



Introduction letter from Rachael Dodgson, Managing Director for Dimensions UK.

Thank you for your interest in our Regional Managing Director South position.

At the end of last year, the Dimensions Group Board approved a new strategy taking us forward towards 2025. I am seeking to appoint a Regional Managing Director to help us realise our ambitious vision; 'Better Lives for More People'. We're looking for someone who can help us not just build on what we've achieved but, more importantly, help my RMD colleagues and I to work alongside, and support our Executive Team and Board as we implement our new strategy.

With a turnover of approximately £200m, and a workforce of around 7,000 colleagues, Dimensions is one of the largest national not-for-profit providers of care and support for people with learning disabilities and autism in the UK. But just getting bigger and bigger doesn't excite or motivate us because size is not what lights our fire. Of course, our scale is relevant – it enables us to do things and make contributions that other providers can't. We also believe our scale places on us a responsibility not just to the people we support and employ, but also to the broader sector. Our strategic intent is not about profitability although, without doubt, our financial sustainability is a pre-requisite as without it we couldn't exist, let alone have the ability to fulfil our purpose.

The South region is the largest region we operate. You will be responsible for the line management of 5 Operations Directors who in turn manage 61 locality managers. You will help us maintain positive working relationships with 14 local authorities and hold overall accountability for ensuring over 900 people we support in the South region lead great lives, as well as managing an annual turnover of approximately £55m.

What lights our fire – what gets us out of bed every morning – is our intention to help more people benefit from our outcomes-based research-focused care and support for people with learning disabilities and autism. We have consciously and purposefully set our bar high. We do lots of things really well and we provide many people with great support, helping them to lead the lives they choose. However, we also know we are far from perfect and some of our services and our business systems and processes can and must get better. We relish the challenge of improving how we work and ensuring that what we provide is something we can all be proud of – support we would be happy for one of our own relatives to receive and a place we would genuinely recommend to our best friend. To that end we use the term 'optimistic discontent' to describe our positive belief that we can and will improve tomorrow what we are doing today.

Providing excellent social care in these austere times is hard. So, as well as bringing technical skills, a wealth of relevant experience and the necessary commercial aptitude and 'nous' to the table, we're looking for someone who shares our values and deep-rooted commitment to helping people with learning disabilities and autism lead great lives.

If you relish a challenge, then we may be the right fit for you. Our future strategy recognises the increasing role that technology will play not just in improving our systems and our ways of working, but also in improving the support we provide. From a broader organisation-wide perspective, our future strategy also recognises that as a provider in receipt of £200m of public money, it is important

that we take our environmental responsibilities seriously. This is undoubtedly an easy ambition to write down but working out what the reality will be is something else.

We are committed to placing control and decision making as close as possible to the people we support and their families. To achieve this, we have a decentralised structure where our Regional Managing Directors have devolved responsibility for their businesses (including finance, HR and business development). We have developed and adopted a matrix-management structure with business partnering as a central component.

One of our values is 'Ambition' and we have come to appreciate that for us this is very much around our individual and collective ambition for the people we support, for our colleagues and for the people around us. Personal ambition is of course relevant – after all, without it you wouldn't be interested in this role. But first and foremost, we're looking for someone whose primary ambition is for others. If this describes your outlook, and if helping and developing others excites you, then this position may well be right for you.

I hope that the information in this pack and on our website gives you good insight into this important role with us. More importantly, I hope this introductory letter has helped you get a feel for what makes us tick. I hope that, upon reflection, you conclude that Dimensions is the organisation for you and that this is the right position for you. If that is your decision, then I very much look forward to reading your application.

Shortlisting will take place after the closing date of Monday 20th January. Face to face interviews will take place in our head office in Theale on Friday 7th February.

A handwritten signature in black ink, appearing to read 'R. E. Dodgson', with a long, flowing horizontal stroke at the end.

Rachael Dodgson

Managing Director Dimensions UK



About us

Dimensions is a large and complex organisation which supports people with learning disabilities and autism, including people with complex needs, and enables thousands of people to have greater choice and control over their lives. The people we support, and their families are at the heart of everything we do, and we want them all to have a great life with excellent outcomes. We were one of the pioneers of person-centred support packages for people with learning disabilities and autism, and our drive for innovation continues with our Dimensions [Activate support model](#).

The Dimensions Group has for some time now been growing year on year. We recognise that in order to thrive in an industry where margins are low and risks are high, we need to operate at a significant scale. With a current turnover of c£200 million, and around 7,000 colleagues we are one of the largest providers in the Social Care sector. We are commissioned by more than 80 local authorities and increasing numbers of CCGs. This makes us a strong, yet complicated organisation to manage.

April will see the launch of our exciting new five-year strategy “better lives for more people.” We will continue to look for opportunities to support more people through continuing expansion, but we will do so with caution and discretion. From a few hours each week to intensive support for people with challenging behaviour, complex needs and profound and multiple learning disabilities, we involve the people we support and their families in all levels of their support. We operate small-scale CQC registered care homes across the country, including some short break services. In many areas we also provide outreach, supported living and supported employment services. Our intent is to make everything we do personalised to the individual, and our team are ambitious for each person we support. We believe passionately that people do best outside of institutions and when living near family and friends.

Our relationships with our colleagues are important to us, and we set high standards for ourselves as an employer; we recognise a union, we offer an award-winning career development scheme, and we partner with Roffey Park for our leadership development programme. We are financially and commercially sustainable, we have grown significantly over recent years, and our accounts show an underlying surplus. In line with our values we aim to be exemplar and a leader within the sector; Steve Scown, our Group Chief Executive, chairs the Voluntary Organisations Disability Group. We work hard to develop a 'Louder Voice', enabling the people we support and their families to raise the issues that matter to them and to add value to the sector beyond our boundaries.

Dimensions is also the parent to three subsidiaries:

[Waymarks](#)

[Outreach 3 Way](#)

[Discovery](#)

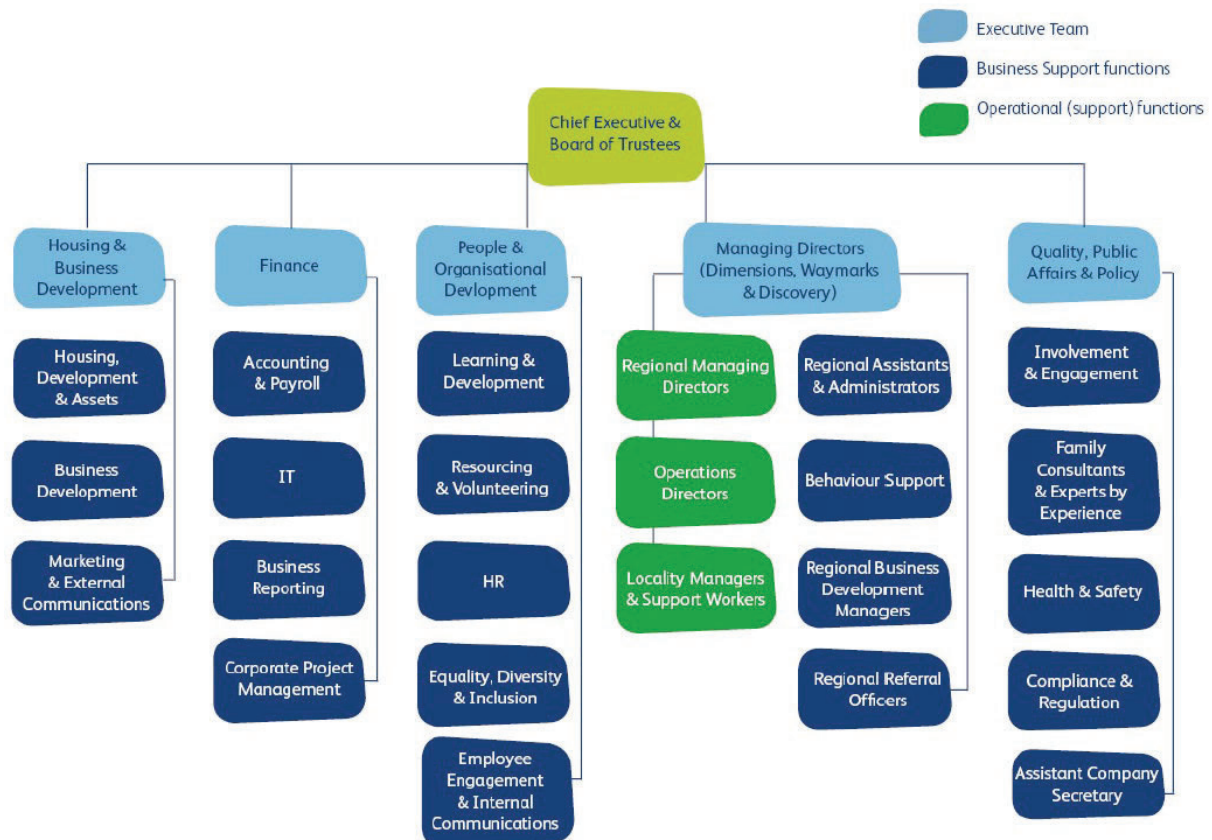
Dimensions is strongly values-driven, and we expect everyone to demonstrate our five core values:

- ambition, helping people be the best they can be
- courage, being brave enough to make a difference
- integrity, being honest and fair in all the things we do
- partnership, working with other people to make a bigger difference
- respect, treating everyone fairly and knowing that everyone's voice is important

We are proud of how we engage and communicate with all our stakeholders. Openness and transparency are at the heart of what we do and informs how we talk about ourselves. You can find details of what's important to us here:

[Link to website](#)

Organisation chart



Benefits

Some of our key benefits are listed below;

- Competitive salary (£80,000)
- 30 days annual leave entitlement (including bank holidays), rising to 35 days
- Pensions, including a money purchase scheme with employee and employer contributions
- An occupational sick pay scheme
- Company car / car allowance (£4,000)
- Death in service life assurance cover
- Employee assistance programme

Regional Managing Director

Job Description and Person Specification

Job title:	Regional Managing Director
Accountable to:	Managing Director Dimensions UK
Responsible for:	5 Operations Directors Regional Financial Controller 4 Performance Coaches HR Business Partner Regional Business Development Manager Regional Assistant

Purpose of role

The purpose of this role is to ensure that Dimensions retains its role as a sector leader and drives forward its 2025 strategy to deliver better lives for more people.

The jobholder will act as a strategic and inspirational leader within the region to get the best out of their teams. They will possess an excellent operational knowledge of the learning disability sector and have a strong commercial awareness.

This senior role will be responsible for all aspects of performance within your region including:

- Delivery of the Dimensions 2025 Strategy.
- Delivery of the Regional objectives and Delivery Plan.
- Delivery of excellent personalised care and support which is compliant with internal quality standards and those of our external regulators.
- Ensuring Dimensions is at the heart of the local communities in which we work.
- Achieving strong financial performance and productivity in line with organisational expectations.
- Developing positive and productive relationships with relevant internal and external stakeholders.
- Achieving appropriate growth in line with expectations.
- Leading in line with Dimensions values.

Key tasks, responsibilities and outcomes

Activate

- To ensure our Activate support model is delivered within the region and that the people we support have choice and control over all aspects of their lives.
- To ensure that people we support are involved in the recruitment of their staff.
- To actively promote the use of relevant assistive personal technology to improve the quality of life and independence of people we support.

Development and Growth

- Retain, develop and win new business opportunities within your region.
- To work in partnership with the Head of Business Development to develop new products and take a proactive approach to sales.
- To develop relevant local market intelligence to ensure that we know what our customers want to purchase.
- To take an active part in relevant tender processes.

Engagement

- To develop excellent relationships with relevant internal and external stakeholders (including local authorities, families, local community and local businesses).
- To ensure the profile of Dimensions is raised within the region, working in partnerships with the relevant internal teams.
- To ensure that the relevant forums are functioning within your region: including engagement with people we support, family forums and staff forums.
- To develop local partnerships that benefit Dimensions and the people we support (including local MPs and Councillors).
- To be part of influential external local steering groups and/or forums, to ensure we are using our expertise to influence local policy development.

Organisation

- To fulfil an integral role within the Dimensions Leadership Group and Operations Directorate, contributing to policy and strategy to improve quality and performance.
- To ensure that your region delivers strong financial performance and income is maximised. It is expected that all contracts and regional budgets show a positive contribution and a surplus in line with budget expectations.
- To undertake a fundamental role in budgeting setting and monitoring.
- To contribute to organisational projects and working parties.
- To take portfolio responsibility for a national function (e.g. performance management).
- To pilot organisational initiatives, as and when appropriate.
- To ensure the use of IT is embedded within your region and that your staff have the relevant skills to maximise its use and benefit.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Regional Managing Director with Dimensions.

Person Specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
Relevant professional or management qualification	Essential	Shortlisting
Educated to degree level	Desirable	Shortlisting
Valid driving license	Desirable	Shortlisting

Experience		
Extensive experience, at least middle management level, in the social care sector	Essential	Shortlisting Interview
Experience of leading and delivering strategic change	Essential	Interview Test

Working with people with learning disabilities	Desirable	Interview Test
Experience working with Local Authority Commissioners, families and circles of support	Essential	Interview Test
Budget and resource management	Essential	Shortlisting Interview Test
Evidence of achieving sustainable business development / growth	Essential	Interview Test
Experience of managing a diverse team of people	Essential	Interview Test
Experience of successfully delivering change	Essential	Interview Test

Skills		
Excellent communication skills at all levels (both orally and written) and ability to build effective working relationships internally and externally	Essential	Shortlisting Interview Test
Effective leadership skills, financial and commercial acumen	Essential	Shortlisting Interview Test
Results focused; an ability to work proactively, plan, organise, optimise resources and complete targets within agreed timescales	Essential	Shortlisting Interview Test
Strategic problem solving skills	Essential	Interview Test
Ability to demonstrate effective people management skills through delegating, empowering, motivating and coaching managers and staff	Essential	Shortlisting Interview Test

Knowledge and Understanding		
Demonstrate understanding of working in Health and Social Care	Essential	Interview Test
Understanding of the requirements of the Care Quality Commission, and the Regulator of Social Housing	Essential	Interview Test

An understanding of the commercial drivers in the social care market	Essential	Interview Test
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Attributes		
To be customer focused and address the needs of internal and external customers	Essential	Interview
To demonstrate commitment to equality, diversity, inclusion and values of the organisation	Essential	Interview
Ability to analyse and interpret complex data	Essential	Test
To be assertive, confident, creative, compassionate and have the ability to initiate action when required	Essential	Interview Test
To have enthusiasm and drive	Essential	Interview
To be a reliable, supportive and professional role model for the organisation	Essential	Interview
To work flexibly according to business requirements	Essential	Interview
To be willing to work across the organisation, attend meetings which may require overnight stays	Essential	Interview
To be an effective networker – able to proactively seek and develop relationships which could lead to business growth	Essential	Interview
To demonstrate a commitment to own personal development	Essential	Interview



Proving life can get better

Dimensions provides evidence-based, outcomes-focussed support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



Contact us

Email: resourcing@dimensions-uk.org

Telephone: 0300 303 9019

Find out more

www.dimensions-uk.org/careers

Find us on social media @DimensionsUK

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