



Chief Officer – Partners in Care

Job Title

Chief Officer

Reports to

Board of Directors

Location

Office based at Annscroft, Shrewsbury, Shropshire / Hybrid working where appropriate

Salary

Competitive, commensurate with experience, starting from £60k per annum

Partners in Care Summary

Partners in Care is the trusted training and support network for adult social care providers in Shropshire, Telford & Wrekin and Cheshire. We are a warm and welcoming not-for-profit membership organisation that proudly supports around **280 independent adult social care providers**. Our members include a diverse range of care services – from residential and nursing homes to homecare (domiciliary care) and supported living providers – each playing a vital role in the wellbeing of our communities.

We're especially excited to now extend our support to **adult social care providers in Cheshire**, where previously there wasn't a dedicated care association. This means more providers can benefit from our resources, advocacy, and community.

Our services are designed to make life easier for care providers, helping them deliver outstanding care every day. We offer:

- **Training and development opportunities** to help staff grow and stay up-to-date.
- **Disclosure and Barring Service (DBS) checks** to ensure safe recruitment.
- A wide range of **workforce initiatives** to support recruitment, retention, and wellbeing.

We also welcome **Personal Assistants** as individual members, offering them access to training, DBS checks, and ongoing support tailored to their unique roles.

At our core, **Partners in Care is the local voice for the independent adult social care sector**. We actively represent our members in conversations with local authorities and the NHS, ensuring that their needs, challenges, and contributions are heard and valued.

Whether you're a care provider or a personal assistant, joining Partners in Care means becoming part of a supportive network that's passionate about quality care and community wellbeing.

Job Purpose

To provide strategic and operational leadership to the organization, representing the interests of social care providers and across Shropshire, Telford & Wrekin and Cheshire. The Chief Officer will lead the organisation to support social care providers to:

- Deliver the best services and outcomes to the people who use their services.
- Deliver high quality training and development opportunities.
- Positively represent the sector with all relevant organisations and media forums.
- Ensure the organisation remains a credible and influential voice in the sector.

Key Responsibilities

Strategic Leadership:

- Develop and deliver the organisation's strategic plan in alignment with local and national adult social care priorities.
- Contribute the views of the membership in policy development and advocacy efforts to influence government and sector-wide reforms.
- Represent the organisation in national forums, media, and stakeholder engagements.

Operational Management:

- Oversee the day-to-day operations, including finance, HR, governance, and service delivery.
- Ensure compliance with statutory and regulatory requirements.
- Lead performance management and continuous improvement across all functions.

Stakeholder Engagement:

- Build and maintain strong relationships with care providers, government bodies, local authorities, ICBs and social care representative organisations.
- Facilitate collaborative partnerships with third sector organisations, professional bodies, and academic institutions.

Governance and Accountability:

- Support the Board in fulfilling its governance responsibilities.
- Provide regular reports on performance, risk, and strategic progress.
- Ensure robust systems for Partners in Care for health and safety, safeguarding, financial oversight and staff support and development.

Person Specification

Qualifications:

Essential	Desirable
Professional qualification in social care sector management OR Educated to degree level in a relevant field (e.g. social care, public policy, health management).	Postgraduate qualification
Knowledge Sound knowledge of issues involved in providing services for at least one of the following: people with mental health concerns, learning disabilities, or older adults. Good understanding of health and social care systems. Good understanding of the issues facing adult social care providers in the current operating environment. Excellent understanding of robust governance practice. Comprehensive regulatory knowledge and maintains up-to-date understanding of key compliance areas, including: • CQC Standards – Ensures alignment with Care Quality Commission regulations through continuous monitoring and integration of best practices in service delivery. • Safeguarding – Upholds robust safeguarding protocols to protect vulnerable individuals, in line with statutory guidance and sector expectations. • GDPR – Maintains strict adherence to data protection legislation, ensuring confidentiality, transparency, and lawful processing of personal data. • Company Law – Applies relevant company governance principles, ensuring legal compliance and ethical stewardship of resources. • Employment Law – Embeds fair and lawful employment practices, supporting a compliant, inclusive, and well-managed workforce.	

Skills and Competencies Strong strategic thinking and decision-making abilities. Ability to manage change and lead organisational development. Ability to develop and deliver income generation plans by being adaptable, thriving in uncertain funding or political environments by using commercial awareness to spot opportunities and partnerships that will strengthen the organisation. Excellent communication and interpersonal skills. High political acumen and ability to navigate complex stakeholder environments. Commitment to equity, inclusion, and improving outcomes for vulnerable populations.	
Personal Qualities Emotional intelligence and resilience. Ability to motivate and lead. Ability to engage with and manage challenging situations calmly and effectively. A desire for continuous improvement.	

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