

# 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.





# 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](http://www.pcp.uk.net)



# Core Values



## **Making a Difference:**

Our purpose is to help people and communities. By making a tangible social impact and striving for continuous improvement by learning from best practice;



## **Friendly:**

Being pleasant, kind and approachable at all times; ensuring others feel comfortable and welcome;



## **Positive:**

Taking a positive or optimistic attitude, seeing strengths and opportunities whilst challenging negative perspectives;



## **Supportive:**

Providing encouragement and practical assistance to solve problems or overcome obstacles; and



## **Team:**

Engaging with people in open, mutually-beneficial ways, being inspiring and uplifting when working with others.



## Customer Service Administrator 15 hours per week

**Starting Salary £24,468 per annum FTE, pro-rata salary £9,919.46**

**Salary Scale £24,468 - £24,710 per annum FTE, pro-rata salary £9,919.46- £10,017.57**

The Pioneering Care Centre is the central hub for the delivery of services in and around County Durham. The centre delivers a variety of events, activities and classes and courses aiming to support people through creating opportunities to improve health and wellbeing for all. The reception team are front of house supporting all those involved in the various projects/activities being delivered.

We have a 15 hour position available and are looking to appoint someone skilled in:

- IT (Word / Excel / Outlook)
- Customer Service
- Booking Systems
- Organisation
- Multi-tasking

This position will be part of a fixed rota, however flexibility is required to cover team holidays and absence within the following working hours:

Monday – Wednesday 8.15am – 8.15pm

Thursday 8.15am – 9.15pm

Friday 8.15am – 6.30pm

Saturday 8.45am – 1.30pm (on a rota system)

If you would like to be part of a team supporting work colleagues, customers and external organisations and want to help local people access services to improve their health and wellbeing we'd love to hear from you.

To book an informal discussion with Gail Anderson, Admin Supervisor please email [gail.anderson@pcp.uk.net](mailto:gail.anderson@pcp.uk.net).

Closing date for applications is: Sunday 24<sup>th</sup> August at midnight

# Job Description



## Customer Service Administrator

<b>Responsible to:</b>	Administration Supervisor
<b>Accountable to:</b>	PCP Chief Executive & Board of Trustees
<b>Located:</b>	Pioneering Care Centre, Newton Aycliffe
<b>Starting salary:</b>	Starting Salary £24,468 per annum pro-rata
<b>Salary scale:</b>	Scale Points 3-5, £24,468 - £24,710 per annum pro-rata
<b>Hours:</b>	15 hours per week as part of a rota system.
<b>Term:</b>	Permanent
<b>DBS Status:</b>	None

### Job Purpose

We are looking for a highly motivated, skilled administrator who is enthusiastic and ambitious, the post-holder will be required to provide administration and support to the Customer Service function, using and developing relevant systems and processes.

The post-holder will work as part of a small team to provide efficient professional reception and administrative support across all functions. They will need to be flexible in their approach and use initiative and judgement to organise their own workload and support our customers and teams across the organisation.

Whether greeting people at reception, providing information about PCP services, supporting events and activities or collating data, the purpose of this role is to help our customers/clients get the great service they deserve.

### Job Description

1. To always provide high quality information and advice to customers and clients.
2. Supporting customers to understand the range of opportunities available and assisting them to enrol or book places.
3. Delivering an efficient signposting service, providing information on all PCP services and projects as well as sharing local course, class and event information.
4. Ensuring efficient, courteous, professional and helpful customer service standards are maintained.
5. Undertaking a wide range of reception duties, ensuring that the customer/client is always at the heart of what we do.
6. To assist in the event of a building evacuation following PCP's evacuation procedures.



# Job Description



7. Dealing efficiently and politely with a range of calls to PCP's switchboard.
8. Supporting an effective administration service within the Pioneering Care Centre, ensuring work produced is of a high standard and within any specific guidelines set.
9. Carrying out a range of administrative functions including:
  - a. Processing mail,
  - b. Deal with enquiries, telephone/email /face-to-face
  - c. Completing admin work requests for letters, reports etc
  - d. Ensuring information boards and displays are accurate and up to date
  - e. Supporting meeting administration including minute taking
  - f. Updating a range of databases, appointment booking systems etc
10. Ensure that all tasks are completed within the agreed deadlines.
11. Supporting in the collation of data using relevant systems to provide management reporting, particularly in relation to Quality Awards and the Centre.
12. To cover as required in the event of staff absence, sickness, holidays etc.
13. To contribute to a whole team approach in meeting quality and performance targets.
14. To work flexibly within a team environment.
15. Communicate effectively with all departments and teams.

## General

1. To uphold PCP's Core Values at all times.
2. To comply with PCP's policy & procedures, including safeguarding (adults and children) and other compliance procedures.
3. To assist marketing and engagement work and use creative techniques to gather views from the communities we support.
4. To actively take responsibility for your own Health & Safety and ensuring procedures are adhered to.

# Job Description



5. To collate appropriate monitoring and evaluation information to support the achievement of agreed targets and outcomes within the project or service.
6. To carry out all responsibilities in line with the organisation's Equality & Diversity Policy.
7. To recruit, support, train and motivate volunteers as required.
8. To undertake any training and development deemed appropriate.
9. To undertake any such duties required by your Senior Manager or PCP Chief Executive/Deputy Chief Executive.

August 2025



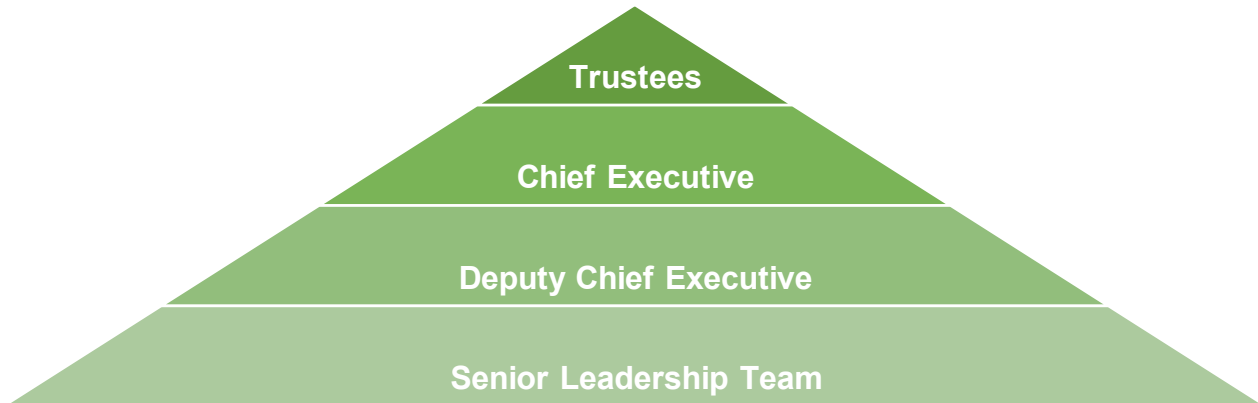


<b>In expectational circumstances applications may be considered if you don't meet the full essential criteria, however you will need to demonstrate how you will acquire the necessary qualifications or skills within 6 months. If you are unsure whether to apply, please contact HR.</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed at Interview (I) / Application (A)</b>
<b>Qualifications</b>			
NVQ level 3 in Business Administration or equivalent	✓		A
Level 2 IT Qualification or equivalent		✓	A
A sound basic education and commitment to further training	✓		A & I
<b>Skills and Competencies</b>			
Excellent organisational and time management skills	✓		A & I
Excellent IT skills including Microsoft Office 365	✓		A & I
Strong verbal, written and interpersonal communication skills	✓		A & I
An ability to maintain confidentiality	✓		A & I
An ability to work as part of a team	✓		A & I
Self-motivation and an ability to work without direct supervision	✓		A & I
An ability to prioritise and produce accurate information to meet deadlines	✓		A & I
<b>Experience &amp; Knowledge</b>			
Experience of administration/office-based work	✓		A & I
Experience of dealing effectively with large teams		✓	A & I
Experience of managing a varied workload	✓		A & I
Experience of writing reports and minute taking		✓	A & I
<b>Other/Personal Qualities</b>	✓		
Able to communicate in a professional manner	✓		I
A reliable, flexible approach	✓		I
Commitment to development and training	✓		A & I
Friendly and approachable	✓		I
Work well as part of a team	✓		A & I

# 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](mailto: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 24 <sup>th</sup> August at midnight
Shortlisting	W/C 25 <sup>th</sup> August
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](mailto: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 six-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 pledged 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!**

**The Queen's Award  
for Voluntary Service**