

MRS INDEPENDENT LIVING

Job Description and Person Specification

Job Title	Deputy Director
Hours of work	21 hours / 3 days per week (0.6 FTE)
Contract type	Permanent
Salary	£42,500 pro rata per annum
Reports to	Director
Place of work	Hybrid, with some office-based working required at our office in Hackney

Introduction

We are committed to creating a society where everyone can live independently and with dignity.

Our vision is a society where everyone has a sense of control over their lives and the ability to stay independent, active and connected to the world around them. Our mission is to provide practical help so that people who need support can live safely and well in their homes and communities.

We do this by providing a range of services and projects for older people, people with disabilities and people confronting mental health challenges that help them stay active and prevent falls, live safely and well at home, access peer support and lifelong learning opportunities, and overcome challenges in their lives.

Our values are:

- 1. Real world perspective:** People have overlapping physical, mental and emotional needs and assets, and we respond to these as holistically as we can.
- 2. Asset-based:** We all bring valuable strengths that can benefit the community.
- 3. Collectivity:** Everyone benefits when we come together to support each other and share experiences and learning.
- 4. Empathetic and non-judgemental:** We always attempt to understand the different contexts in which people live their lives.
- 5. Equity:** Disadvantaged people should have equal access to opportunities and be supported to exercise their rights.
- 6. User-led:** People define the approaches that work for them and we work with those in mind.

- 7. Integrity:** We are honest with ourselves and others about our capabilities and what we can deliver.

We pride ourselves on working in a way that is:

- Evidence-based
- Supports innovation
- Offers flexibility
- Meets needs others don't
- Free or low cost for service users
- Builds capacity
- Identifies, builds and capitalises on networks

Overall purpose of the role

To provide strategic and operational leadership for MRS Independent Living's community networks and peer support work. The role is responsible for developing sustainable, high-quality services that improve outcomes for local communities through effective leadership, partnership working, fundraising, governance and performance management. Working closely with the Director and Board, the Deputy Director will help shape our strategic direction, strengthen our organisational capacity, and ensure that people with lived experience are at the heart of service design and delivery.

Key Responsibilities

Strategic Leadership

- Lead the development and implementation of a strategy for our community networks and peer support work.
- Identify and assess opportunities, risks and threats, and make recommendations for action to the Management Committee.
- Collaborate with the Director and relevant project staff to research, design and implement new community projects that are evidence-based, innovative, and meet needs others don't.
- Lead on systems change work with relevant project staff, working collaboratively with stakeholders to influence positive change.
- Embed co-production and lived experience leadership across services, ensuring community voices are heard and able to influence decision-making.

Oversight of Community Network and Peer Support Projects

- Provide management oversight of community network and peer support projects, ensuring they are well-run, responsive, and deliver against agreed outcomes within budget.
- Work directly with project staff and volunteers to troubleshoot challenges, review and adapt delivery models, and improve quality.
- Undertake outreach and marketing activities to promote projects to our target audiences.
- Help projects move towards models that support long-term sustainability.
- Ensure projects are compliant with GDPR, safeguarding and insurance requirements.

Finance

- Prepare and monitor project budgets in consultation with project staff.
- Help control costs by identifying opportunities for efficiencies and negotiating with suppliers.
- Ensure finance paperwork is accurate and up-to-date for independent examination/audit purposes.

Governance

- Work with the Director to prepare the annual report and accounts.
- Deputise for the Director during periods of leave.
- Attend and present reports where required to the senior management team, Management Committee, and any relevant sub-committees of the Board.

Safeguarding, Quality, and Risk

- Ensure robust safeguarding practices are embedded across all community and peer-led activities.
- Review and maintain strong governance, policies, and procedures relevant to community projects as required.
- Support project staff in maintaining high standards of quality and service user experience.
- Undertake risk assessments of community and peer support activities and ensure risk mitigation measures are enacted.

People Management and Leadership

- Provide supportive line management, coaching and supervision for direct reports, and support those colleagues in managing their reports.
- Foster a values-led, reflective, and supportive team culture.

- Help staff identify and access appropriate training, support and development opportunities.
- Support the recruitment, induction and training of new staff and freelancers.
- Manage and support HR processes related to misconduct and capability as required.

Volunteering

- Support project staff with the recruitment and ongoing supervision of volunteers.
- Identify and implement new opportunities to engage volunteers in our work.
- Take the lead on developing existing corporate partnerships and seeking new corporate partners.
- Ensure volunteers are well-supported, enjoy the volunteering experience, and feel valued.

Partnerships and External Relationships

- Build and maintain strong relationships with stakeholders, partner organisations and the local health and care system.
- Represent the organisation at relevant forums and networking events.
- Develop new partnerships in furtherance of our aims.

Fundraising and reporting

- Take the lead on raising funds for our community and peer support work from trusts and foundations, corporations and individuals.
- Manage and steward relationships with funders.
- Ensure grant paperwork is accurate, up-to-date and filed appropriately.
- Prepare impact reports for funders in accordance with deadlines.
- Support freelancers, community members and volunteers in producing funding applications and undertaking other fundraising activities.

Monitoring, Evaluation, and Learning

- Design and implement impact monitoring frameworks and evaluations, ensuring that appropriate data collection and record-keeping systems are in place to store data, and that these are maintained by project staff.
- Collect (and oversee the collection) and use of qualitative and quantitative data to meet reporting requirements.
- Analyse data to spot trends, assess effectiveness and identify opportunities for improvement.

- Ensure learning from communities and peer supporters informs service improvement and organisational capacity-building.
- Work closely with colleagues to communicate impact to funders, trustees, and stakeholders.

Other Responsibilities

- Lead by example and model our values and principles of working in everything that you do.
 - Comply with all policies and procedures to protect your own and others' health, safety and welfare.
 - Comply with our equality, diversity and inclusion policy, and positively promote and bring to life the principles of this policy within our work.
 - Work flexibly, as required by the needs of the organisation and carry out any other reasonable duties when required.
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Person Specification

Essential

- Experience of developing or managing community projects and support services, ideally within the charity and voluntary sector.
- Experience of successfully raising funds from trusts and foundations, statutory sources and individual-giving.
- Experience of grant management, impact monitoring/evaluation and reporting.
- Experience of developing and managing budgets.
- Strong understanding of co-production and asset-based/community-led approaches.
- Experience of line managing staff and/or volunteers.
- Excellent organisational skills with the ability to work flexibly, prioritise and complete tasks in a busy environment.
- Good record-keeping skills and attention to detail.
- Sound knowledge of safeguarding, professional boundaries, and risk management.
- Ability to build effective partnerships, including with funders, statutory services, businesses and community organisations.
- Excellent communication, influencing, and relationship-building skills.
- Commitment to equality, diversity, inclusion, and anti-racist practice.

- Experience of working at senior level within a UK charity or voluntary sector organisation.

Desirable

- Relevant lived experience.
- A connection to our area of operation (Hackney, Islington, City of London and surrounding boroughs in North East London).
- Experience of organisational support functions such as HR, financial management, charity governance, health and safety and safeguarding.