

Managing Director

Triangle is an innovative, mission-led organisation that exists to help people reach their highest potential and live meaningful and fulfilling lives, often in the context of social disadvantage, trauma, disability or illness. We do this through the Outcomes Star and other tools that unlock the potential of individuals and the organisations and workers who support them.

The Star is extensively used in the UK by voluntary organisations, local authorities, health trusts and social enterprises in a wide range of fields including families and children, mental health, homelessness, housing, older people and substance misuse. It is also used in over 17 countries across Australia, Europe, North America, Asia and Africa.

The role: Over the last five years Triangle has grown from a small home-run company with a network of associates to a fully-fledged organisation of 24 staff with a further 10 or so associates and contractors. Over this time:

- We have built an effective staff team including five managers who are responsible for delivering in key areas and meet regularly as the Operations Team
- Our primary source of income has shifted, initially from Star development to training and more recently to licence fees. Our licence renewal rates are high, so this has created a stable financial foundation
- We have put in place effective systems and procedures including Salesforce for client management and Xero for financial management.

We feel we have a sustainable foundation and are now in a good position to grow, primarily by increasing take-up of the Star where it can make a contribution and by responding to new opportunities and needs.

Our Operations Director is retiring in April 2019 and we are taking this opportunity to continue the development of the organisation by replacing and further evolving his role with a Managing Director who will:

- Lead the Operations Team
- Be responsible for running the organisation
- Join the Founding Directors (Joy MacKeith, Strategic Director and Sara Burns, Star Development Director) on the Board to agree strategy and oversee both the operational (client delivery) and development (product creation, research, policy and practice issues) aspects of Triangle's work.

The Board is ultimately responsible for strategy, but strategy development will be an on-going, organisation-wide activity in which all staff, particularly the managers, will play a key role.

The development of new Stars and other tools, research, policy and practice development will continue to be led by the founding Directors together with a small team. Our communications and marketing work is currently under review. The role that the new Managing Director will play in communication and marketing will depend on their experience and a range of other factors.

Critical to the success of Triangle as a learning organisation is ensuring that the development work is informed by our client delivery work and vice versa. The Managing Director will work closely with the managers to enable this to happen at all levels of the organisation and to take forward our collaborative style of management.

The Managing Director will also work with the founding Directors on succession planning to ensure that Triangle and the Stars can continue to develop and thrive beyond their working lives.

Main responsibilities and intended outcomes

1. Leading the Operations Team

The Managing Director has ultimate responsibility for the delivery of all client services in the UK and internationally, including initial enquiries, training, implementation support and our own web application, the Star Online. This means ensuring that Triangle:

- Supports all clients to use the Star and other Triangle products well
- Solves problems and challenges relating to client-facing activity imaginatively, in line with our values and best practice
- Forms strategic and tactical partnerships with clients that further our mission
- Contributes to research, Star development and communications
- Is an action learning organisation that is always improving and innovating.

The Managing Director will achieve this primarily through supporting, co-producing with, and leading, the Operations team which comprises Triangle's five managers:

- The Implementation Manager
- The Training Manager
- The Client Services Manager
- The Product Manager
- The Business Manager.

In addition the Managing Director will be ultimately responsible for the management of our Star Online service providers. Our digital platform is currently supported through three different providers. We are currently commissioning a new system that will be built and supported by a new provider.

An important part of the role will include supporting key staff in the development of strategic partnerships between clients and other partners and Triangle. This will include taking a hands-on role in the negotiation and management of some of the most significant partnerships, at least in the first instance.

2. Running the organisation

Working closely with the Business Manager and the Finance Associate, the Managing Director will be responsible for the smooth and effective running of the organisation. This includes ensuring that Triangle:

- Has motivated staff and associates doing the right jobs at a sustainable pace, with opportunities to grow and develop
- Brings its values to life in HR and all other aspects of its operation
- Has effective joint working between different parts of the organisation to achieve the mission and goals, including effective teamworking and meeting structures
- Has clear plans which everyone contributes to and feels an ownership of
- Implements the strategy effectively, reviewing and adjusting when needed
- Has effective planning, budgeting and management reporting
- Has effective systems for ensuring legal compliance and risk management in all areas
- Has long-term commercial sustainability including the development and/or oversight of our commercial relationships with partners, clients and contractors

3. Setting strategy and monitoring implementation

Together with the other two Directors, the Managing Director will sit on the Board responsible for setting an effective strategy and monitoring delivery. This strategy (co-produced with staff from across the organisation) will ensure that Triangle:

- Is a trusted, credible and innovative organisation that makes a positive difference
- Meets its mission, develops effectively and remains relevant
- Actively learns about what works in order to continually improve and makes a helpful contribution to policy and debates around support, personal change and outcomes
- Identifies and prioritises opportunities for developing new versions of the Outcomes Star, other products, services, projects, initiatives and partnerships that help us fulfil our mission
- Operates according to our values – working collaboratively and flexibly and bringing commitment, clarity and action in all we do
- Is effective in communicating our products, services, research and learning to stakeholders including clients and potential clients.

Person Specification

Essential

- A track record of success in a similar role
 - An excellent people manager who is able to bring out the best in staff and support them in taking initiative and responsibility
 - An understanding of and credibility in health, housing or social care sectors
 - Alignment with the values underpinning the Star
 - An excellent communicator, confident and able to communicate in a compelling way with the founder Directors, staff and external stakeholders
 - Able to work both independently and collaboratively as the situation needs. Someone who enjoys the creativity of developing ideas and plans jointly with colleagues
 - A track record of developing and nurturing partnerships and alliances with a variety of partners
 - Experience of developing and delivering to plans and budget
 - Experience of budgets and commercial management
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- A track record of problem solving and making things happen
 - Able to see the big picture and also keep an eye on the detail, including on legal and finance issues
 - Someone who is good at seeing things through to completion.

Desirable

- Senior management experience in the health, housing or social care field in service delivery, commissioning or policy development
- Experience of consultancy
- Experience of working with or managing the use of the Outcomes Star
- A track record in communication, marketing, strategic partnerships or business development
- Experience of IT product delivery.

Location

Triangle is a national organisation with a small but growing amount of international work.

Thirteen of our 24 staff are based in our Brighton & Hove office including four of our five managers and one of the two founding Directors (the other being based from her home office in London and spending one day a week in the Hove office). We have two administrative staff (and our retiring OD) in a small Buxton office and the remainder, including our Training Manager, are based at home around the United Kingdom (most work regionally supporting implementation of the Star and running training).

We do not have a London office but regularly use meeting spaces in London. We also use technology to hold meetings remotely. The Managing Director will need to work closely with the two Directors and the managers as well as being available for travel around the UK.

Other details

- This role reports to the Executive Group (the Board)
- Probationary period: 6 months
- Salary: £60-£80,000
- Deadline for applications: 12th October
- First interviews: 7th and 8th November
- Second interviews: 14th and 15th November

For further information please contact lisa@triangleconsulting.co.uk