



Support & Care Director

Job Description

June 2026

Job Title: Support & Care Director

Job Grade: Director Grade (£92,347 – £103,039)

Accountable to: Group Director of Communities

The Support & Care Director is accountable for the strategic leadership, operational performance, and regulatory compliance of the Kingdom Support & Care business, ensuring high-quality, customer-centred services are delivered at scale. The role drives sustainable growth, operational excellence, and continuous improvement across services.

You are responsible for the flow of information from the Support & Care business to the Group Director of Communities, Executive Team and the KSC Board.

You will ensure that we're committed to delivering as One Kingdom to provide the highest standard of service to all of our customers.

You will work closely with the other members of the Senior Management Team to deliver the Group's Vision, Mission and Strategic Objectives.



Responsibilities - Areas that play to your strengths

All the responsibilities we'll trust you with:

Customer Journey -

- Exceed customer needs and expectations and ensure that the customer journey is at the forefront of all decision making.
- Lead and empower your people to deliver exceptional customer experiences.
- Promote a culture of acting on customer feedback and drive continuous improvement.

Leadership -

- Acting as a visible, credible leader internally and externally.
- Leading organisational culture, embedding values, inclusion, and high performance.
- Work closely with the other members of the Senior Management Team to lead the organisation with integrity and establish and maintain a trusting, inclusive, and efficient environment.
- Lead Kingdom Support & Care directly through coaching and development of senior team members building leadership capability through succession planning and talent development.
- Deputise for the Group Director of Communities on occasions.

Strategy & Performance -

- Full accountability for budget management, financial sustainability, and delivering value for money.
- Lead strategic transformation initiatives to modernise services and improve outcomes.
- Draw on relationships with colleagues and partners to make informed strategic decisions, including devising and implementing strategies that deliver our corporate objectives in a way that maximises output and minimises costs.
- Monitor and analyse key business metrics and collaborate with colleagues, especially the other Directors in Communities Services, in the development of performance goals and long-term organisational plans.
- Analyse business performance to support the delivery of Kingdom Group's Corporate Plan and champion continuous improvement. Stakeholder Management -

- Work with a variety of internal and external stakeholders to build and improve relationships and promote business growth and sustainability (commissioners, regulators, local authorities, representative membership groups and forums)
- Collaborate with colleagues across the business to promote innovation, support our culture change journey, visibly champion our values and develop a clear sense of direction for the Support & Care Business and the wider Group.
- Ensure full compliance with regulatory standards (e.g., CQC), safeguarding requirements, and governance frameworks, acting as the accountable lead during inspections.
- Liaise with relevant stakeholders to manage business risk, understand the regulatory landscape and ensure a safe, secure and future-proofed business and organisation.

Your areas of knowledge & expertise that matter most for this role:

Leadership & People

- Significant leadership experience (typically 5+ years) within a relevant discipline, with a track record of delivering organisational impact
- Degree (or equivalent) in a related field
- Proven ability to lead high-performing teams and develop senior leaders
- Strong coaching, mentoring, and talent development capability

Strategy & Performance

- Experience developing and delivering strategic plans, budgets, and transformation initiatives
- Strong commercial and financial acumen
- Care Quality and person centred outcomes

Sector Knowledge

- Extensive knowledge of the care sector, including regulatory frameworks and best practice

Personal Attributes

- Strategic thinker with the ability to operate at executive level
- Adaptable, innovative, and results-driven

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