



SERVICES DEVELOPMENT MANAGER

Job Description

Hours: Part Time 21 hours to be worked daytime Monday – Thursday, days flexible. Some evening or weekend working may occasionally be required.

Contract: Permanent

Responsible to: CEO

Responsible for: None

Salary: £35,000 - £45,000 FTE DOE

Location: Hybrid – White House Community Centre, other Age UK Richmond locations, other community locations and wider locations as needed for the role. Some home working available in line with Hybrid Working Policy.

Purpose of the job:

Age UK Richmond upon Thames are a local independent charity supporting older people across the London Borough of Richmond upon Thames. We provide a wide range of useful and well utilised services designed to improve wellbeing and enhance independence – including information & advice; a wide range of social & wellbeing centres and sessions; support after hospital discharge; digital skills development; Dementia Friendly Richmond and home services such as handyperson, housekeeping and gardening. Partnership is a core part of our work – we work in close collaboration with other voluntary sector partners and wider organisations to maximise our impact and reach. Our friendly and committed team of 45 staff and 100+ volunteers support around 4,000 local older people each year.

This is a newly created role within the charity working with the CEO, as we look to the future. The population of Richmond upon Thames is expected to continue to grow older over coming years. New generations of older people will have different needs and expectations for us to respond to in partnership. Our local health & social care partners will need us to find new ways of providing support that will reduce pressure on them. We will also need to adapt to a more challenging financial environment. This challenging but rewarding new position has been created to help us respond to some of these challenges and opportunities.

We are looking for an excellent communicator, strategic thinker and relationship builder with significant development experience. A proactive, flexible and positive approach is also essential, with a keen interest in improving the lives of older people at a local level.

Main Responsibilities

1. Lead on specific development focused projects, often working in partnership with other organisations. Examples in the first year will likely include dementia and a review of accessible transport provision.
2. Support the delivery of the organisation's strategic objectives, and in the first-year help shape and lead workstreams relating to the development of the organisations new 2025 strategy.
3. Develop high quality and successful fundraising proposals, researching and applying to funding sources such as trusts & foundations aligned with the organisation's strategy and beneficiary group and building relationships with these funders – potentially working alongside external bid writing consultancy support if needed.
4. Identify opportunities to develop our services at an organisation wide / strategic level. Innovate, develop partnerships and improve our impact / reach in ways that will help shape the organisation to better support current and new generations of older people as well reducing pressure on local health & social care services – working closely with other staff and partner organisations.
5. Help the organisation find new ways to engage & listen to local older people who do not currently use our services & the wider community and respond to unmet need.
6. Stay abreast of developments and research that will impact older people or give examples of best practice.
7. Represent the organisation in a compelling and inspiring way, helping to develop partnerships and increase awareness. Present about the organisation to stakeholders when necessary and attend forums / events.
8. Provide other support to the CEO and board as required.

Other Duties

You are required to undertake such other duties appropriate to your role and level of responsibility as may reasonably be required of you. Therefore, the list of duties in this Job Description should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Richmond upon Thames reserves the right to update your Job Description to reflect changes in, or to, your post.

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Person Specification

Essential

- Significant experience of service development / improvement and community development / engagement in the community, charity, voluntary or related sector - ideally at a strategic / leadership level.
- Successful demonstrable experience of writing and producing compelling and high-quality funding proposals.
- Excellent communication and networking skills, comfortable in cultivating relationships, presenting and promoting work.
- Excellent IT and administration skills.
- Keen interest in improving the lives of older people.
- Live in or within easy commutable distance of Richmond upon Thames.
- Self-starter, with an ability to work independently as well as part of a wider team.
- Positive, motivated, enthusiastic, proactive and flexible approach.

Other desirable skills & experience

- Understanding of financial management, planning and budgeting.
- Experience of working for a small or medium sized local charity and an understanding of the opportunities / challenges that creates.
- Experience of working with older people, and an understanding of the issues & challenges they face as well as the services available to them.
- Experience of conducting market research and project management, and using data to drive decision making.
- Experience developing a range of types of fundraising or income generation.
- Understanding of techniques to monitor outcomes and impact of community-based projects.

An enhanced DBS check will be required for the role.