



THE CARES FAMILY

INTERIM MANAGING DIRECTOR

- £50,000-£59,000 (dependent on experience)
- Contract – to January 31 2022; 30-37.5 hours per week
- 26 days' holiday per year and flexible working hours
- Fully remote during the pandemic, then based in London, Liverpool or Manchester, though we have flexible and remote working arrangements in place.

The Cares Family is an anti-racist organisation committed to advancing anti-racism. We particularly welcome applications from Black, Asian and Minority Ethnic people, who are under-represented in our organisation. We are an equal opportunities employer.

ABOUT THE CARES FAMILY

The Cares Family's mission is to **help people find connection in a disconnected age**. Our objectives are to **reduce loneliness and isolation; improve people's connection**, belonging, purpose and power in a changing world; and **bring people together** to reduce social, generational, digital, cultural and attitudinal divides.

Over the last decade our model has grown from a tiny idea in a single place into a national leader. Combined, North London Cares (founded in 2011), South London Cares (2014), Manchester Cares (2017), Liverpool Cares (2018) and East London Cares (2019), have connected some **25,000 older and younger neighbours** to share over **600,000 interactions** and **140,000 hours**.

Those relationships have had a dramatic impact. 98% of young people involved say they have a **stronger connection to the community** and **98% say they are able to contribute** in new ways. 73% of older people involved say their **isolation is reduced**; 86% are better **able to appreciate the changing world**; and 77% say their **relations with young people have improved**. Neighbours report feeling a deeper sense of belonging, and **"part of something bigger"** than their own lives.

But as the **pandemic** has shown, loneliness is not just a **personal crisis**; it's also a broader **public health crisis** and a national **political crisis**. It affects millions of people – from people working from home or cooped up in university halls, to new parents; middle aged men to digitally savvy teenagers; LGBTQIA+ people to new migrants. In fact, those who are **already marginalised in society experience its consequences the most**. This matters, because loneliness causes depression, anxiety, strokes and heart attacks. In a world in which people are increasingly withdrawing from one another and spending less time with people who are not 'like them' it is also contributing to wider **polarisation, inequity, stereotyping and othering**.

We've been improving **individual** lives and community togetherness for ten years. But The Cares Family has started to have an impact at the **systemic and cultural levels** too – through new projects, storytelling and campaigning that are rapidly increasing our profile and making an even bigger difference. In 2018, the then Prime Minister launched the government's first ever loneliness strategy at a Cares Family social club. We have received coverage in The Economist, The Times, The Guardian, The Telegraph and on BBC1's News at Ten and Channel 4 News. And in 2018, our CEO was appointed one of **20 inaugural Obama Fellows**, bringing new attention to our issues and work.

With the arrival of the pandemic, **loneliness is better understood than ever and empathy for people experiencing it has increased**. The Cares Family is therefore at a moment of opportunity to make an even bigger difference in the years ahead – by driving a ripple effect of change everywhere in the UK.

ABOUT THIS ROLE

This is a **key leadership position** in an ambitious organisation that is continuing to **grow its work, impact, profile and influence at pace**. In the past three years, The Cares Family has grown from a small organisation working just in London to a group of six charities working in five city locations with a major national presence and outputs too. Our **annual budget has grown from £0.75m to £2.5m** in that period, and our culture, operations, systems, processes and policies have been developed to (mostly) keep pace with our rapid scaling.

Now, as our first Managing Director moves on to a CEO role in another organisation, **amid a time of continued uncertainty in society and opportunity at The Cares Family**, and with medium term plans to appraise the overall structure of our organisation which may include making this position permanent, we are looking for an Interim Managing Director to help us navigate an important time.

With significant income secured to **consolidate** our recent growth, to **go deeper** in our local communities, and to **spur a national ripple effect** of connection everywhere in the UK, we need an Interim Managing Director who is both dynamic and strategic, as well as focused on details and people. We also need someone who can **support our CEO** to work with our board to further develop our expanded mission and plan further leadership succession over the next three years.

As Interim Managing Director of an organisation of **nearly 50 staff**, you will report to our CEO and **manage a team of three Directors** – our Director of Programmes, Director of Projects and Director of Development. You will galvanise that Senior Leadership Team, create processes that support and enable all our colleagues, and **nurture the culture of the organisation** as a whole. You will also **oversee and develop the systems and policies** that underpin The Cares Family, holding ultimate responsibility for ensuring good monitoring, evaluation and learning, sound HR management, the application of fair processes, and the adherence to organisational values. Specifically, we are looking for an **experienced leader who can bring an empathic style** to the following key areas:

Strategy, culture, leadership and management

- Work with the CEO and Board to deliver our ambitious strategy, including planning for further leadership succession in the coming years.
- Recruit, onboard, coach and develop The Cares Family's teams and ensure everyone is supported and equipped to perform to the highest level and meet the fullness of their potential.
- Ensure staff are compassionate and courageous as well as enterprising, creative and ambitious, both internally through our programmes and projects and externally through our partnerships.
- Enable and promote strategic thinking in programmes, projects and fundraising and support line managers to work autonomously to the highest standards, building leadership capacity in the organisation.

Systems and growth

- Consolidate The Cares Family's progress to date by further embedding systems, processes and policies with our staff team of nearly 50, ensuring operational processes are effective, efficient and sustainable for the long term.
- Work with our CEO and Board to determine and resource opportunities for further growth of The Cares Family and its mission, and drive that growth through internal operations.
- Oversee our systems and budget management including our CRM (Salesforce) and IT.
- Ensure our office environments are safe, homely, secure and welcoming and that the organisation is meeting all of its health and safety obligations.

Collaboration and communication

- Lead internal communications to ensure that The Cares Family's values are lived day-to-day, and potential for sharing and learning is maximised across our fast-paced, multi-site organisation.
- Keep abreast of issues related to our core objectives to inform strategic decision making.

Finance, governance and compliance

- Ensure all areas of management and operational policy are compliant with the law, effective and inclusive – including but not limited to HR, privacy, data protection and regulation.
- Maintain awareness of risks and changes in the external environment that affect the organisation and work with the CEO and Board to mitigate, manage or oversee actions.
- Prepare plans and input to budgets for approval by the CEO and the Board, and support our Development teams and growth.

The following skills and experience are essential for this role:

- Experience of leadership in a growing, fast-moving, ambitious organisation, developing projects as they arise.
- A strong track record coaching and developing teams, leading people and programmes collaboratively with an inclusive approach.
- An authentic, high quality communicator and people-person, with the ability to drive success across organisations and partnerships (through written, spoken and listening skills).
- Experience dealing with multiple tasks, sensitivities and challenges at the same time, and a track record of driving quality and innovation and encouraging enterprise in others.
- Able to work to a plan and hold colleagues to account on procedures, records and milestones.
- Regulatory and financial acumen including budget management experience.
- A competent multi-tasker and determined problem-solver.

The following skills and experience are desirable for this role:

- You know what success looks like in a growing organisation leading social, systemic and cultural change and you understand the tools and metrics required to demonstrate that success.
- You can demonstrate success working closely with ambitious CEOs and Boards. You are action-oriented, adaptable, dependable and flexible in the pursuit of impact and you hold the highest standards for your life and career, and those of our teams.
- A clear understanding of – and curiosity about – disconnection, loneliness and social change power dynamics.

Other requirements:

- You are fun, warm, approachable, energetic, confident, creative, determined, flexible, resilient, discreet, and organised.
- You are a self-starter: someone committed, tough, results-oriented and focused working alone as well as in teams.
- You have the flexibility to work occasional evenings and weekends in order to support our teams and activities, with time off provided in lieu.

HOW TO APPLY

This is a task-based application process, so we are not asking applicants for CVs. To apply for this role, please read this job description and the below application task descriptions carefully, and submit your application to alex.smith@thecaresfamily.org.uk by **11:59pm, Thursday 8th July 2021.**

- **First and second round interviews** will be held between **19th July 2021 and 28th July 2021.**

If you would like to discuss this role before submitting an application, please contact alex.smith@thecaresfamily.org.uk to set up a call with our CEO.

APPLICATION TASKS

TASK 1: Introducing yourself (in lieu of a cover letter)

- Please send us an audio recording of you introducing yourself and telling us why you are interested in, passionate about and qualified for this role.

- **Requirements:** Audio file no longer than three minutes. Please name your file: [YOURNAME]Task1.

TASK 2: Understanding the role (in lieu of a CV)

- Please share the specific skills and experience you have that make you right for this role. As part of this task, please include a link to a piece of work which demonstrates your leadership experience, the impact your work has made, and why you're proud of it.
- **Requirements:** Write your answer and save it in a Word, Google or pdf document. We're looking for no more than 1,000 words. Please name your file: [YOURNAME]Task2.

TASK 3: A plan for people development

- As Interim Managing Director of The Cares Family, you will oversee a team of nearly 50 staff, and one of your responsibilities will be ensuring that the rest of our team succeed in their roles. Please write a five-point plan for how you will develop people in The Cares Family, considering priorities including the context, training, personal development, inclusion and wellbeing, amongst other areas you consider to be critical.
- **Requirements:** Save your plan as a Word, Google or pdf document. We're looking for one to two sides of A4. Please name your file: [YOURNAME]Task3.

We're looking forward to receiving your application, good luck!