

Non – Executive Director

Candidate information pack

Web site

www.southendcare.co.uk/



Welcome and background

Thank you for your interest in our recruitment for a new Non-Executive Director. We are recruiting to this role to replace a postholder who has been with the organisation for the past 5 years and has relocated to another part of the country.

Southend Care Ltd (SCL) is a Local Authority Trading Company (LATC), which is wholly owned by Southend City Council (SCC), who are the sole shareholder. The Southend Care Board report to the Shareholder board which is made up of a group of cross party elected members. The Board comprises of 4 non-executive directors including the Chair, and 3 executive directors, the Director of Operations, Director of Corporate Services, and the Managing Director.

Southend Care has traded successfully throughout its operating period being in profit in all but one year of trading. We started with the TUPE transfer of several Council services in 2017 and has grown from there. We are looking forward to celebrating our tenth year of operation in 2027.

We have successfully worked with staff teams to achieve our values driven culture, and modernisation of our services. We deliver significant social value for our communities and offer resilience to the local care system as a trusted provider of last resort.

We work in an ever-competitive social care marketplace and seek to achieve market rates of pay and costings for our services. We have achieved significant cost reductions in our service delivery costs, at the same time as responding to increasing acuity of needs for the people we support. We are keen to promote innovation and develop new ways of working and models of support.

We continue to strengthen our partnerships with all our stakeholders as we recognise that collaboration across commissioners, other providers, the not-for-profit sector, our staff, our communities, and the people we support is vital for the challenges facing social care going forward.

With local government reform and our potential new service developments within children's services, it is an exciting time for Southend Care. We thank you for your interest in our organisation, and for your consideration for our board role, and we look forward to new skills and passion joining our board in our continued success.

Peter Thompson Managing Director & Mark Jarman-Howe Chair of Board, Southend Care Ltd

About Southend Care – what we do

Like many social care provider organisations, our work develops over time. Our primary focus is to deliver quality cost-effective social care and support services to the people of Southend City and surrounding areas. Our work is commissioned by local authorities, health partners, and privately funded individuals.

Our main service base is Brook Meadows House, which is a newly built facility which opened in 2022 in Westcliff on Sea. Our offices are co-located in the same building.

Our service portfolio is currently as follows:

- Registered care, also providing discharge to assess beds. This service supports people with a range of complex needs, along with long term admissions and private clients.
- Reablement, Domiciliary Care, Enhanced Discharge, and Private Homecare.
- Employment support services to people with learning disability and autism.
- Engagement services on multi sites supporting people with a range of needs with learning disability and autism, from mild to complex needs.
- Supported living services on multi sites providing support to a range of needs including learning disabilities and mental health.
- Extra care support to people with a wide range of support needs.
- We operate as the Provider of Last Resort for the City Council, meaning we operate to step in to support providers who have failed to comply with standards or who require additional support to continue to operate. This can be very diverse, and we have stepped in on 20 occasions in the past few years.
- We provide the Direct Payments service on behalf of SCC.
- We are currently exploring opportunities to provide services to children and young people.

Our turnover is in the region of £12million, and we employ approx. 330 staff

During a year we support between 500-1000 people, some on a long-term basis and some for shorter periods.



Southend Care – our people and performance

We have a passionate and committed workforce which are our key resource for the delivery of quality care and support services. The size, compact operating area, staff training, and management approach all contribute to us having sector leading operating performance. We strive to learn from our work and to be better, with our staff having embraced change positively. Steady growth and our ability to support people with increasingly complex needs creates opportunities for staff development and promotion.

Some key information:

- All our Care Quality Commission (CQC) registered services are rated GOOD.
- Staff turnover significantly outperforms sector average – currently 14%
- Our sickness absence remains below 5%
- Our vacancy gap is on average 6.5%.
- Agency use in 2025/6 was less than 2% of our staff budget.
- 99% occupancy in our private beds.
- Staff training at 95% completion.
- Significant investment in assistive technology and digital social records.

Our values and behaviours

Our values and behaviours are a key part of organisation and were developed in collaboration with our staff. Our Values and Behaviours Champions lead on ensuring that these remain the focus of our work with the people who we support.



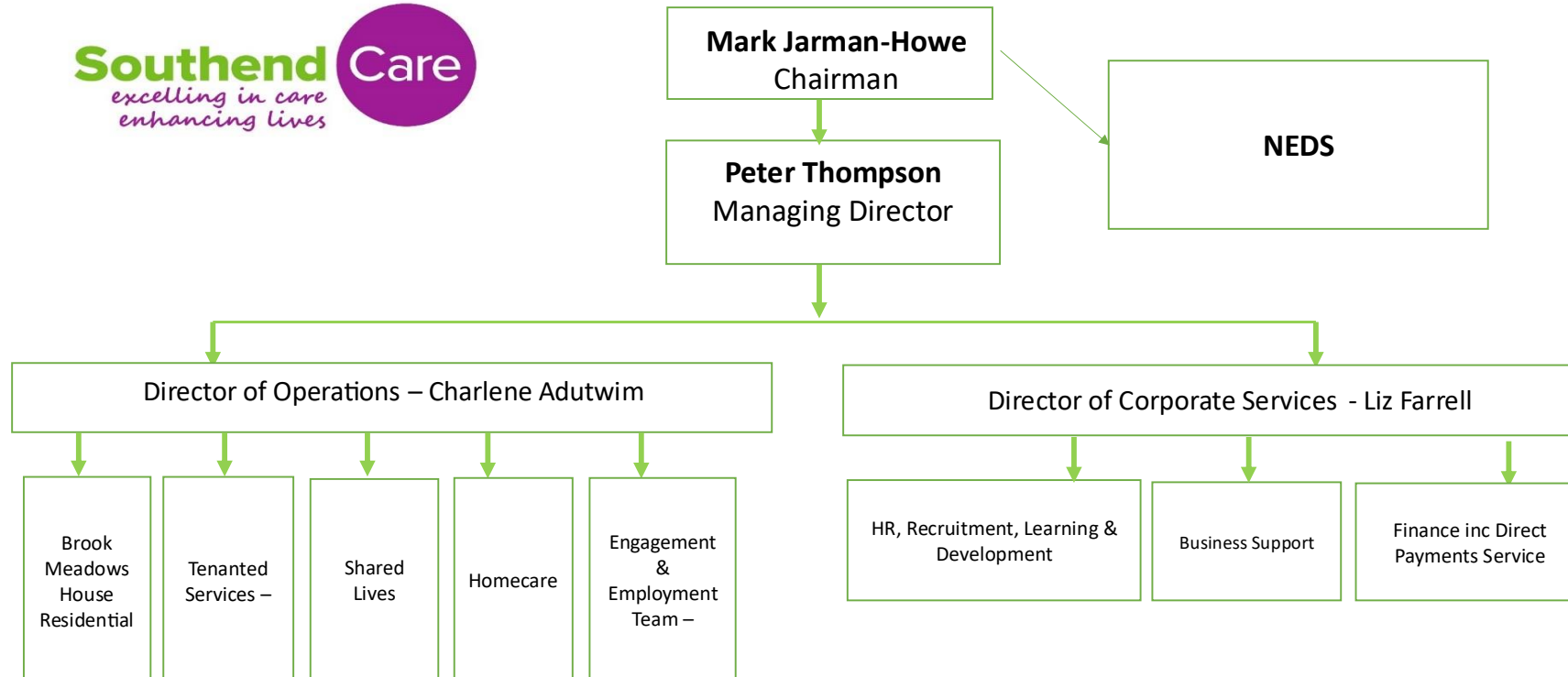
Our values are:

- We are caring – always providing person centred care and support we would want for ourselves and our loved ones.
- We are passionate – about care and being part of Southend Care Ltd.
- We are innovative – able to take on new challenges and seek solutions with a balanced care and commercial mindset.
- We are empowering – enabling everyone to fulfil their potential, taking ownership and being accountable.
- We are diverse – inclusive, recognising diversity through celebrating difference.

Our behaviours are:

- I positively embrace change
- I am solution focussed
- I adhere to all policies procedures and processes
- I support others as part of a team
- I treat everyone with dignity and respect
- I work with honesty and integrity
- I challenge others and take appropriate action
- I take ownership and personal responsibility
- I work to professional standards
- I am people focussed
- I recognise when I need additional support

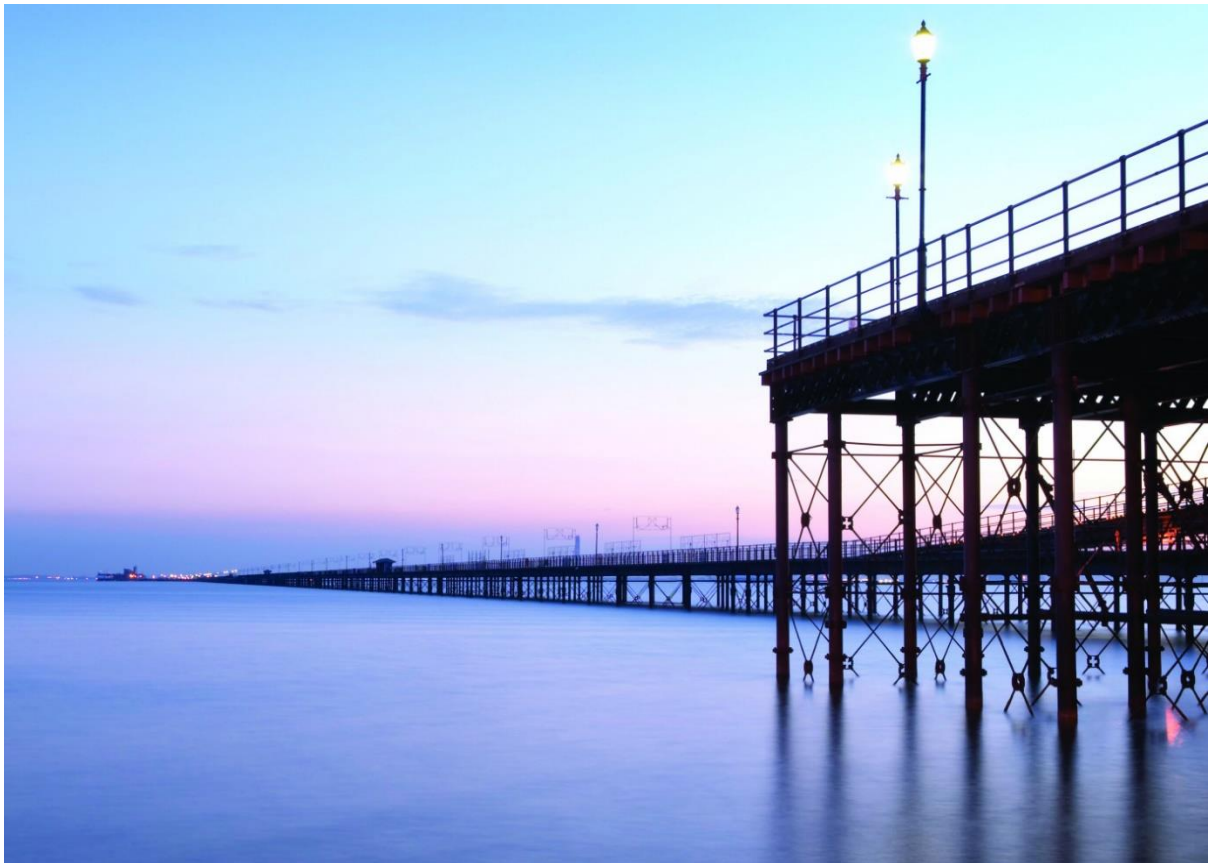
SCL Organisational Structure Chart



About Southend on Sea

Southend on Sea is an internationally known area which relatively recently acquired city status. It has an approximate population of 180,000 and has areas of deprivations as well as more well-off areas. Famously known for its Pier, Southend is a vibrant area for culture and tourism. It has 5 museums, and 2 nationally recognised art companies, 3 theatres. Including one regional theatre. One university, two colleges, and 56 schools.

It is a growing city and hosts London Southend airport, and areas of business innovation. Being in the Southeast of Essex it borders Essex County Council, the river Thames, and English Channel. It has the same range of social care challenges facing other areas of the country and seaside locations. Southend Care's success will depend on having the flexibility to deliver creative solutions to the City's changing needs, and financial constraints. We work closely with the local authority to change our services to meet these changing needs.



Job Specification

The successful applicant will join the board to drive forward the culture, growth, and strategic development of the company. The appointment will have a strong commitment to the development of the health and social care sector and provide leadership, guidance and challenge to the organisation. Successful candidates are expected to comply with the code of conduct and embrace the values and behaviours' of SCL and best practice in the sector.

Your role will involve using your significant professional expertise and independence to support the organisations governance and strategic development. This includes holding the officers to account through constructive feedback and offering advice from your areas of expertise.

We are seeking a diverse board and therefore are not stating specific required professional backgrounds for applicants, but successful applicants should complement the skills of the current board members to deliver the company's objectives. However, an experience and understanding of social care and/or health sectors would be advantageous. For this opportunity we are particularly interested in hearing from candidates who have a background or experience in Quality or Children and Young People's services.

The SCL board have a collective responsibility for the overall direction and business plan agreed with the shareholders SCC. You will need a collaborative approach to work and development of partnerships and recognising the limitations of finance.

SCL values and promotes diversity and are committed to equality of opportunity and appointments are made on merit. As a company we are politically neutral.

Ideally applicants will have a connection with Southend on Sea or Essex regions or the bordering geography, but an ability and commitment to understand the area is of primary importance. We will prioritise people who live within reasonable travelling distance of Southend on Sea to enable the person to fulfil their role.

The successful applicants will be able to demonstrate a range of skills and experience commensurate with a board level role, including values-based leadership, previous governance experience, ability to understand and interpret financial information, commercial experience, business development, leadership of change, communication skills, ability to understand and analyse information, high level of personal integrity, robust judgment and ability to challenge. Willingness to visit the operational services to meet staff and people we support, a commitment to equal opportunities.

The role descriptions are contained at the end of the document.

Commitment

Board meetings currently take place 5 times a year in person in the daytime in Southend on Sea, with some further meetings held online. Members are expected to attend most in person but can arrange remotely on some occasions. The

remuneration committee meets once per year. There are no other sub committees currently. Other meetings can include hearing appeals, meeting partner agencies etc.

NED's will be expected periodically to undertake visits to services or some social functions within services.

Occasional evening meeting attendance may be required although this is not often.

The NED role commitment will be in the region of 2 days a month.

Remuneration

The remuneration payable for the NED is £10,000 per annum.

Given the nature of the roles and the services provided to people, it is vital that those appointed should hold the confidence of SCC, SCL, staff, and the people we support.

SCL will undertake some background checks to ensure the people we appoint are "fit and proper".

Period of appointment

Four years initially subject to annual appraisal, with renewal for a further four years subject to agreement with all parties. The maximum term is normally eight years.

Special conditions

You will be required to declare any potential conflicts of interest and declare any other business interests, positions of authority, or any other connections (paid or voluntary) with other private companies, and public and voluntary bodies.

The recruitment process

To apply please provide a copy of your CV and a covering letter outlining your reasons for application, the position you are applying for and demonstrate how you meet the knowledge, skills and experience required for the role.

Applications should be sent to hr@southendcare.co.uk

Longlisted candidates will have the opportunity to have a team's call with representatives of the Senior Management Team.

Shortlisted applicants will be invited to attend Teams meetings week commencing 19 October 2026 followed by a final interview on 23 October 2026 held at Brook Meadows House.

Details of the interview and interview panel will be included with the interview invite.

Timeline

Closing date: Friday 2 October 2026

Longlisting: w/c 5 October 2026

Selection process: w/c 19 October 2026

Final In Person Interviews: 23 October 2026

Appointments to be offered by – w/c 26 October 2026

The successful candidate will take up their role once the checks have been completed and subject to approval by SCC as the shareholder.



JOB DESCRIPTION

Job Title:	Non-Executive Board Member
Remuneration	£10,000 per annum
Responsible to:	The Shareholders of Southend Care Ltd (Southend City Council) & the Chair of the Board

Southend City Council operates Southend Care Ltd (SCL) as a successful local authority trading company. Under the leadership of the Chair the Non-Executive board members are responsible for ensuring that Southend Care Ltd fulfils its values and responsibilities to its shareholders, the local community, customers and other key partners.

Board members will provide a governance and scrutiny role by overseeing the delivery of the operational management and the business plan.

Main Duties & Responsibilities

- Ensure compliance with regulations and legislation.
- Provide constructive challenge and feedback and help in developing proposals on strategy.
- Have a scrutiny role of management's performance in meeting agreed goals and objectives and the monitoring of performance reports.
- Assist in the promotion and directing Southend Care Ltd to achieve essential objectives.
- Exchange information and views and ensure that Southend Care is providing the appropriate range and quality of services and values.
- Attend meetings with senior staff and represent the Board or any committees as required by the Chair in key meetings and events.
- In liaison with other Board Members and the Managing Director, ensure the finances of the organisation are properly spent and safeguarded, and that controls and risk management systems are robust and defensible; and that at all times the organisation operates economically, efficiently and effectively.
- Promote the principles of equality and diversity and ensure that these are upheld across all service areas and non-partisan politically.

Person Specification

Background and Experience	• Experience at working at Board level in the public, private or voluntary sector. • Experience of an organisation responsible for handling, managing and making decisions of significant income and expenditure. • Experience of developing, acquiring and marketing new business opportunities • Experience of organisational performance, risk management and control • Successful track record of achievement through career. • Experience of working successfully in a commercial environment.
Knowledge, Skills and Abilities	• Able to demonstrate tact and diplomacy with the ability to listen and engage effectively. • A commitment to provision of quality social care service provision. • An understanding of the social and healthcare environment to a level to be able to advise on strategy. • Ability to consider risk and reward strategies. • An understanding of marketing and partnership development. • Exhibit strong inter-personal and relationship building abilities and be comfortable in an ambassadorial role • Demonstrates the Company's values