



TALL ROOTS

Thurrock Lifestyle Solutions CIC Chief Operating Officer

Candidate Pack
August 2024



Hello!

Thank you so much for your interest in becoming our Chief Operating Officer (COO) at Thurrock Lifestyle Solutions CIC.

As CEO of this wonderful organisation, it is my pleasure to introduce this exciting new role on our Senior Leadership Team. However, once you have read this welcome letter, I also very much invite you to watch a couple of videos at the bottom of this page from our Chair, Anne White MBE, and our other Directors, who each explain more about what they are most looking for from this key appointment.

Thurrock Lifestyle Solutions is a unique and innovative social enterprise founded on the belief of 'experts by experience'. For that reason, our governance states that 100% of our Company Directors identify as Disabled.

Since our inception in an old Scout Hut in Chadwell-St-Mary by a group of forward-thinking individuals who believed that Disabled people should have power over their own life choices, we have grown to become an organisation offering a complex range of services and support around 200 Disabled people in the local community, with an annual turnover of approximately £5.5million. And those core beliefs that we were founded on very much exist today.

We are now looking for a COO to work collaboratively with our Board of Directors, me and the wider Senior Leadership Team to provide crucial strategic direction to the organisation and stewardship of our services, driving operational excellence and innovation at all levels. This will include constant monitoring and evaluation of existing operations, ensuring compliance with regulatory requirements and for effectiveness, while exploring opportunities for further growth and innovation that will enhance our impact.

Kind; Listens (not assumes); Compassionate; Innovative; Respectful; Diligent. These are some of the words that our Directors have used to describe our future COO. Our new COO will be an experienced

leader with an appropriately healthy risk appetite who is willing to step out of their own comfort zone for the betterment of people that we support.

Ideally bringing knowledge of the social care and/or community services sectors, you will also be an enthusiastic networker who is comfortable engaging with a broad range of stakeholders across all sectors and walks of life, from politicians to influencers and campaigners.

Fundamentally, and most importantly, you will understand the importance of Equal Value Partnerships and togetherness, and of speaking truth to power. If you do, then I think you will fit in very well here and I hope that you choose to apply.

Thank you; on behalf of me, our Directors and our wider organisation.



Neil Woodbridge
Chief Executive Officer



About us

Thurrock Lifestyle Solutions CIC (TLS) is a dynamic and forward-thinking community interest company dedicated to improving the lives of individuals through innovative and personalised support services.

Established in 2007 and winning funds as a Department of Health Pathfinder, the company was founded on the concept of Community Solutions and uses disabled people as its 'experts by experience'.

We are committed to our core values of Diversity, Aspirations, Choice, and Togetherness.

We believe in social justice and the rights of disabled people. We want people to be treated as Equal Value Partners. From this, we have developed several models of supporting people to live lifestyles of choice in their own communities. TLS took over the majority of Thurrock Council's disability services on the 1st of February 2013. In 2015, we were listed as number one for the Eastern region Nat West SE100 index and were finalists in the UK Social Enterprise Awards 2017 in the Health & Social Care category.

We aim to empower individuals to lead fulfilling lives, promote inclusivity, and ensure every disabled person can achieve their aspirations.

We support approximately 200 disabled people across Thurrock, have specialisms in Autism, run a SENDIASS service and have a subsidiary Homecare Company.

Thurrock Lifestyle Solutions CIC supports disabled people by providing;

- Lifestyle Starter Houses for people looking to live independently with a six-month placement.
- Supporting young people in the transition from school to adult life.
- Helping people in need of a personal assistant to find the right one.
- A wide range of individually tailored training courses including personalisation, transition and service modernisation.
- Brokerage to help people make sense of the social care maze.



Our Vision

“ A world where disabled people live with no barriers and have a positive community experience, their individual aspirations are met and they have total choice and control. ”

Our vision means that we'd hate people to have to simply fit into the service we provide. As a social enterprise following the social model of disability, we recognise that it's not the impairment that stops people doing things - but the way in which society treats people that does.

Job Description

Job title: Chief Operating Officer

Department: Leadership Team

Reporting to: Chief Executive Officer

Role Overview

The Chief Operating Officer (COO) will play a crucial role in the overall management and strategic direction of Thurrock Lifestyle Solutions CIC.

The COO will be responsible for overseeing the daily operations, ensuring efficient and effective service delivery, and driving operational excellence across the organisation. This role requires a strategic thinker who can operationally manage, a strong leader, and an individual committed to upholding and promoting our values whilst being led by disabled people.

Key Responsibilities

Operational Leadership

- Oversee the daily operations of TLS, ensuring high-quality service delivery.
- Develop and implement operational policies and procedures to enhance efficiency and effectiveness.
- Monitoring and evaluating operational performance, making necessary adjustments to meet goals and objectives alongside Board set key indicators.
- Act as the Nominated Individual and oversee regulated services for CQC compliance.

Strategic Planning

- Collaborate with the CEO and senior leadership team to develop and execute the organisation's strategic plan.
- Identify opportunities for growth, innovation, and improvement in service delivery.
- Lead initiatives to expand and enhance the organisation's offerings in alignment with our values and be led by our Directors.

Financial Management

- Oversee budgeting, financial planning, and expenditure to ensure fiscal responsibility.
- Monitor financial performance, implementing strategies to achieve financial targets.
- Ensure compliance with all financial regulations and reporting requirements.

People Management

- Lead, mentor, and develop a high-performing operational team.
- Foster a positive and inclusive workplace culture that reflects our values of Diversity, Aspirations, Choice, and Togetherness.
- Implement effective talent management strategies to attract, retain, and develop staff.
- Enhance our Wellbeing offer to attract staff and ensure training is offered and undertaken to develop all staff.

Stakeholder Engagement

- Build and maintain strong relationships with key stakeholders, including Customers, partners, and community organisations.
- Represent TLS at various forums, meetings, and events to promote our mission and values.
- Ensure transparent and effective communication with all stakeholders.

Quality and Compliance

- Ensure all operations comply with relevant laws, regulations, and best practices.
- Implement and monitor quality assurance processes to maintain high standards of service.
- Lead efforts to achieve and maintain relevant accreditations and certifications.

Performance Metrics

- Develop and track key performance indicators (KPIs) to measure operational success.
- Regularly report on performance metrics to the CEO and Board of Directors.
- Implement data-driven decision-making processes to continuously improve operations.

Person Specification

Essential Qualifications and Experience

- Proven experience in a senior operational leadership role, ideally within the social care or community services sector.
- Strong understanding of the regulatory and compliance requirements in the sector.
- Demonstrable experience in strategic planning, financial management, and operational oversight.
- Experience in managing and developing high-performing teams.
- Ability to work alongside disabled people in an Equal Value Partnership way.

Skills and Competencies

- **Leadership:** Strong leadership skills with the ability to inspire and motivate others.
- **Strategic Thinking:** Ability to think strategically and translate strategies into actionable plans.
- **Communication:** Excellent verbal and written communication skills, with the ability to engage effectively with diverse stakeholders.
- **Problem-Solving:** Strong analytical and problem-solving skills, with a proactive and solution-oriented approach.
- **Financial Acumen:** Strong understanding of financial management principles and practices.
- **Adaptability:** Ability to adapt to changing circumstances and manage multiple priorities effectively.
- **Qualification:** We will sponsor you to gain relevant professional qualifications.

Values and Attributes

- **Commitment to Diversity:** A deep commitment to promoting diversity and inclusion within the organisation and in the services provided.
- **Aspirational Leadership:** A strong belief in the potential of individuals and a commitment to supporting their aspirations.
- **Choice Advocate:** Dedication to empowering individuals to make informed choices about their lives and the support they need.
- **Togetherness Promoter:** A collaborative approach that fosters a sense of togetherness and community and understands community is an experience and not a location.
- **Implementation of Values:**
 - Diversity: Ensure recruitment, training, and service delivery practices promote and reflect diversity
 - Aspirations: Develop programs and support that enables the personal and professional growth of both staff and our Customers.
 - Choice: Implement systems that evidence how our customers have control of their lifestyle and the services they receive.
 - Togetherness: Promote team-building activities and ensure community engagement is at the fore of what we do with a core understanding of interdependency.





Terms of Appointment

- Salary:** Circa £65,000 per annum, based on experience
- Contract:** Full-time, permanent (flexible working options available)
- Location:** Thurrock, Essex, UK (we are about 35 minutes from London Fenchurch Street)

Company Culture and Benefits:

- A supportive and inclusive working environment that values each team member.
- Opportunities for professional development and career advancement.
- Comprehensive benefits package including healthcare via Benendon, pension scheme, and generous leave entitlements as well as an electric car salary sacrifice scheme – we care about the environment.
- We take Wellbeing Seriously
- You get a free massage, access to free 1-1 Counselling and many other benefits in kind.
- Commitment to work-life balance with flexible working options.
- We hope you have a loving family – we will support you to see them by getting your work life balance right.
- Thurrock Lifestyle Solutions CIC is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.



How to apply

Tall Roots is acting as an employment agency partner to Thurrock Lifestyle Solutions CIC. Applications should be made online at www.tallroots.co.uk and include:

- a CV
- a **Covering Letter that provides brief responses to the following four questions:**
 1. What is motivating you to want to work for Thurrock Lifestyle Solutions as our Chief Operating Officer? **(200 words)**
 2. What best prepares you to become our new Chief Operating Officer? **(200 words)**
 3. What does 'Equal Value Partnerships' mean to you, and can you provide an example of when you have worked within a similar context in the past? **(200 words)**
 4. What has been your proudest moment in your career? **(200 words)**

The closing date for applications is **Friday 23rd August 2024.**

Preliminary interviews with Tall Roots will be held virtually during **w/c 9th September 2024.**

Final interviews will be held in-person at Thurrock Lifestyle Solutions' offices during **w/c 23rd September 2024.**

If you have any questions relating to the role or the process, or would like any adjustments made to accommodate your needs, please contact Natalie Sanders or Mark Crowley at Tall Roots by email at natalie.sanders@tallroots.co.uk or mark.crowley@tallroots.co.uk.





TALL ROOTS



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