



AGE UK SHEFFIELD

HEAD OF SERVICE DELIVERY, QUALITY AND STANDARDS

RECRUITMENT PACK

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Welcome from the Chief Executive

Thank you for your interest in the role of **Head of Service Delivery, Quality and Standards** at **Age UK Sheffield**.

At Age UK Sheffield, we are passionate about supporting older people to live independently and with dignity, and about ensuring they have access to high quality, person-centred services that evolve to meet their changing needs.

This senior leadership role is a cornerstone of that mission.



As Head of Service Delivery, Quality and Standards, you will take strategic and operational leadership of our frontline services, including Independent Living Coordination, Information and Advice, Dementia Services, and paid-for support. You will be responsible for safeguarding, health and safety, service quality, and continuous improvement. Crucially, you will be a key member of our Senior Management Team—reporting directly to me as CEO and into our Board of Trustees on the performance, compliance, and strategic development of services.

We are looking for an outstanding leader with a deep understanding of social care and the voluntary sector—someone who can inspire teams, build partnerships, and ensure that services are safe, effective, and co-produced with older people. You will bring a strong track record in people management, service innovation, contract delivery, and quality assurance.

If this sounds like the right opportunity for you, I encourage you to complete your application form, addressing the criteria outlined in the person specification and providing clear examples of your experience. Please send your completed application to recruitment@ageuksheffield.org.uk by **9am on Monday 14th September**.

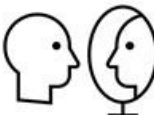
I look forward to receiving your application form

Warm Regards



Teresa Barker, Chief Executive, Age UK Sheffield

Our vision, mission, values and behaviours

Our vision "The future we want"	Ending loneliness and poverty for older people in Sheffield						LonelinessPoverty														
							Purpose	Connections	Activity	Awareness	Learning	Giving	Support network	Bearevement	Care and	Safe	Heating/energ	Housing	Equipment	Health	Money
Our mission "Our contribution to achieving our vision"	Empowering people to live their best lives in the best health possible																				
Our values "The way we do things here"	Trust			Care																	Choice
																					
Our behaviours and success factors "How we work every day"	Every minute, every day	"Can-do" / solution-focused		Your skills, our context									Empowering you/ taking responsibility								Learning and reflection
																					

Job Description – Head of Service Delivery, Quality and Standards

Post Full-time: 36.25 hours per week

Salary £42 -£45,000 (dependent on experience)

Office base Eyre Street, Sheffield

Duration of post Permanent full time 36.25 hours per week

Reports to: Chief Executive

Direct Reports: Service Managers, Project Leads, Senior Project Leads, Team Leaders

Job Purpose

The Head of Service Delivery, Quality and Standards is a key member of the Senior Management Team (SMT) and is responsible for the leadership, performance, and quality of all operational services across Age UK Sheffield. The postholder will ensure high-quality, person-centred delivery that meets the needs of older people, complies with relevant regulations and standards, and aligns with the charity's mission to reduce loneliness and poverty, and promote independence and wellbeing in later life. This role also acts as the Designated Safeguarding Lead and has overall responsibility for Health & Safety, service compliance, and continuous improvement.

Key Responsibilities

Strategic and Operational Leadership and Service Delivery

Provide oversight and direction for all Age UK Sheffield services, ensuring alignment with the organisations mission and strategic objectives.

Providing guidance, support and direct management to Service Managers & Project leads to ensure the highest levels of performance and standards of conduct at all times. Providing essential HR support, knowledge and advice to enable them to develop individual teams

Lead on service development and transformation in response to strategic opportunities, funding availability, and emerging needs of older people.

Ensure services are inclusive, accessible, and culturally competent for Sheffield's diverse communities.

Represent Age UK Sheffield in external forums and multi-agency settings to strengthen partnerships and influence system-level decisions.

Leadership, HR and Staff Management

Provide effective leadership and line management to all operational leads, promoting high performance, staff wellbeing, and a supportive team culture.

Ensure effective induction, supervision, performance management, and professional development across operational teams.

Lead on complex HR matters, including staff performance, conduct, and wellbeing. Take responsibility for investigating and resolving complaints, grievances, and disciplinary issues in line with organisational policy. Manage, record, and investigate incidents, accidents, and data breaches, ensuring timely reporting, appropriate action, and compliance with legal and regulatory requirements.

Provide oversight of staff development and workforce planning, ensuring effective induction, supervision, appraisal, and training across all services. Support operational leads in deploying staffing resources efficiently and ensure compliance with financial procedures for staff-related payments and scheduling.

Foster a culture of inclusion, empowerment, co-production, and learning.

Lead and support staff recruitment processes, participating in selection panels and ensuring adherence to the Recruitment and Selection Policy, safeguarding, and equality legislation.

Occasionally undertake On Call Manager responsibilities to ensure effective management cover between the hours of Monday – Friday 9-5pm

Service Delivery and Quality Standards

Oversee the delivery of contracts, projects and paid-for services, ensuring they achieve agreed outcomes, meet contractual obligations and comply with organisational and external quality standards, including frameworks such as the Charity Quality Standard, ISO 9001, Advice Quality Standard and Contractors Health and Safety Assessment Scheme (CHAS).

Lead a culture of continuous improvement through regular service reviews, audits, quality assurance processes, performance monitoring and outcome evaluation, ensuring services remain responsive, effective and person-centred.

Develop and maintain robust systems for service planning, performance reporting, quality assurance and impact measurement, using data and insight to drive decision-making, demonstrate outcomes and support service development.

Provide strategic leadership and oversight of governance, risk, safeguarding and quality standards across all service areas, ensuring services are inspection and audit ready and operate in line with best practice.

Experience of working within, or alongside, regulated services would be advantageous, together with an understanding of quality frameworks, compliance requirements and continuous improvement methodologies.

Safeguarding, Risk and Compliance

Act as the Designated Safeguarding Lead, ensuring that all safeguarding concerns are managed in line with policy and statutory requirements.

Lead on organisational health and safety, conducting risk assessments and audits to ensure a safe environment for staff, volunteers, and customers.

Ensure robust compliance with all regulatory, legal, contractual, and internal policy requirements including GDPR, equality, and financial procedures.

Finance, Data and Reporting

Contribute to budget setting and ensure operational services are delivered within agreed financial parameters.

Ensure accurate record-keeping for all service delivery and income received from charged-for services. Promote and monitor staff compliance with financial controls, including delegated authorities, cash handling, and expense claim procedures.

Oversee accurate data collection, record keeping and reporting to funders, stakeholders, and the Board of Trustees.

Ensure services deliver value for money and demonstrate impact through clear outcomes and customer feedback.

Customer Voice and Involvement

Promote and facilitate meaningful customer involvement in the design, delivery and evaluation of services.

Ensure that feedback mechanisms such as surveys, focus groups and complaints are used to inform service improvement.

Person Specification

Essential Criteria

Qualifications and Training

- Educated to degree level or equivalent professional qualification in health, social care, management or a related field.
- Evidence of continuous professional development relevant to the role.

Experience

- Substantial experience in a senior operational leadership role within the voluntary, health or social care sector.

- Proven track record of managing and developing multiple services to deliver high quality, person-centred outcomes.
- Experience of line managing managers or team leaders, including performance management, supervision and staff development.
- Experience of leading on safeguarding and acting as Designated Safeguarding Lead or equivalent.
- Experience of managing health and safety policies, risk assessments and ensuring compliance across operational environments.
- Experience of handling complex HR issues including disciplinary, grievance, absence management and workforce planning.
- Demonstrable experience of service development and change management in response to strategic needs or funding opportunities.
- Experience of developing and using quality assurance frameworks, monitoring outcomes and reporting to funders or trustees.

Knowledge and Understanding

- Strong knowledge of safeguarding legislation and responsibilities in adult services.
- Understanding of health and safety, GDPR, financial governance, and regulatory compliance in a service delivery context.
- Good understanding of the voluntary sector and challenges facing older people, including health inequalities and social exclusion.
- Knowledge of equality, diversity and inclusion best practices in service delivery and people management.

Skills and Abilities

- Strong leadership and strategic thinking skills with the ability to inspire, influence and engage others.
- Excellent interpersonal and communication skills, including the ability to represent the organisation externally.
- Ability to analyse data and reports to inform service improvements and strategic decision-making.
- Skilled in planning, budgeting and managing resources effectively across multiple service areas.
- Ability to manage multiple priorities, respond quickly to change, and lead through uncertainty.
- High level of integrity, resilience and emotional intelligence.

Personal Attributes

- A commitment to Age UK Sheffield's mission to reduce loneliness and poverty in later life.
- Person-centred, inclusive and values-driven approach to leadership.
- Proactive, solutions-focused and outcomes-driven mindset.
- Committed to continuous improvement and empowering others.

Desirable Criteria

- Relevant qualification in safeguarding, HR, quality management or health and safety.
- Knowledge of the local health and social care landscape and services for older people in Sheffield.
- Experience of working with trustees, boards or commissioners.
- Experience of co-production and user involvement in service development.

When filling in your application form, please show clearly how your skills, knowledge and experience match with the list above. These skills, knowledge and experience can have been gained in either a paid or unpaid capacity.

Recruitment process

- 1. Assessment of application form.**
- 2. Assessment of presentation – to be requested once shortlisted**
- 3. Interview**
- 4. Scenario-Based Telephone Exercise**

Arrangements to complement this post

1. Induction

A bespoke induction will be developed in partnership with the successful candidate. Induction will include Age UK Sheffield's policies and procedures, the opportunity to work closely with the Interim Manager and Head of Governance and Quality. You will visit all of our services to gain a comprehensive understanding of our services.

3. Probationary period

Employment is subject to a satisfactory probationary period of 6 months. During this time your performance and conduct will be reviewed and assessed. The probation period may be extended.

4. Special requirements

Appointment is subject to a satisfactory Disclosure and Barring Service (DBS) check at enhanced level. Continued employment is subject to satisfactory DBS checks undertaken at least every two years.

5. Mobile phone and Laptop

You will be issued with a mobile telephone and laptop that must be carried with you during working hours (in line with Age UK Sheffield Mobile Telephone procedure).

6. 1-1 Sessions

1-1 sessions with the **CEO** to be used to support the post holder's personal development into the role.

7. Software

A bespoke software system has been designed to support the delivery of all Age UK Sheffield services.

More information

If you would like to read more about Age UK Sheffield, you can find out more about us.

- YouTube video (3 minutes): Our Independent Living Co-ordination service: <https://www.youtube.com/watch?v=8vBdv5zRces>
- Our website, www.ageuk.org.uk/sheffield
- Our social media accounts on Facebook and Instagram

If you have decided to apply for this role, you should also read our Privacy Notice.

Application process

To apply for this role, please complete your application form, ensuring you address the requirements listed in our person specification, giving examples of how you meet each criteria, where possible. Please also complete the equal opportunities form.

Then return them both to recruitment@ageuksheffield.org.uk by 9am on Monday 14th September. Interviews will be held during week commencing 21st September