

CHIEF EXECUTIVE

2026
August

Welcome Letter

Dear candidate,

Thank you for your interest in becoming the next CEO of BCOP.

BCOP has been supporting older people in Birmingham since 1946. Today, we provide nursing care through our three nursing homes, alongside independent and supported housing for older people across the city.

While our services have developed considerably over the years, our purpose remains straightforward: we want older people to have safe homes, excellent care and the opportunity to live their later lives with dignity, independence and choice. Our mission is to provide safe homes with care that comes from the heart.

Our people matter

Our employees are fundamental to everything BCOP achieves. We want BCOP to be a great place to work: somewhere people feel valued and supported, can perform at their best and have opportunities to develop their skills, talents and abilities as part of close-knit teams.

We value the everyday qualities that are harder to capture in policies or job descriptions: people who notice when somebody needs help and willingly offer it without waiting to be asked; people who make time for others and do so with a smile and good grace.

As our next CEO will play an important part in nurturing this culture we're looking for a special person. Someone who genuinely enjoys people and is interested in them – a leader who can move comfortably from a strategic discussion with trustees or external partners to a conversation with a member of staff or one of the older people we support.

We want someone who will listen, ask questions and take a genuine interest in people's experiences and welfare.

Looking to the future

Our next chief executive will join BCOP at an important point in our development.

The Board and management team have a plan in place to strengthen BCOP's financial position and ensure we remain a resilient and sustainable organisation. Our challenge is to build on these foundations and find ways to grow our services within the financial realities in which we operate.

For many years, BCOP has been a respected voice for older people in Birmingham. We're innovators. We provide excellent care and support, delivered by people who care deeply about the work they do. We want more older people to have the opportunity to benefit from that support in the future.

Our next CEO will help us deliver our existing strategy with ambition and creativity; identifying opportunities, developing partnerships and making good decisions about where and how BCOP can have the greatest impact.

They will need to combine sound financial and operational judgement with warmth, curiosity and strong people leadership. Above all, they will understand that behind every strategy, budget, building and service are people – the older people we support, their families and the employees who make our work possible.

Leading BCOP offers the opportunity to shape the next chapter of an organisation with a long and proud history in Birmingham, while helping us extend our reach to more of the people who could benefit from what we do.

If you share our belief that older people deserve the very best we can provide, and that the people who provide that care and support should be valued, encouraged and given the opportunity to be their best, we hope you will want to find out more about us. Thank you for considering becoming part of BCOP's future.

BCOP

Who are we?

BCOP is a Birmingham based registered charity and social landlord, founded in 1946, dedicated to enriching the lives of older people. We provide high quality nursing care across three purpose built homes: Anita Stone Court, Neville Williams House and Robert Harvey House. Our services include long term care, short term stays, day care and respite support.

We also offer affordable housing schemes tailored for those over 60, or over 55 with disabilities, with independent and supported living options. Each housing scheme includes on site support, maintenance and facilities designed to encourage wellbeing and independence.

We go beyond standard care to create safe, stimulating environments for older people.

BCOP have achieved a 'GOOD' grading from the Care Quality Commission on all 3 of the Nursing Homes; Anita Stone Court, Neville Williams House and Robert Harvey House.

The charity were delighted to be crowned winner of the **Care Home Employer Award** at the Great British Care Awards 2025 (West Midlands region) and to have 2 nominations in the Innovative approach to resident welfare award at the 2026 **Housing Innovation Awards**.

Robert Harvey House has been named the **Palliative Residential Care Provider of the Year 2026**, recognising its compassionate, person-centred approach to end of life care.

Two BCOP nursing homes have gained the prestigious **Gold Standards Framework Quality Hallmark Award** in recognition of the excellent care they provide for residents approaching the end of life.



Our aims & values

Our aims

- To provide modern, warm, safe, sustainable homes which are compliant, digital ready and have high occupancy.
- To deliver outstanding care in our nursing homes, with accredited care provision.
- To be a resilient business with the resources to deliver its promises. To enable this, we will implement robust financial monitoring to secure the long term future of the organisation.
- To be a happy place to work, with efficient people management and a positive workplace culture that supports staff wellbeing.
- Enriching lives for older people in Birmingham," supported by the core ethos of "Providing safe homes with care that comes from the heart."

Our values are:

- People at the heart of everything we do
- Little things matter
- Working together to provide the best possible support
- Adapting to our residents' needs



Job summary

Chief Executive Officer- Salary £80,000 BCOP

(Registered Charity No: 1074954/Registered Company No: 03685650)

Main job function	To provide overall leadership and strategic direction to BCOP and to ensure that the charity achieves its objectives as agreed by the Board.
Accountability	To the Board of Trustees.
Direct management	The CEO directly manages the senior executive team and is responsible for all employees of the charity (excluding Trustees).
Operating location	CEO's office and main location will be: BCOP HQ however travel will be required to sites across Birmingham.
Working hours	The expectation will be for the CEO to work normal hours, with additional work out of hours as required to discharge the role and its responsibilities.
Office requirements/hybrid	On average 3 days in the office/on site in either Head office, on site at Homes or out visiting different sites (Birmingham based), 2 working from home days.
Authority	To take such steps as the post holder considers necessary, to achieve agreed objectives within the budget set, the policies laid down, and the values and ethos of BCOP. The Chief Executive Officer will have statutory authorities and responsibilities as a Director of the charity to liaise and negotiate with service commissioners and regulators and will have the freedom to execute such authority as is required to discharge their duties as Chief Executive Officer.
Main purpose of role:	To lead the organisation in the pursuit of its vision, mission and strategy as approved by the Board of Trustees. Maximise BCOP's impact and reach out to older people in the West Midlands whilst leading change, maintaining financial viability, and fostering a culture where people want to work and give their best.

Primary responsibilities

- To provide clear and effective leadership of the organisation, particularly ensuring the vision and strategic direction is clearly articulated and embedded in the organisation
- To ensure excellence in the quality of the services we provide
- To define and develop the culture of the organisation to ensure all those involved in the charity are committed to its aims, motivated to achieve them, and are focussed on BCOPs long term success
- To draft and oversee the implementation of the Strategic and Operational Plans
- To mentor staff, particularly those in more senior roles, in their development
- Ensure that the Head of Finance prepares a robust and realistic budget each year, regularly reports clearly and accurately to the Board and has in place controls that ensures BCOP is operating within the agreed overall budget.
- To ensure that BCOP complies with its governance policy and procedures established by the Board of Trustees
- To manage effective relationships with all key stakeholders, particularly with strategic partners across the statutory and voluntary sectors such as commissioners and regulatory organisations.
- Report to and to be accountable to the Board, provide it with information, objective advice and support, to enable it to meet its responsibilities
- To be the 'public face' of BCOP
- To perform any other duties, relevant to the post, as determined by the Board

Person specification

Essential

Experience

- A track record of successful change management
- A relevant qualification and/or evidence of leadership/management development
- At least five years of senior management experience.
- A senior role in preparing, implementing, monitoring, and evaluating business/development plans
- Experience in a regulated sector such as registered care or social housing
- A basic understanding of charity commission, companies house and the regulator of social housing filing/reporting requirements.



Person specification

Essential

Skills and knowledge

- A motivational communicator able to relate to a broad range of people
- An effective problem solver and trouble shooter
- An enthusiastic team builder focused on helping people achieve their potential
- Able to develop and manage budgets and maximise resources
- Competent and self-sufficient in relevant IT applications
- Skilled in resolving disputes and handling complaints and grievances that have not been resolved at the initial stages



Desirable

- Participation in external inspection/audit requirements.
- Previous experience at a senior Management level of a charity or not for profit organisation.
- Experience in registered care (CQC)
- Experienced in Social Housing



How you work

- Good with people – respected and trusted
- Challenging and willing to make hard decisions
- An effective delegator – who delivers through coaching, mentoring and developing others Self-reliant
- Natural bridge builder on the lookout for new allies, partners and opportunities
- An effective and discerning listener who is able to evaluate and where appropriate take on board input from trustees, staff, clients, families and those committed to bringing out the best in the organisation.



Benefits package

- Flexitime
- On-site parking
- 24 days annual leave plus bank holidays pro-rata'd
- Additional five days annual leave after five years' service
- Eligible for Blue Light Card – allowing access to discounts and offers with a range of shops and leisure outlets.
- Paid for DBS
- Defined contributions pension scheme.
- BSHF Health insurance



Recruitment process

- CV shortlisting: Tuesday 1st September
- Video interviews and psychometric testing submitted for shortlisted candidates by Friday 4th September
- Formal in person interviews with Helen Gore (Current CEO), Caroline Sampson (HR Manager) and members of the Board of Trustees w/c 7th September.



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