

Head of Lifestyle

Candidate Information Pack



Elizabeth Finn Homes

Head of Lifestyle

Elizabeth Finn Homes is a leading provider of high-quality care for older people, renowned for delivering exceptional standards across our homes in the UK. We are dedicated to creating a caring, respectful, and safe environment for residents, while fostering a supportive and rewarding workplace for our colleagues.

We are at an incredibly exciting moment in our journey to become the UK's most loved care homes – filling later life and care careers with joy, community and kindness. We are looking for an inspiring and visionary **Head of Lifestyle** to shape the way our residents live, love, connect and celebrate life across all our homes.

Do you believe that life in a care home should be joyful, creative and full of purpose? Do you have the passion to lead experiences that spark happiness, connection and belonging for older people every single day?

If you'd like to be part of a team determined to do our very best for our residents, colleagues, and our charity owner, we'd love to hear from you.



Job description – Head of Lifestyle



The role:

Role overview

The Head of Lifestyle role ensures that each care home is presented and led to maximise engagement with our residents, working with our care home teams to inspire confidence and recognition of the amazing work that we do every day to make our residents' lives as fulfilling as possible. The role ensures the home ambiance, activities, events, hospitality and menu design enable our residents to flourish and thrive in our care homes. This role provides leadership to colleagues providing services alongside our carers and nurses to create homes that are inspiring and enriching for our all residents.

Main duties of the role:

- Provide leadership, oversight and guidance across all our homes in the design and implementation of our lifestyle offering to residents, including oversight of activities, events and hospitality.
- Maintain 5* standards for the hospitality offering provided by all the Elizabeth Finn Homes
- Support the Registered Home Managers with the selection and induction of senior people within the activities, events and hospitality services through recruitment and onboarding
- Provide mentoring, guidance and role modelling in how to maintain and enhance the overall ambiance of the homes including the reception areas, dining experience and communal spaces.
- Work closely with the social engagement leads within each home to ensure that there is a rounded programme of events and activities for residents to engage with
- Provide role modelling, mentoring and coaching to a range of internal colleagues on how best to present, show and engage residents and their families with our homes both before joining us and after
- Develop quantitative and qualitative measures to monitor the levels of engagement of existing and potential residents across the group
- Act as an external ambassador for Elizabeth Finn Homes and its brand both within the care sector and beyond
- Provide cover and support in care homes where there are operational issues to ensure a smooth resident experience
- Support the development of the social engagement offering for residents across our care homes ensuring a range of diverse activities
- Provide day-to-day management of the outsourced catering advisors, working together to ensure menu and food requirements for residents meet legal and best practice standards

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The role:

Main duties of the role (continued):

- Assist the Head of Property in relation to planning and carrying out relevant refurbishments within the homes such as reception areas, activities rooms, kitchens and dining rooms
- Be part of the Senior Management Team, contributing to the wider management and leadership of the organisation

These are the main duties that are required to fulfil this role. However, it will sometimes be necessary for the post holder to perform other duties as required to ensure provision of our services to our residents.

- You will keep information obtained in the course of your employment confidential, especially with regard to our residents.
- You will ensure that your practice, and that of others, meets the requirements of the Safeguarding of Vulnerable Adults (SOVA) regulations, including reporting any concerns to the person in charge, and completing training as required.
- You will be responsible for your own health and safety and that of your colleagues, completing training and following all our relevant policies and procedures as required.

Person specification – Head of Lifestyle

Essential skills and experience:

- Experience of managing one or more areas of hospitality, events or activities for a multisite care home business
- Experience of leading a range of teams across a multisite business to improve outcomes for clients
- Ability to communicate in writing and verbally with a range of internal and external stakeholders
- Knowledge of best practice in the areas of hospitality, front of house services and client engagement
- Knowledge of the care sector or a willingness to develop that knowledge

Desirable skills and experience:

- Experience of managing a range of third-party suppliers to provide high quality services on budget
- Ability to use a range of technology to plan and monitor a consistent approach to client-experience within a care home environment



Company Overview

Our **Vision** at Elizabeth Finn Homes is to be the UK's most loved care homes, filling later life with joy, community and kindness. Our **Purpose** is to create loving homes where people in later life and those who care for them can flourish, working together for a fairer society. We are an optimistic, future facing company, excited about our next chapter where we can continue to build our services, lead innovation in the care sector and ensure our homes are inclusive places to live and work. We are working toward our ambitious five-year strategy that sets out our plan to work even more closely with our charity owner Turn2us and become a highly profitable values-led care home business with social purpose at its heart.

Our Homes

We run eight high-quality residential and nursing care homes across England – including homes in Devon, Kent, Oxfordshire, Surrey, Suffolk and Worcestershire. We are

proud that 100% of our homes are rated Outstanding or Good by the CQC, and our group holds a 9.8 average customer review rating on carehome.co.uk. With a commitment to excellence in care, we aim to provide a supportive, nurturing environment where residents can enjoy the highest standard of living. Our homes offer a range of services tailored to meet individual needs, delivered by dedicated and compassionate professionals.

Our People

Our c700 staff based across England are led by an experienced and talented senior leadership team and work within a company that has a reputation for excellence and great working conditions. Our staff surveys report high levels of employee satisfaction, as does our rising Glassdoor rating of 4.8/5.

Our Values

In early 2024 we launched our new values, co-produced with our staff and residents.



Bring Love

We're always here for each other, giving and receiving meaning through warmth, kindness and compassion, treating everybody with loving care and keeping everyone's happiness close to heart.



Welcome All

We all have something valuable to offer, so we celebrate differences and encourage individuality, in a place of community, support and respect, where everyone feels they truly belong.



Inspire More

We're motivated by an ambitious determination to achieve more every day, creating inclusive places to live and work, spurred on by an infectious energy to help everybody feel more joy and live better.



Act with Purpose

We take responsibility and do exceptional work for the most important of reasons – enriching the wellbeing of everyone we care for and giving back to the society we all share.

Our unique charity ownership model

Elizabeth Finn Homes is a wholly owned subsidiary of Turn2us, a national charity providing practical help to people who are struggling financially. Each year, we support the charity with 100% of our profits, as well as paying rent to deliver care in their beautiful properties.

The Turn2us story began in 1897, when Elizabeth Finn set out to help people struggling to make ends meet. 125 years later, the charity still works with and for people experiencing financial insecurity by offering high quality information and support, strengthening communities through place-based programmes and helping to build a fair economy through systems change.

Over the last ten years, Elizabeth Finn Homes has returned rent and annual profits totalling an average of £4million each year to the charity, underpinning their vital work supporting struggling families across the UK. We're proud that although we are run on a commercial basis, at Elizabeth Finn Homes, business success translates directly into social good.



The Package

Position: Head of Lifestyle

Location: Home based with regular travel (3-4 days per week)

Reports to: Operations Director

Salary and benefits

- Full-time permanent role.
- £68,000 – 73,000 per annum + company car
- Generous annual leave entitlement
- Competitive pension up to 9% and wider benefits, including sector-leading enhanced family leave, flexible working arrangements in line with service needs, 4 weeks Occupational Sick Pay following successful completion of 6 months' probation, private medical and dental insurance, death in service payment – 4 x salary and a refer a friend scheme that pays up to £500 cash bonus per referral.



Application process – Head of Lifestyle



Interested candidates are invited to submit their CV that considers their suitability for the role and how they work in line with our four values of bring love, welcome all, inspire more, act with purpose - or a brief cover letter alongside their CV that addresses these key points.

The deadline for applications is by **16:00 pm** on the **16th November 2025** to **recruitment@elizabethfinn.co.uk** or your recruiter.

The first stage of the process will be an interview via Teams and held in the week commencing **17th of November 2025**.

The second stage of the process will be held in person on the **28th Of November 2025**.