

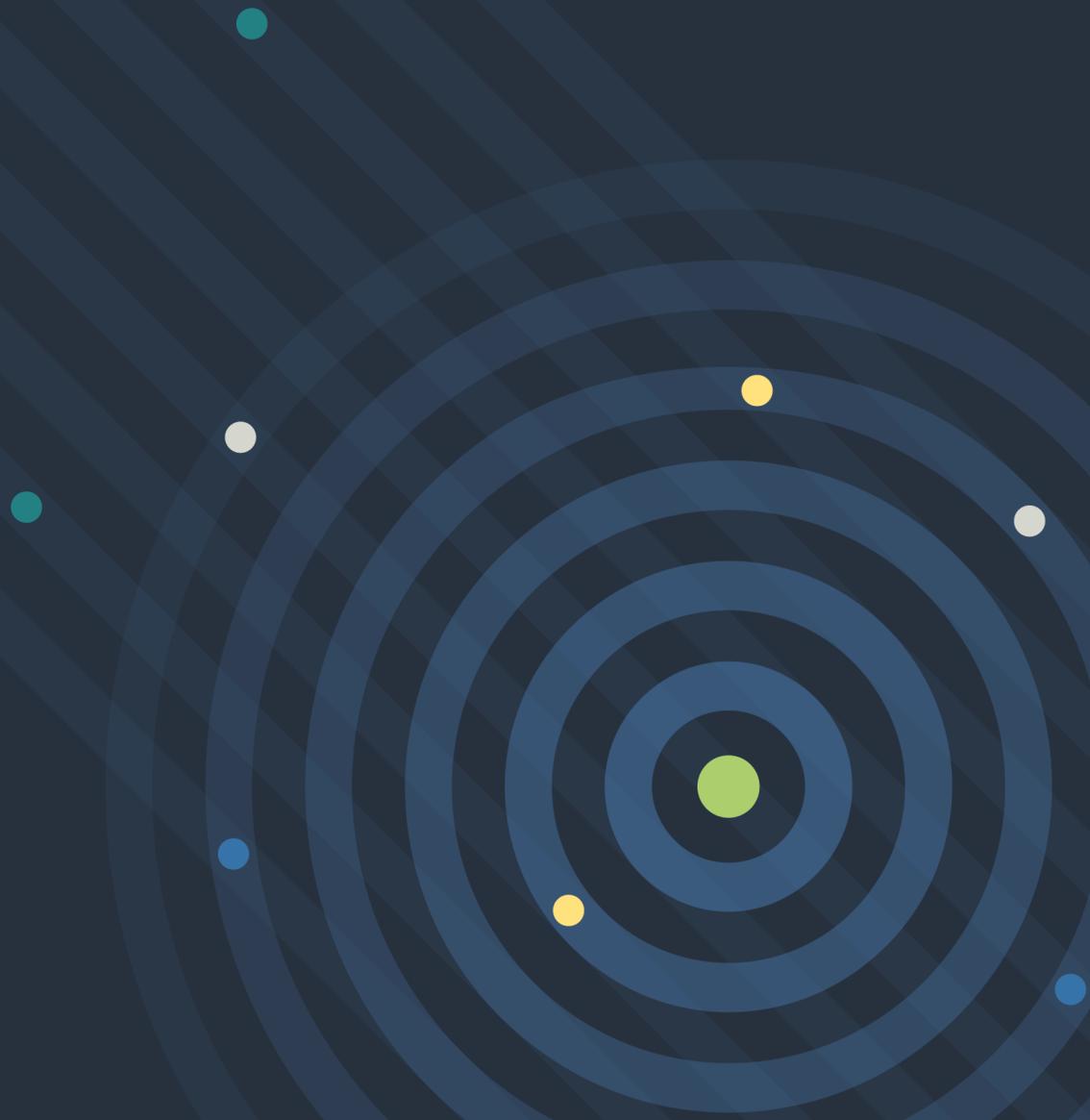
# Attenti

Executive Recruitment Services

## Ambient Support

## Chair

## Appointment Brief



## Introduction

Thank you for your interest in the role of Chair at Ambient Support.

Ambient Support (formerly known as Heritage Care and Community Options) is a registered UK charity with over 25 years' experience in providing care and support services for older people, people with a mental health need, and people with a learning disability.

Our wide range of quality specialist services in over 130 locations nationwide are delivered by our dedicated, professional and passionate staff, and our success is built on supporting people to live a full and meaningful life – regardless of age, health or disability. We have recently embarked upon an ambitious, well-resourced and significant transformation programme working from a position of good to a position of great.

We are now seeking a high calibre Chair who, with the Chief Executive, can provide the strategic leadership to enable the Charity to achieve the aspirations set out in its recently agreed 5 year strategic plan. We are looking for someone with a proven track record of successfully providing such leadership, a sophisticated understanding of governance with experience of Board development, and providing support and challenge to a Chief Executive.

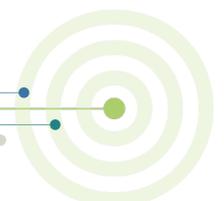
To be successful you will be a superb and inclusive communicator with a high level of emotional intelligence and have a strong grasp of the issues within health & social care and the current issues within it. You will have the ability to commit the energy and time required for this role.

This is an exciting role at a time of significant opportunities that will give challenge and reward in equal measure. We hope you find this appointment brief informative, and that you are inspired to apply. We very much look forward to meeting you.

Best wishes

**Margaret Lally**  
Deputy Chair

**Mark Milton**  
Chief Executive



## Ambient Support

Ambient Support is a registered UK charity. For over 25 years its dedicated, professional and passionate staff have provided care and support services for older people, people with a mental health need, and people with a learning disability. Our success is built on supporting people to live a full and meaningful life – regardless of age, health or disability. Our staff are at the heart of everything we do. They are what make us great, every single day.

To read more about our approach to Mental Health Services [click here](#), for Learning Disability Services [click here](#) and for Older People's Services [click here](#). Within our group structure sits [Amber Housing](#), that provides a full range of property management services, along with quality housing that enables individuals to lead valued and independent lives in their community.

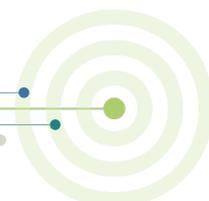
### Our Mission

Our mission is to provide personalised support that enables individuals to lead valued and meaningful lives in the community.

### Our Values

We believe that for people to reach their full potential, they need the right support driven by the right values. The Ambient 5i values guide our approach, govern our actions and help us measure our successes.

- Impact – We make a positive difference to people's lives enabling greater independence, improved well-being, better outcomes and increased choice
- Innovative – We embrace a culture for change that strives for continuous reflection, improvement and achievement of excellence
- Inspirational – We promote imagination and positivity, motivating our staff and the people we support
- Inclusive – We positively welcome diversity of background, ethnicity, skills, talents and contributions from everyone
- Integrity – We respect all people as individuals and treat them with compassion and consideration. In all our dealings we are open, honest, accountable and transparent



## Our Strategy

Our new strategy (2020 to 2025) has been developed following extensive engagement with the people we support and other stakeholders. The overarching vision for the next five years will be to work from a position of Good to a position of Great.

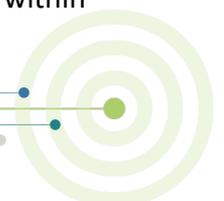
In summary, by 2025 the people we support will;

- Benefit from outstanding quality care and support. All our registered services will be rated outstanding over the life-time of the plan.
- Be equal partners in co-producing models of care. Our annual survey will show that this is in place for everyone.
- Be supported by staff who are safe, supported and valued. We will be a Top 100 Sunday Times Employer.
- Be assisted by technology which will actively promote their wellbeing and independence.

And by 2025 the Charity will;

- Be recognised as the National Provider of community-based support for adults with complex care and support needs to include frail elders, learning disability and mental health.
- Become financially sustainable through the development of more diverse income streams to include new commissioning partnerships with the NHS and private individuals.
- Differentiate itself by providing tailored packages of community-based support and housing to those with complex care and support needs, including the use of charitable income to enhance well-being and independence.
- Provide sector leading training in areas such as Positive Behavioural Support.
- Work as a community partner of choice to increase social capital.

An incoming Chair working closely with a dynamic board, CEO and top team, will have scope to shape the delivery of our next five years of work. Building on our position of financial strength, significant investment will be drawn down from our balance sheet to enable Ambient to realise its ambition. This will mean that there is bandwidth and flexibility within



these dynamic environments to explore, develop, act decisively and respond to opportunities as they arise.

This oversight will enable Ambient to have an agile and responsive approach that will take the steps to firstly modernise and then transform the charity. The Strategic Pillars that follow broadly outline the steps that we will take to both realise our ambitions and deliver our transformation from Good to Great.

### **Beacon of Excellence**

We will make investment in positioning our organisation on the national stage as the best organisation for care and support.

### **Pioneering Services**

We will transform and make investments into enhancing our reputation for innovation, and improve the quality of life of the people we support.

### **An Employer of Choice**

We will transform, diversify and make investment in our offer to employees to make our organisation the very best place to work for all employees and attracting the best possible calibre of staff and retaining them.

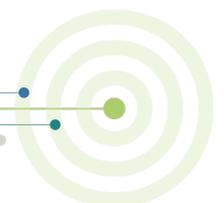
### **A Partner of Choice**

We will transform, diversify and make investment in our partnerships to change our practice to migrate towards specialist provision. We will diversify our income streams to foster differentiated part contractual/part charitable service offers and diversify away from Local Authority dependence to minimise risk.

### **Financial Strength**

We will ensure we divest ourselves from loss making contracts. We will replace any loss of turnover through the development and acquisition of Mental Health and Learning Disability services. In addition to more significant acquisition opportunities, we will continue to open at least 2/3 services every year.

Further information about Ambient Support can be found at [www.ambient.org.uk](http://www.ambient.org.uk)



## Role Description

The Chair of Trustees is a pivotal role in charity governance. The Chair leads and develops the Board of Trustees and ensures that the charity is operating within its charitable objectives. The Chair will work closely with Chief Executive to drive forward the Charity's strategic plan and deliver an ambitious transformational agenda.

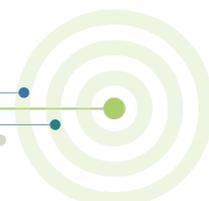
Together they will work closely together to ensure the good performance of the Charity and will be clear about the different roles that they play. The Chair supports and holds the Chief Executive to account for the performance of the Charity but does not get involved in detailed management decisions which are the responsibility of the Chief Executive. The Chair will also act as an ambassador and support the Chief Executive both internally and externally.

## Strategic Leadership

- Provide leadership to the Charity and its Board, ensuring that the Charity has maximum impact for its beneficiaries
- Work with the Chief Executive in ensuring that the Charity identifies and responds effectively to emerging opportunities and achieves its strategic plan
- Ensure that Trustees fulfil their duties and responsibilities for the effective governance of the Charity
- Ensure that the Board operates within its charitable objectives, and provides a clear strategic direction for the Charity
- Ensure that the Board is able to regularly review major risks and associated opportunities, and satisfy itself that systems are in place to take advantage of opportunities, and manage and mitigate the risks
- Ensure that the Board fulfils its duties to ensure sound financial health of the Charity, with systems in place to ensure financial accountability

## Governance

- Chair the board meetings in an effective and inclusive way
- Ensure that the governance arrangements are working in the most effective way for the Charity
- Develop the knowledge and capability of the Board of Trustees
- Encourage positive change where appropriate; address and resolve any conflicts within the Board
- Appraise the performance of the Trustees and the Board on an annual basis
- Ensure that the Board of Trustees is regularly refreshed and incorporates the right balance of skills, knowledge and experience needed to govern and lead the Charity effectively, and which also reflects the wider population



## External Relations

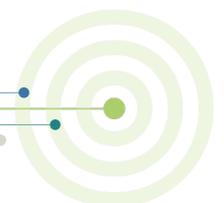
- Act as an ambassador for the Charity
- Act as a spokesperson for the Charity when appropriate
- Represent the Charity at external functions, meetings and events
- Facilitate change and address any potential conflict with external stakeholders
- Support the Charity promote its brand and build effective partnerships as agreed with the Chief Executive

## Efficiency and Effectiveness

- Chair meetings of the Board of Trustees effectively and efficiently, bringing impartiality and objectivity to the decision-making process
- Ensure that Trustees are fully engaged and that decisions are taken in the best, long-term interests of the Charity and that the Board takes collective ownership
- Foster, maintain and ensure that constructive relationships exist with and between the Trustees
- Work closely with the Chief Executive to give direction to Board policy-making and to ensure that meetings are well planned, meaningful and reflect the responsibilities of Trustees
- Monitor that decisions taken at meetings are implemented

## Relationship with the Chief Executive and the wider Management Team

- Establish and build a strong, effective, and a constructive working relationship with the Chief Executive, ensuring s/he is held to account for achieving agreed strategic objectives
- Support the Chief Executive, whilst respecting the boundaries which exist between the two roles
- Ensure regular contact with the Chief Executive and develop and maintain an open and supportive relationship within which each can speak openly about concerns, worries and challenges
- Liaise with the Chief Executive to maintain an overview of the Charity's affairs, providing support as necessary
- Conduct an annual appraisal for the Chief Executive in consultation with other Trustees



## Person Specification

*You should be able to demonstrate and provide evidence of the following criteria listed under Part One within your documentation. These will be tested further at the discussion stage, along with the criteria listed under Part Two:*

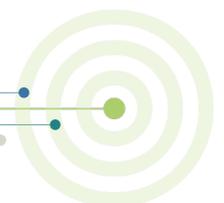
**To be successful as Chair you should have:**

### Part One

- A proven track record of successful strategic leadership
- Sophisticated understanding of governance with experience of Board development and highly developed inclusive chairing skills.
- Significant experience of providing guidance and appropriate support and challenge to a Chief Executive
- Significant financial and commercial acumen, with a strong appreciation of risk management
- Significant experience of leading the execution of strategy, driving change and organisational development
- Superb communication skills with the ability to inform and engage a wide range of audiences, and to speak publicly about the work of Ambient Care
- Experience of developing, maintaining, and sustaining partnerships with key stakeholders
- Strong understanding of the health and social care landscape and knowledge of the current issues affecting it
- An empathy with our client group and understanding of how to engage and motivate volunteers

### Part Two

- Passion, alignment with and commitment to our mission and our values.
- Ability to manage tensions and conflict and bring these to a resolution
- Superb engagement skills with a high level of emotional intelligence and political astuteness
- Evidence of cross sector relationships and strong networking skills
- Resilient with the ability to handle tension, conflicts and reach consensus
- Demonstrate tact and diplomacy, with the ability to listen and engage effectively
- Ability to foster and promote a collaborative inclusive team environment
- Ability to commit energy and time to fulfil the role, including supporting the transformational agenda, travel and attending events out of office hours



## Terms and Conditions

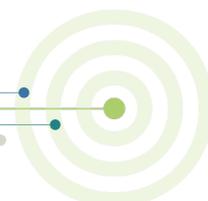
The role is unremunerated and reasonable expenses are paid in line with Ambient Care's expenses policy. The Charity's Chair (and Trustees) will serve a maximum of two three-year terms. The anticipated total time commitment for the role of Chair is one to two day per month. This comprises six board meetings per year, including two residential away days.

The Chair will speak and/or meet with the Chief Executive as required and undertake appraisals with all Trustees. The Chair also represents the Charity at various events and meetings with key stakeholders. Particularly in the next three years and given the current Covid-19 Pandemic, the Chair will need to have the capacity to support the Chief Executive driving forward the Charity's strategic plan.

In addition to chairing the main Board meetings, the Chair also chairs the Remuneration Committee and informal Chairs' Group (both held six monthly) and can attend the other three sub-committees (Quality Improvement & Safety, Business Improvement & Performance Management and Organisational Development & Resources), which all meet quarterly.

## Timetable

|   |  |
|---|--|
| Sunday 3 <sup>rd</sup> May                    | Closing date for all applicants  |
| w/k 18 <sup>th</sup> and 25 <sup>th</sup> May | Preliminary interviews at Attenti  |
| w/k 8 <sup>th</sup> June                      | Candidates to have informal meetings with Deputy Chair, CEO and Top Team                                       |
| w/k 15 <sup>th</sup> June                     | Service User Panel and Final Panel Interviews (subject to social distancing protocols understood and in place) |



## How to Apply

If you are interested in applying for this role, please do so via the Attenti website:

<http://www.attenti.co.uk/ASC>

Please ensure you provide the following:

- A comprehensive CV including details of your achievements in each role.
- If you would like to provide a short supporting statement, please feel free to do so, this is not mandatory at this stage but would be helpful.
- Details of two referees, one of whom should be with regards to your current or most recent board level role and let us know whether you would be happy for us to contact them as part of the process. Referees will not, of course, be contacted without your prior consent.

**Closing date for applications is Sunday 3<sup>rd</sup> May 2020**

Please ensure that you indicate in your application any dates when you will not be available, or where we might have difficulty in contacting you. All applications will be acknowledged. Attenti will respect the privacy of any initial approach or expression of interest in this role, whether formal or informal.

**Please let us know of any accessibility accommodations you may require.**

For an informal and confidential discussion, after having read the appointment brief, please contact our advising consultants

**David Fielding** on 07810 507 235 [David.Fielding@attenti.co.uk](mailto:David.Fielding@attenti.co.uk) or

**Jim Banks** on 07787 004 768 [Jim.Banks@attenti.co.uk](mailto:Jim.Banks@attenti.co.uk) or

**Kate Marchant** on 07966 182 750 [Kate.Marchant@attenti.co.uk](mailto:Kate.Marchant@attenti.co.uk) at Attenti.

