Welcome to the Pioneering Care Partnership (PCP)

Welcome from PCP's Chief Executive



Firstly, let me thank you for your interest in the Pioneering Care Partnership and for considering a career with us.

PCP is a well-respected award-winning health and wellbeing charity with a history spanning over 25 years. Working across the North East of England we deliver a vast array of projects and services, and therefore have a range of opportunities for people to join the organisation. From administration to management, and project officers to research and development, we're always seeking the very best people to support what we do.

People are at the heart of everything PCP does; we exist to support people and communities to thrive and develop. Our mission is **'Health, Wellbeing and Learning for All'** – and we want the same for our dedicated staff team. As you read through this recruitment pack, I hope you begin to get a flavour of the way in which we help people and what it might be like to work as part of the organisation. I always think the best people to describe what it is like to work here are the current staff team, so here are a few quotes:

- "The best thing about working for PCP is the support staff get and the culture of everyone looks out for each other and supports each other."
- "I like the flexibility and autonomy that I have in my role – being able to adapt what I do to suit the needs of the people I support."
- "For me, the best thing about working at PCP is the genuine care towards staff wellbeing. From wellbeing time to staff activities, training and flexible working, not only does PCP encourage wellbeing it actually delivers."
- "I love the fact that I am appreciated for doing my job well and feel that I am making a difference to other people's lives."
- "I can honestly say I have never worked for an organisation where the senior leadership team are so visible and approachable."

I encourage you to spend a bit of time looking at our website to see the range of programmes and activities we deliver. As a charity, we are governed by a voluntary board of trustees and we have a skilled and experienced management team tasked with supporting the overall governance and leadership of the organisation. If you want to learn a little more about us short biographies are available on our website.

Good luck with your application.

Best wishes

Carol Gaskarth



Background

PCP was established in 1998 after a group of local people saw a need to bring health and care services together under one roof. They recognised those accessing services were required to travel across County Durham and service delivery was not joined up. A steering group formed and shortly afterwards charity status was granted.

Through their tenancy and skills, and in conjunction with partners at the local authority and in health, land in Newton Aycliffe was identified and funding secured. The vision of the Pioneering Care Centre became a reality in 1999 with a turf cutting ceremony. Later that year the charity took over management, the first tenants moved in, and we started our first project, 'Options' supporting adults with learning and physical disabilities to improve their independence.

In 2002 PCP began its journey to take services into communities and the outreach delivery quickly grew. Over the years numerous successful projects have been delivered in partnership including Passport to Health, the Expert Patient Programme, Older People Roadshows, Steps to Health, Positive Steps and Health Trainer services. Many of these projects were the catalyst for the current projects we deliver including Adult Wellbeing Services and Community Connect. In addition to outreach development the Centre continued to thrive, and we were running out of space. In 2010 an extension was built which increased the footprint of the building by over a third.

The focus remained on County Durham until around 2012 when PCP successfully tendered to oversee a number of local Healthwatch contracts across the North East. To this date we continue to support Healthwatch in Sunderland, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees. PCP has also grown the range of projects and services and now also delivers workplace health, cancer awareness, befriending and resilience building projects.

PCP is 'Pioneering' - we don't stand still, and continue to work successfully with people across the North East towards our mission and aim.

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Missions, Aims and Objectives

PCP Mission, or charitable objective is: **Health, Wellbeing and Learning for All**

To achieve this mission there are a number of overarching aims and outcomes we work towards.

PCP Aims to improve health and wellbeing through the development and provision of:

- Services that build capacity with individuals and communities to improve their own health and have greater choice and control;
- Projects/services that tackle health inequalities; and
- Providing locally accessible services in community settings;

The long-term **Outcomes** the PCP seeks are:

- To promote independence, choice & control
- To improve lifestyle
- To increase knowledge & skills
- To improve physical health
- To improve confidence, self-esteem & well-being
- To improve economic well-being
- To build community capacity
- To improve access to services for disadvantaged communities & groups
- To promote social inclusion

Every project or service that PCP delivers contributes to the above.

To find out more about the projects or services PCP delivers and our impacts you can:

- Visit our website www.pcp.uk.net







Our values

Inclusive, Bold, Excellence and Aspirational are the values that will shape every aspect of PCP's work. These values are embedded into every stage of PCP's approach from recruitment and induction, to attracting people who share our ethos, leadership expectations and professional development.

Inclusive

Bold

Excellence

Aspirational







Recruitment Advert

Centre Enterprise Manager
37 hours per week
Starting Salary £36,867 per annum
Salary Scale £366,867 - £38,551 per annum

We are seeking an exceptional leader to drive excellence in the day-to-day operational management of the Pioneering Care Centre in Newton Aycliffe. This pivotal role is responsible for ensuring full contractual compliance, delivering outstanding customer experiences, maintaining the highest standards of quality, health and safety, and developing effective information, advice and signposting services that make a meaningful difference to the communities we serve.

This is an exciting opportunity for a highly qualified, experienced and forward-thinking individual to play a key role in shaping and developing our Neighbourhood Health Hub model. We are looking for a motivated and enthusiastic leader who can inspire teams, build strong partnerships and drive continuous service improvement while supporting our vision of healthier and more connected communities.

The successful candidate will possess the following: -

- Highly developed leadership skills with the ability to motivate and support staff, demonstrating the people management, communication and operational leadership strengths.
- Excellent enterprising and entrepreneurial skills with a passion for both commercial success and community development
- Proven capability in planning, delivering and monitoring multiple projects simultaneously
- Experience of developing front-line services and experience of working in at least one of the following areas: health and wellbeing, learning/employability, community development, centre management

- Strong track record of developing successful partnerships with a range of stakeholders, including statutory, private and third sector organisations

If you are passionate about improving health, wellbeing and learning opportunities for local communities, and driven to create meaningful change, we would love to hear from you.

To book an informal discussion about the role, please contact:
Gayle Goldsmith, Project Development Manager - gayle.goldsmith@pcp.uk.net.

Closing date for applications is: Sunday 3rd January 2027 at 00:00 midnight.

Job Description

Centre Enterprise Manager

Responsible to: PCP Senior Lead
Accountable to: PCP Chief Executive & Board of Trustees
Located: Pioneering Care Centre, Newton Aycliffe with occasional outreach across the North East
Scale/Salary: Band G £36,867
Hours: 37 hours per week
Term: Permanent
DBS Status: Enhanced
Flexible Working: The post-holder will need to work across 6-7 days, flexibly, including evenings and weekends to ensure the Centre operations are effective

Key Role
To provide operational leadership for all Centre-based services, ensuring the delivery of high-quality, safe and person-centred provision that meets the needs of the communities we support.

To drive an enterprising and commercially focused approach across all Centre projects and services, supporting income generation, financial sustainability and long-term service viability.

To lead the implementation and delivery of the Centre Development Plan, identifying opportunities to develop, grow and enhance services in response to community need.

To ensure full contractual, regulatory and organisational compliance whilst maintaining excellence in customer service, quality, safeguarding and operational performance.

To lead the development, growth and successful delivery of all Centre-based projects, services and activities, maximising community impact and strengthening the Centre's role as a valued community asset.

To effectively interpret PCP's Strategic Plan and translate it in operational delivery, achieving positive outcomes towards our mission of "Health, Wellbeing and Learning for All".

Job Description

1. To implement and further develop all Pioneering Care Centre projects and delivery areas in line with the Centre Development Plan, ensuring all KPIs are achieved.

2. To ensure that projects are responsive to Centre-user needs, co-creating services and using asset-based community development approaches to engage local people in development plans.

3. To deliver against an annual plan and agreed budget, setting appropriate monitoring and financial targets to ensure the Centre operates effectively and achieves best value.

4. To ensure a strong commercial focus, sourcing additional income for services as required; maximalising grant, corporate social responsibility and income generation opportunities.

5. To be responsible for the management and development of staff teams and volunteers across all areas of the Centre. Role model effective leadership, set a clear direction and to coach and performance manage teams to help them to flourish.

6. To lead on stakeholder relationship development for all Pioneering Care Centre services. Including maintaining effective strategic and operational relationships with centre users, tenant, funders, commissioners and wider stakeholders and seeking new opportunities to work with local partners.

7. To work towards a Neighbourhood Health Hub model, including:
   - Developing clear links and relationships with health and social care partners
   - Upskilling teams knowledge and understanding of the wider Neighbourhood Health agenda
   - Establishing clear and effective signposting and referral processes between the PCC and internal/external agencies to enhance access to services.

8. To lead the development, coordination and delivery of supported employment, volunteering, work experience and vocational programmes across the Pioneering Care Centre. Supporting the development of PCP's approach to disability provision and services, including leading Options.

9. To oversee the management and development of PCC's hydrotherapy pool offer - working with local providers and all users to ensure all sessions are accessible and meets the needs of the community.

10. To oversee the management and development of all PCC projects and delivery areas, ensuring they are fit for purpose and delivered against objectives and in-line with internal and external expectations.

11. To manage continuous improvement activities to meet, and where possible exceed, all internal and external quality standards, ensuring compliance and continuously strive for excellence.

12. To develop and deliver a comprehensive marketing and engagement plan for the Centre, leading on networking, partnership development and promotional activities to raise the profile, reach and impact of PCC services across a range of audiences.

General

1. To be a strong ambassador for PCP, to stand by the organisations values and to uphold our reputation at all times.

2. To ensure safe working practices and compliance with legislation through sound knowledge of PCP's policies and procedures, including:
   - Safeguarding
   - Health and Safety
   - Equality, Diversity and Inclusion
   - Environmental Standards
   - Confidentiality
   - HR policies and procedures.

3. To be part of PCP's operational management team, assisting with overall organisational development and contributing ideas and suggestions for improvement in line with the organisations core values.

4. To provide effective line management and coaching support to direct reports, ensuring HR policies and procedures are followed, whilst maintaining well documented records.

5. To lead on the development and submission of accurate, timely internal and external reporting as required.

6. To ensure all monitoring and evaluation information is collated in a timely manner, at least quarterly. This includes all KPI's, financial targets, commissioner reporting and impact and outcome data.

7. To support the production of PCP's overall Annual Report. Ensuring clear, consistent records, photographic evidence (with correct consent) and case studies across all areas of delivery are captured.

8. To adhere with all financial processes, procedures and reporting. Overseeing relevant budgets and ensuring effective management of income and expenditure based on agreed budgets.

9. To maximize marketing opportunities, working with the PCP Marketing and Communications Team to ensure that all PCP project and services have appropriate and effective promotional strategies. Including networking, delivering presentations and reporting to external and internal stakeholders.

10. Supporting organisational development through broader involvement as an Internal Auditor (after training).

11. Any other operational management related duties, including:
    - Recruitment, engagement and support of staff and volunteer teams
    - Mentoring colleagues
    - Maintaining a customer and co-production focus across all areas of work
    - Goal setting and planning with teams
    - Supporting decision-making
    - Performance improvement
    - Resolving any difficulties to reach positive outcomes
    - Contingency planning
    - Attending relevant meetings, networks and forums, internally and externally
    - Undertaking personal development

This job description is intended to provide a broad outline of main duties and responsibilities. The post-holder will need to be flexible in developing the role in conjunction with their line manager. The post-holder may be asked to carry out any other delegated duty or task that is in line with their post by the Chief Executive

Date: November 2026

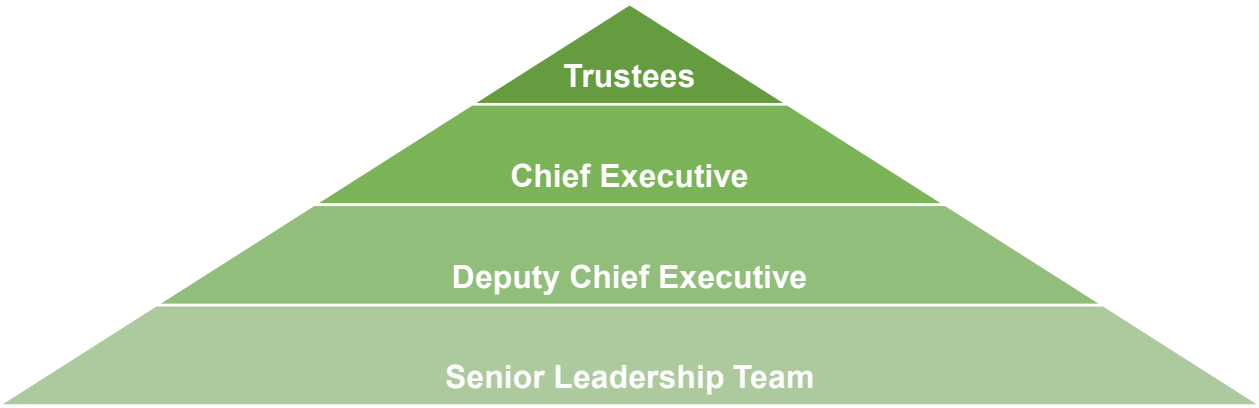
	Essential	Desirable	Assessed at Interview (I) / Application (A)
Qualifications			
Relevant qualification in community development, health, social care, business management or equivalent experience	✓		A
Leadership and Management Qualification (Level 5), or willing to work towards	✓		A
ICT qualification and competence across the range of MS Office Suite	✓		A
Evidence of continued professional development.	✓		A
Skills and Competencies			
Highly developed leadership skills with the ability to motivate, coach and support staff	✓		I
Excellent enterprising and entrepreneurial skills with a passion for both commercial success and community development	✓		I
Skilled in embracing change, leading on service development, change management and business transformation whilst driving continuous improvement	✓		I
Ability to plan, implement and monitor multiple projects simultaneously	✓		I
Excellent written and verbal presentation skills, ability to communicate concisely at all levels	✓		I
Ability to analyse data and evaluate impact to produce compelling internal and external reports	✓		A
An understanding of those who use the Pioneering Care Centre and the barriers they may face		✓	I
Experience			
Relevant experience of working at a management level in a medium/large third sector or commercial organisation	✓		A
Proven track record of developing successful partnerships with a range of stakeholders, including statutory, private and third sector organisations	✓		A
Experience of developing front-line services and experience of working in at least one of the following areas: health and wellbeing, learning/employability, community development, centre management	✓		I
Demonstrable experience in delivering services against contractual, budget and resource targets	✓		I
Experience in co-creating services and using asset-based community development approaches		✓	A & I

and engage local communities			
Knowledge and Understanding			
Ability to interpret and translate complex data	✓		A
Knowledge of safeguarding, health and safety, GDPR and regulatory compliance		✓	A
Knowledge of the local area, those we work with and the people we serve	✓		A
Other/Personal Qualities			
Professional, reliable and committed to delivering services to high standards	✓		A & I
Able to demonstrate exceptional resilience, remaining calm, professional and effective when managing complex, challenging or unexpected situations.	✓		A & I
Strong negotiation and communication skills, to influence decisions	✓		A
Able to work flexibly, independently and collaboratively	✓		A
Highly organised with good planning skills and to be able to deliver to agrees targets and timescales.	✓		A & I
Positive, solution focused and proactive in identifying improvements	✓		A & I
Highly developed self awareness and emotional intelligence	✓		A & I
Able to demonstrate courage and willing to offer constructive challenge to advocate on users behalf	✓		A & I
Be able to travel on behalf of the organisation as required	✓		A & I
Demonstrates a strong commitment to equality, diversity and inclusion by acting with integrity and treating everyone with dignity, fairness and respect.	✓		A & I

In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.

Structure

PCP's Board of Trustees provide governance support and the leadership structure is as follows:



PCP's Chief Executive has full responsibility for the leadership, management and development of the Pioneering Care Partnership. The Chief Executive is fully accountable for organisation-wide impact and for ensuring PCP works towards its mission of Health, Wellbeing and Learning for All. Senior Leaders play a key role in supporting the Chief Executive on a day-to-day basis, ensuring that PCP delivers projects and services that embody the mission, providing a visible leadership role and strategically developing a number of key organisational areas.

In addition to the delivery structures PCP benefits from an internal infrastructure to ensure our staff and volunteers have the right support at the right time. This includes:

- Finance and Payroll
- HR & Volunteering support
- Health and Safety
- Information Governance
- Quality
- Marketing & Communications
- ICT
- Business Development







Benefits of working at PCP



Time off to do as you please!
27 days rising an additional day each year for five years.



Career development
Learn new skills, gain qualifications, internal training and mentoring



A helping hand to save
Access to the Financial Services Compensation Scheme (FSCS), to help you save money



Work Place Health Activities
We arrange activities for staff to support their wellbeing as part of our commitment to work place health



Family Friendly
We offer maternity, paternity, adoption and dependants leave



Drive at ease
Using your car for work purposes? We will reimburse you for business mileage



Discounts
Get discount vouchers for shopping and more through PCP's Reward Me Now Scheme



Supporting your future
Join our pension scheme, we'll match what you pay in up to 3%



Health and wellbeing
Paid weekly wellbeing time to do activities you love and improve your wellbeing



Office equipment
For homeworking, you can access our online catalogue to buy desks, chairs and more



Tech Scheme
Get savings on laptops, phones, smart health, white goods, gaming, photography and more!



Guidance and support
Stay informed through meetings, development reviews, surveys and more



Eye care
Get vouchers to go towards eye care and glasses



Work life balance
You can request changes to support your work life balance



Emotional support
Access to PAM Assist which provides a free and confidential Employee Assistance Programme



Cycle to Work Scheme
Loan cycles and get discounts on cyclists safety equipment.

Application Process and Timetable

PCP aims to support applicants at every stage of the process and our friendly HR staff are on hand to help with any queries you may have so please do not hesitate to contact hr@pcp.uk.net

Please see important key dates below. PCP will endeavour to stick to these dates but sometimes may need to reschedule or extend. If any change, we will let you know.

Recruitment Stages	Date
Closing Date for Applications	Sunday 3rd January 2027 @ Midnight
Shortlisting	w/c 4th January 2027
Panel Interviews	TBC

PCP is an equal opportunities employer and wants to ensure that all applicants are considered solely on their merits and are not influenced by unfair or unlawful discrimination. We aim to provide genuine equality of opportunity, recognising and respecting each other's differences to empower a culture of creativity and innovation so everyone feels valued.

How do I apply?

Please complete an application form which can be downloaded from our website and return it by:

Email: hr@pcp.uk.net

Post: HR Team, Pioneering Care Partnership, Carer's Way, Newton Aycliffe, DL5 4SF

Shortlisting

The shortlisting process is conducted by the lead manager who will review suitability of applicants based on the essential criteria outlined in the person specification.

We will contact you to let you know the outcome of the shortlisting.

Interviews

We appreciate interviews can be daunting and aim to make sure the experience enables you to tell us all about your skills and experience. We use a range of processes including informal discussions, interactive sessions, carousel/meet and greets, group interviews, presentations and panel interviews. When you are invited to interview we will tell you:

- Who the lead recruiter is;
- What process will be used; and
- If you need to prepare anything in advance.

Probationary period

All posts at PCP are subject to a three-month probationary period

Application Process and Timetable

Right to Work

In accordance with Home Office guidance successful candidates will be required to evidence their right to work in the UK before commencement of employment.

This role is not one we would typically consider for sponsorship under the Skilled Worker route due to, for example, the relevant Home Office requirements on skills level, not being met. Candidates are therefore encouraged to consider their own right to work options without PCP sponsorship.

And finally...

At PCP we pride ourselves being a good employer and continuously challenge ourselves to improve. We have a focus on quality and value the insights external assessments can bring, helping us to consistently consider best practices and refine the support we provide. These include:

Investors in People - Gold

Investors in People (IIP) assesses how organisations perform against a set framework considering employee engagement, communication culture and work practices, PCP achieved the original IIP standard in 2002 and since then have worked our way through the ranks achieving Gold Standard in 2020.

North East Better Health at Work Award Ambassadors

Better Health at Work Award recognises the efforts of employers in the North East and Cumbria in addressing health issues within the workplace. Each year PCP delivery a range of activities and challenges supporting staff wellbeing, underpinned by a Health and Wellbeing Strategy. The employee health needs assessment also helps us to target campaigns for staff.

Mindful Employer & Disability Confident

Mindful Employer is a UK-wide initiative aimed at increasing awareness of mental health in the workplace. We have a number of mental health champions at PCP and we proactively challenge stigma and discrimination not only in the workplace but in communities too. We are also a 'disability confident' employer and positively encourage people with disabilities to work with us.

Environmental Awareness

PCP has pledge to understand the impact the organisation has on the environment; monitor energy consumption and actively strive to reduce it. We increase awareness and encourage ideas to take positive action at work, home and in the community.

The Queens Award for Voluntary Service

The Queen's Awards for Voluntary Service is awarded to organisation's recognising the outstanding difference volunteers and voluntary organisations make across the UK. It is the national benchmark for excellence, equivalent to an MBE. PCP were overwhelmed to be independently nominated and then awarded The Queen's Award for recognition of the role we've play for over 20 years' supporting communities.

We look forward to reading your application and hearing how you would like to contribute to our ongoing work. Very best of luck!