## Job Description

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| **Job Title**: Head of Services    **Salary:** £35,000 - £38,000 per annum  **Hours of work:** Full time (some flexible working to include occasional evenings and weekends)  **Location**: Based at service delivery sites in Teddington  **Responsible to**: Chairperson  **Responsible for**: A portfolio of services for the elderly / vulnerable and the community  **Length of Contract:** Permanent |

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| 1. Job Purpose  * Lead and continuously improve a portfolio of services for ECA and the community * Lead and develop meaningful partnership with our internal and external stakeholders * Seek and execute creative methods of maximising the income of ECA |

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| 2. Main Duties and Responsibilities **Service Leadership:**   * Ensure our portfolio of services is designed, developed, delivered, and reviewed effectively to meet the needs of service users * Lead on ensuring that our services meet safeguarding and all other relevant compliance requirements and best practice standards * Ensure that our portfolio of services is sustainable (financially and through successful delivery), that we maximise opportunities and effectively manage risks making effective use of technology and reporting effectively on impact   **People Leadership:**   * Build and maintain a culture of learning and improvement, providing support and opportunities for members, staff and volunteers to develop * Ensure there is the capacity and capability to develop, deliver and report on service quality and innovation   **Organisational Leadership:**   * Responsible for the development and delivery of all areas of the strategic & business plan, sustainability, digital developments, finance, policies and procedures, and development of the charity * Provide effective leadership in delivering a cohesive, positive and agile working culture for staff and volunteers * Work in close partnership with other members of the team to ensure effective and seamless service development, delivery, and reporting   **External Leadership:**   * Build and effectively contribute to partnerships across the community which enhance the work of ECA and expand our reach and impact * Encourage, support, and enable high quality partnership-working at all levels across services * Identifying and building opportunities for ECA to be visible within the community   **Additional:**   * Support and stand-in for other members of the team as required * Any other work commensurate with the level of this post * To work occasional weekends or evenings as required by the role |

**Person Specification**

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| **Dimension** | **Scope** | **Essen**  **tial** | **Desirable** | **Assessed by Application/ Interview** |
| **Experience & Qualifi-**  **cations** | Significant management experience including managing and developing services for the elderly and the community | √ |  | A/I |
| Experience of co-producing services with users | √ |  | A/I |
| Experience of working collaboratively in a multi-agency environment | √ |  | A/I |
| Experience of dealing with complex issues facing the vulnerable within the community |  | √ | A/I |
| Experience of creative methods to maximise income for the charity | √ |  | A/I |
| **Knowledge** | Understanding of the charitable / voluntary sector |  | √ | A/I |
| Understanding of importance of strong internal and external communications | √ |  | A/I |
| Knowledge of reporting requirements and compliance needs | √ |  | A/I |
| Financial budgetary management and control (including grant applications) and financial reporting | √ |  | A/I |
| Strong grasp of equal opportunities, confidentiality, data-protection, risk management and anti-discrimination practice | √ |  | A/I |
| **Skills & Abilities** | Excellent leadership skills – role-modelling, coaching, and developing others | √ |  | A/I |
| Creative, constantly learning, and flexible in approach – an ability to deal with change and projects | √ |  | A/I |
| Excellent interpersonal and communication skills, both written and verbal, confident and outgoing with all audiences | √ |  | A/I |
| Extremely organised and disciplined, manages work-life balance effectively and achieves high standards consistently | √ |  | A/I |
| Strategic and critical thinker with professional curiosity | √ |  | A/I |
| Able to manage complex and sensitive information in what can be political, public and emotive environments | √ |  | A/I |
| **Other** | Proficient in Microsoft Office packages, social media tools and comfortable with learning new data skills and systems | √ |  | A |
| Temporarily leading the transition of ECA from its current into its new premises, significantly increasing the service provision as part of the initial transition | √ |  | A/I |
| Able to work evening hours and weekends when needed | √ |  | A |