer, no later than the last Friday of each month.

Location

Your operational base will initially be in our office at James Bank, Dunfermline but this may change in future.

Relocation assistance

If you need to relocate to the local area to take up this role, you may be eligible for financial support to assist with relocation expenses.

Car user

The salary for this role includes a car user allowance. As the post is designated a business car user, a current, full driving licence, the use of a car for work and business use insurance cover is required. Payment for business mileage incurred is 45 pence per mile.

The role also qualifies for our low-interest car loan scheme in which you can borrow up to £30,000 over up to 5 years to buy a car for work use. Interest on the loan will be calculated as the base Bank of England interest rate at the time the loan is agreed plus a margin of 0.75%. The additional 0.75% will be waived if the loan is to purchase a vehicle which is exempt from Road Fund Licence due to low CO2 emissions.

Private Health Care

You will be eligible for annual private health checks and private health insurance paid by Kingdom Support and Care.

Probationary Period

Your first 3 months will be a probationary period.

We may extend the probationary period if there are any concerns regarding your performance, attendance or conduct. We may end your employment during the probationary period where we believe your performance, attendance or conduct is unsatisfactory.

Notice Period

Should you decide to leave Kingdom, your notice period would be 3 months.

Pension

We are a member of the Scottish Housing Associations Defined Contribution Pension Scheme. The employee contribution rate is 4% and the employer contribution rate is 5% with the option to increase your employee contributions. You will also have the option of making your pension contributions through a salary exchange scheme which also passes on any employer National Insurance contributions to your pension.

For employees not in our Defined Contribution Scheme, auto enrolment pension provision is applicable subject to eligibility criteria. You can find out more about workplace pensions and the benefits of staying enrolled by visiting www.gov.uk/workplacepensions.

Annual Leave

The annual leave year is from 1 April to 31 March. Your full leave entitlement (based on a 5 day working week) will be 37 days, comprising 33 annual leave days and 4 public holidays.

Your annual leave entitlement will increase by 2 additional days after 5 years service and a further 2 days after 10 years service.

There are no enhanced payments made for work on a public holiday other than the two designated public holidays at Christmas and New Year.

For a part year, you will be given a proportion of the full year's entitlement based on the number of complete months worked in the year.

Offer of Employment is subject to:

- Satisfactory references (one should be from your current/most recent employer). We do not normally accept references from relatives or friends and we reserve the right to request more than two references.
- Producing documentary evidence under the requirements of the Immigration, Asylum and Nationality Act 2006, to verify that you are eligible to work in the United Kingdom.

- A satisfactory PVG Disclosure Check.
- Confirmation that you have no conflict of interest in accordance with our Entitlements, Payments and Benefits Policy.
- Verification of qualifications/memberships you have stated in your application which are relevant to the post.
- Verification that you hold a current full UK driving licence, possess a valid MOT certificate (where applicable) and have Business Insurance cover.

This information is provided for general guidance only and is not intended to be contractual.



Additional Information

- [40 Years of Kingdom](#)
- [Approved Corporate Plan](#)



Living and working in Fife

Fife lies on the east coast of Scotland, between the cities of Edinburgh to the south and Dundee to the north with Perth and Stirling to the west. We have superb transport links with nearby access to Scotland's motorway network, the rail network and Edinburgh International Airport.

We offer beautiful natural scenery, great education, a growing economy and a wide range of leisure and housing choices.

You can choose from a variety of places to live in Fife ranging from small, seaside villages to vibrant, larger towns, all of which have their own character so there's something to suit every preference and lifestyle.

Fife is historically 'the home of golf', and the burial place of kings, queens and saints. But we are a forward looking, diverse population with a proud spirit and a positive attitude.

We celebrate our history in our many festivals, embrace our cultural diversity and take pride in the numerous opportunities for sport, the arts and leisure that Fife has to offer.

Fife is diverse in a number of ways including:

- A diverse population from various ethnicities, various historical backgrounds and varying affluence.
- Modern shopping that sits next to burial sites of ancient kings and queens.
- Wild landscapes that contrast with tamed award winning beaches.
- A national motor racing circuit for the speed lovers and a network of cycleways and a 117 mile path that stretches around the Fife coast for the more leisurely experience.
- A full range of sports and leisure facilities
- The contrast of Scotland's oldest university in St Andrews to brand new schools across Fife.

Discover more about what Fife has to offer - visit <https://www.welcometofife.com/>

The Process and How to Apply

Enquiries

For a confidential discussion about the post please contact Mike Orr on 0141 212 7555.

Application

To apply please **complete the [Application Form](#) and [Equality and Diversity Monitoring Form](#)** and email these to Katy Gall at Aspen People – kgall@aspenpeople.co.uk

Dates

Closing date for applications: Sunday 19th June 2022

Assessment Centre / Interviews: w/c 4th July 2022



Contact

Mike Orr
0141 212 7555