



**Bon  
Accord  
Care**

# Head of Delivery and Development

**Candidate Information Pack**



# Bon Accord Care

## Welcome

**Aberdeen is an exciting place to live, work and visit and it's a very exciting time to join Bon Accord Care. We are a values-led company delivering Service, Quality and Value with Integrity, Pride and Innovation.**

We deliver a range of adult social care services to the people of Aberdeen, providing support and encouragement to enable them to live as independently as possible, today and in the future. We have a vital role to play in enhancing lives and wellbeing - what we do really matters. Since the company was established in 2013 as an ALEO (Arms-Length External Organisation) of Aberdeen City Council, we have established a reputation as a key provider of health and social care services across Aberdeen City and have made significant progress.

With a changing health and social care environment, system complexity and pressures, we need to be able to respond, develop and grow. This is a vital time to develop new ways of working where, in partnership with Aberdeen City Council and the Aberdeen City Health and Social Care Partnership, we are creating the environment required to deliver better health and social care outcomes for the people of Aberdeen. These ambitions will be achieved through our committed workforce and with our partners across the city.

We have recently completed a significant review of the structure of our executive team, and this has resulted in the creation of a new and exciting role - **Head of Delivery and Development** - to focus on the overall strategic performance and future development / redesign of our health and social care service provision. This will involve leading the ambitious and transformational strategic plan in this area of the business, working collaboratively with peer colleagues and key stakeholders.

If you believe you have the vision, skills, and above all, the personal qualities which this role demands, then we'd like to hear from you.



Pamela MacKenzie  
*Managing Director*



## Bon Accord Care



### Our Mission

Working together for your 5 star service



### Our Key Strategic Aims

- Deliver on our core business
- Maximise efficiency and quality of service delivery
- Commence innovative services at an early intervention stage to reduce demand on more complex services.



### Our Core Values

Service, Quality and Value delivered with Integrity, Pride and Innovation



### Our Services

We provide residential, non-residential, rehabilitation, day care, respite, occupational therapy, telecare, joint community equipment, community responder and learning and development services.

We are committed to delivering services that turn the concepts and ideas for new ways of working into operational service delivery models, which are led by the people we support to help them live longer and healthier lives at home or in a homely setting.



### About the Company

We are an ALEO (Arm's Length External Organisation) of Aberdeen City Council, with two registered limited companies. Bon Accord Care (BAC) and Bon Accord Support Services (BASS) are the means by which our services are commissioned by Aberdeen City Council. For operational use, we use Bon Accord Care as a collective term to reflect both companies.



### The Board of Directors and Reporting

The Board, which typically meets eight times per year, is made up of Executive and Non-Executive Directors as follows:

- Chair
- Managing Director
- Finance Director
- 4 Non-Executive Directors

Reports are prepared for the Board which reflect financial, operational, personnel, risk and health and safety information. Reports and information relating to service specifications are also shared with Aberdeen City Council and the Health and Social Care Partnership on a weekly and monthly basis.

A performance report is presented to Council annually by the Managing Director.

Our care services are heavily regulated and regular inspections are undertaken by the Care Inspectorate, Scottish Fire & Rescue and Environmental Health.



### Supporting Information

For further information about working with Bon Accord Care, please visit our website [www.bonaccordcare.org](http://www.bonaccordcare.org) and you may wish to read the following documents:

- [Strategic Plan 2017-22](#)
- [Bon Accord Care Annual Report 2019/2020](#)
- [BAC Financial Report 2019/20](#)
- [BASS Financial Report 2019/20](#)



## About Aberdeen

Aberdeen lies at the heart of a region recognised for its quality of life. It's a city which effortlessly combines the benefits of metropolitan life with a range of sporting activities and outdoor pursuits as well as easy access to the stunning scenery of Royal Deeside and the beautiful North East coast.



### Arts and Culture

Along with a fantastic range of first class shops, hotels and restaurants, the city has a varied cultural scene, so you're sure to find something to interest you. We have an exciting calendar of events throughout the year including our award winning festival of light 'Spectra'; street art festival 'Nuart'; and 'TrueNorth' music festival – to name a few! His Majesty's Theatre and the Music Hall attract a range of West End shows and famous names and our art gallery and museums hold some of the finest collections in Scotland.



### Sports and the Outdoors

If you enjoy sports and the great outdoors, there are a number of sporting facilities within the city, including Aberdeen Sports Village, Beach Leisure Centre, Transition Extreme and Aberdeen Snowsports Centre. And if golf's your game, there are a great variety of golf courses both within and around the city.

Our parks and gardens are second to none and if you venture further afield, you'll find we're an easy drive to the Cairngorm Mountains for walking or skiing, while Royal Deeside, the North East coast and whisky and castle trails are just as accessible.



### Schools and Universities

Aberdeen has an excellent range of educational facilities from nursery, primary and secondary schools to further and higher education institutions. We are proud to offer two of Scotland's most successful and well-respected universities. The University of Aberdeen is Scotland's third oldest university. It is located in the picturesque and historic area of Old Aberdeen and attracts students from around the world, whilst the Robert Gordon University is described as modern and dynamic and is consistently ranked amongst the UK's top universities. North East Scotland College, one of Scotland's largest and most successful colleges is a key partner in completing our top-class city offering.







### Living in Aberdeen

We have a variety of housing options within the city centre, suburbs and rural areas with a choice of properties ranging from traditional granite flats and townhouses to new-build properties or unique cottages and farm steadings. For more information, please visit [www.aspc.co.uk](http://www.aspc.co.uk)



### Transport

Aberdeen is fortunate to have an excellent transport network as well as a high standard of accessible public transport services across the city and to the surrounding areas of Aberdeenshire. The city is also well served by frequent bus and train links south to Edinburgh, Glasgow and beyond, as well as north to Inverness and the Highlands. Aberdeen International Airport is just a 15-minute drive from the city centre and offers extensive domestic and international flights.



### Health

We're proud to offer first rate healthcare provision - within Foresterhill, Europe's largest Health Campus; NHS Grampian's largest hospital, Aberdeen Royal Infirmary; a new Emergency Care Centre; the state-of-the-art Royal Aberdeen Children's Hospital; Aberdeen Maternity Hospital and the University of Aberdeen's School of Medicine and Dentistry.

Image courtesy of NHS Grampian



## The Role

### Head of Delivery and Development - Bon Accord Care

£76,307 per annum

**Reporting to the Managing Director, you'll be responsible for leading the delivery and development of all social care services for the company. In this new and exciting role, you'll create a high performing and inclusive culture to ensure high quality, effective and safe services centred around the needs of the people we support and their families in Aberdeen City.**

You'll focus on the overall strategic performance and future development / redesign of our health and social care service provision. You'll lead the ambitious and transformational strategic plan in this area of the business, working collaboratively with peer colleagues and key stakeholders across the city.

Educated to post graduate level (or equivalent) in a health related or business discipline, you'll come to us with a strong track record and significant leadership experience in a health and/or social care environment. You'll bring demonstrable understanding and experience of complex statutory health and care services and the parameters in which we operate, as well as in developing and managing relationships with a wide range of stakeholders across complex organisations.

**For detailed information about the role, please see the [job profile](#).**



## How to Apply

If you would like to discuss the role, please contact: **Pamela MacKenzie, Managing Director**, by email on [pmackenzie@bonaccordcare.org](mailto:pmackenzie@bonaccordcare.org) or by calling 01224 570400 to arrange an appointment for a confidential chat.

## Selection Process Timetable

### Closing Date:

Midnight Wednesday 20  
April 2022

### Shortlisting:

w/c 25 April 2022

### Selection process:

Tuesday 10 May 2022 and  
Wednesday 11 May 2022