

Director of Service Transformation

Employer – Kids

Location – Remote work involving regular travel within England

Salary – c£70,000

Hours – 36 hours per week, flexible hours considered



Kids is on a mission to create a world where all kinds of children and young people have all kinds of opportunities.

Creating life-changing opportunities by providing a wide range of support. From early years into adulthood. Learning and development. Play schemes, adventure playgrounds and youth groups. Parent support and mediation. Social connections and emotional wellbeing.

When the world blocks children and young people with special educational needs and disabilities, Kids speaks up.

Join Kids to say, “**we can**”.

At Kids, we’re midway through an ambitious five-year strategy aimed at enhancing, expanding, and innovating our family support services.

Our values

Celebrate Individuality

Over two million children and young people in the UK live with disabilities and special educational needs. All are brilliantly unique. We tailor our approach to the needs of every individual.

Think Creatively

Creativity is the ability to think up new ideas, combining expertise with imagination. We create life-changing opportunities for families by providing and inventing a wide range of services.

Work Together

Working together is about our willpower to make a positive difference. It is about putting kindness into action. Our determination to do our best for every family.

Speak Up

Speaking up isn’t about being negative. Far from it. It’s all about amplifying the voices of children and young people to achieve positive social change.

Working hand in hand with disabled children and young people, we’re advocating for systemic reform while seeking sustainable methods to deliver our services.

Our remarkable team is already co-creating new services, leveraging digital platforms, and devising creative solutions to meet families’ urgent practical and emotional needs.

You’ll lead efforts to uphold our exceptional service quality, driving the development of innovative support models that cater to families’ evolving needs and can be financially sustained.

The Role

As our Director of Service Transformation, you will lead the exciting next phase of transforming our charity's services to reach more disabled children, young people and their families.

You will be responsible for sourcing and delivering contracts and partnerships essential for the charity's sustainability by advancing our digital outreach, nurturing new partnerships, and securing sustainable funds for innovative models of support.

What you will be doing as the Director of Service Transformation

- Lead and execute services strategies and plans that extend and transform the impact and financial sustainability of the charity's services and support for disabled children, young people and their families.
- Lead the design, development and sales of innovative new service models *and* the scaling of existing services.
- Work closely with the other executive directors and leadership team to achieve the generation of an annual financial surplus to reinvest in Kids.
- Ensure the quality and safe delivery of all Kids' services.
- Ensure effective budget management underpins service development and delivery. Ensure contracts and tenders are commercially negotiated and regularly monitored. Work with colleagues to identify and achieve necessary margins on contracts and projects for financial sustainability.
- Inspire and lead a high performing services team; support colleagues to test, learn and adapt as the charity evolves and transforms its digital and in-person support offer.
- Be an inspiring, visible and collegiate leader and team player who works across team boundaries to help drive organisational change and nurture colleagues' ability to perform at their best.
- Model and lead effective communications with all colleagues that bring to life the charity's values and behaviours. Support colleagues to ensure Diversity, Equity and Inclusion principles and practice are evidenced in service design and delivery.
- Act as an ambassador for Kids on key platforms, carrying out media work as required; promote the charity's products, services and work; and draw from services expertise to influence public policy and legislation relevant to disabled children and their families.

Essential Criteria

Demonstrated history of leadership in service provision, service evolution, or change management; adeptness in fostering relationships and/or experience in business development/sales.

Are you a proven leader with a passion for the power of practical support to unlock potential and transform lives? Are you a change-maker who will relish the challenge of finding a sustainable path to deliver fantastic frontline services?

Is this you? If so, get in touch and talk to us about being our next Director of Service Transformation by reaching out to Kate Hutton via email at Kate.Hutton@kids.org.uk.

How to Apply

- Have a read of the full Job Description
- Have a look at our Benefit Package
- Follow the link to our Kids careers website and click apply!



Director of Service Transformation

Full Job Description

Employer – Kids

Location – Remote work involving regular travel within England

Salary – c£70,000

Hours –36 hours per week, flexible hours considered

Purpose

Transform Kids' services to positively impact more disabled children and young people, by advancing digital outreach; nurturing new partnerships and securing sustainable funds for innovative models of support.

Working context

- Travel for meetings and service visits
- Participate in an on-call rota for evening and weekend responsibilities
- Work flexibly to meet the changing needs of the organisation

Experience

Proven track record of leadership in services; service transformation and/or change management; relationship development and/or business development/sales experience

As our Director of Service Transformation, you will lead the exciting next phase of transforming our charity's services to reach more disabled children, young people and their families. You will be responsible for sourcing and delivering contracts and partnerships essential for the charity's sustainability and as a valued member of our executive leadership team, working closely with the chief executive and the board, you will play a pivotal role in shaping Kids' future.

Kids is mid-way through a five-year strategy to develop, expand and transform its support for families; collaborate to create innovative new models of delivery; work with disabled children and young people to speak up for systemic reform and identify a sustainable way to deliver our services. Already on a journey to evolve our services, our fantastic team of experts are co-producing new services with disabled young people, pioneering digital platforms and finding creative ways to support families in urgent need of practical and emotional support. You will lead

the team's work to maintain an excellent quality of delivery and you will scope and take to market innovative models of support that meet families' needs and can be sustainably funded.

Partnerships is one of three accelerators driving Kids' strategy. Building on the charity's 50-year track record in community provision you will nurture and create a wide range of relationships and partnerships, including local government and health commissioners, and work closely with our Director of Fundraising & Engagement to spearhead new approaches to meet the changing needs of disabled children and their families.

You will be confident at pitching and selling our products and services and supporting colleagues as they develop their business development skills. And you will be an adept influencer, able to inspire and shape stakeholders' future strategies and approaches whilst maximising the charities win rate of tenders right now.

Are you a proven leader with a passion for the power of practical support to unlock potential and transform lives? Are you a change-maker who will relish the challenge of finding a sustainable path to deliver fantastic frontline services?

Is this you? If so, get in touch and talk to us about being our next Director of Service Transformation.

Key Responsibilities

Transformational leadership

- Lead and execute services strategies and plans that extend and transform the impact and financial sustainability of the charity's services and support for disabled children, young people and their families.
- Lead the design, development and sales of innovative new service models and the scaling of existing services.
- Lead the creation of compelling, creative and cost-effective bids and pitches to secure sustainable new contracts or funded opportunities.
- Work with the Director of Fundraising & Engagement to maximise joint working across services and fundraising teams to deliver the best outcomes for disabled children and their families.
- Work closely with the other executive directors and leadership team to achieve the generation of an annual financial surplus to reinvest in Kids.

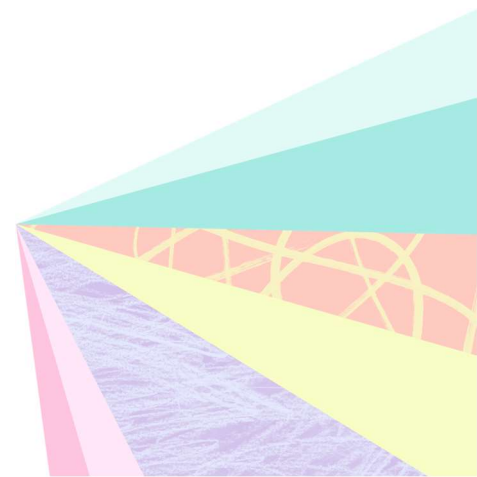


Service delivery

- Ensure the quality and safe delivery of all Kids' services.
- Ensure the identification, management and mitigation of key risks arising from Kids' services.
- Ensure that high professional standards of practice and safeguarding are sustained in all Kids' work with disabled children, young people and their families. Ensure that all Ofsted and CQC regulated services meet or exceed the minimum standards required by the regulators and that they meet funders' requirements.
- Act as the Nominated Individual (Care Quality Commission) and Registered Individual (Ofsted) and ensure Fit and Proper individual is in place as Responsible Individual (Ofsted social care) or delegate these duties to a suitably qualified colleague.
- Ensure effective budget management underpins service development and delivery. Ensure contracts and tenders are commercially negotiated and regularly monitored. Work with colleagues to identify and achieve necessary margins on contracts and projects for financial sustainability.

Team

- Inspire and lead a high-performing services team; support colleagues to test, learn and adapt as the charity evolves and transforms its digital and in-person support offer.
- Collaborate widely to grow in-house knowledge and talent and increase colleagues' capacity across the charity to engage in business development and innovation.
- Be an inspiring, visible and collegiate leader and team player who works across team boundaries to help drive organisational change and nurture colleagues' ability to perform at their best.
- Model and lead effective communications with all colleagues that bring to life the charity's values and behaviours. Support colleagues to ensure Diversity, Equity and Inclusion principles and practice are evidenced in service design and delivery.



External

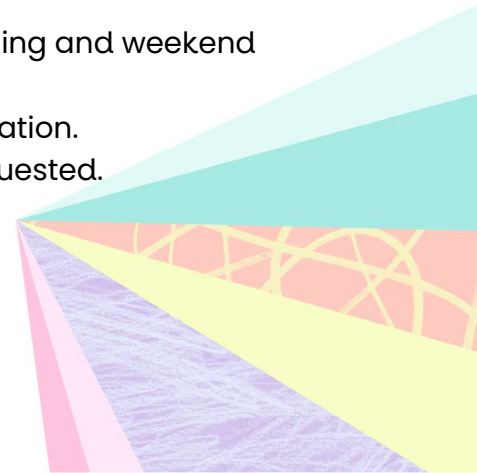
- Keep up to date and connected with key developments and people in care, health, relevant new technologies and all the areas relevant to disabled children and young people. Ensure information and insights about services and service development external to Kids are shared across the charity.
- Continually seek out opportunities for innovative high quality and effective ways of providing services which meet the changing needs of disabled children, families, commissioners and funders. Cultivate and create national partnerships that enable the charity to increase its impact.
- Build strong and effective relationships with commissioners and contracting partners, working closely with the Director of Fundraising & Engagement to secure a diverse and sustainable funding portfolio and effectively communicate the quality and impact of Kids' work.
- Forge new relationships, in particular within Integrated Care Systems and other health bodies, to influence agendas relating to disabled children and their families and to align Kids' service offers for maximum impact.
- Ensure that Kids involves disabled children, young people and families in the design and delivery of services strategies and plans and works with them to co-produce specific services.
- Act as an ambassador for Kids on key platforms, carrying out media work as required; promote the charity's products, services and work; and draw from services expertise to influence public policy and legislation relevant to disabled children and their families.

Assurance and governance

- Work closely with the Director of Fundraising & Engagement to ensure effective strategies and systems are in place to capture and utilise services data and insights for key audiences.
- Work effectively with the Kids board, reporting to and participating in relevant sub-committees, always seeking to provide assurance on the safety and delivery of Kids' services and other relevant insights and information as required, including the reporting of serious incidents.

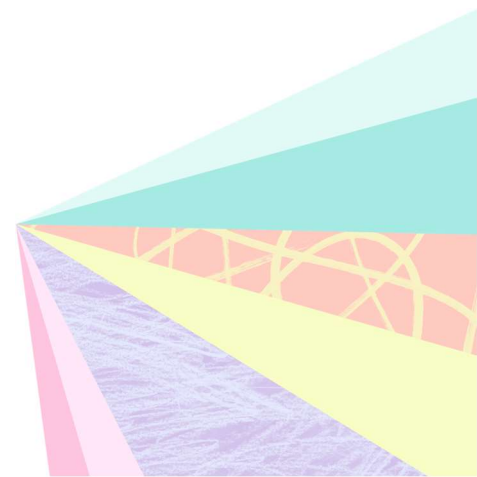
Other

- Participate in an emergency on-call rota to ensure evening and weekend coverage.
- Work flexibly to meet the changing needs of the organisation.
- Undertake any other duties that may be reasonably requested.



Personal Qualities

- You'll need to be confident and experienced at leading and managing change.
- You'll have superb communication, interpersonal and negotiation skills which you can adapt for different audiences.
- You'll need resilience and determination to foster different ways of approaching challenges and help others find breakthroughs in their thinking.
- You'll need to be a comfortable collaborator, able to build bridges internally and externally.
- You'll need to be decisive and able to work alongside colleagues to safely assess and manage risks and integrate learning when things don't go to plan.
- You will have a passion for co-production. You will love working alongside disabled children, young people and their families, and be eager to involve them in shaping service and system design and delivery.



The Good Stuff/Benefits

- Join a company that truly cares about your wellbeing
- Enjoy an enviable annual leave package, starting at a generous 25 days and growing each year up to 30 days.
- Option to buy an additional 5 days holiday.
- Enjoy your entitlement to Bank Holidays.
- We've got your back with Maternity and Paternity Pay.
- Rest easy knowing you're covered with our Death in Service plan.
- Invest in your pension plan with the option to top it up knowing that Kids is also contributing 3%.
- Achieve work-life harmony with flexible hours tailored to your needs.
- Unlock exclusive discounts at hundreds of online retailers through our employee benefits portal.
- Spread the word and reap the rewards with our enticing "Recommend a Friend" scheme.
- Access confidential support and expert guidance 24/7 through our Employee Assistance Programme, helping you navigate both personal and professional challenges.
- Take care of yourself with Company Sick Pay which you are entitled to from your first day.
- 5 days of paid family/carers leave.
- Salary sacrifice schemes available
- Develop your mentoring skills by either being a mentor or signing up for our mentoring programme.
- Expand your horizons with Kids' online learning platforms, offering a wealth of professional courses for your personal and career development.
- Apprenticeship programmes available for employees
- Benefit from a colleague engagement programme enabling your voice to be heard.
- Lean on us during difficult times with Bereavement Leave.

Our Mission & Strategy

We're here for children and young people with special educational needs and disabilities, young carers and families. We create life-changing opportunities by providing a wide range of support. Together, we'll empower disabled children to stand up for their rights.

Childhood should be a joyful time. However, some children and young people living with special educational needs and disabilities are defined by what they cannot do. That's wrong.

Every child should have an equal opportunity to play, learn, grow and thrive.
Because when the world says we can't, kids say we can.

Our strategic plan will enable us to reach 120,000 disabled young people and their families every year, by 2027.

We welcome applications from disabled people or people with lived experience of disability. We demonstrate our willingness to make reasonable adjustments to enable disabled candidates/colleagues to access and participate in the recruitment process (for example we make our adverts accessible, and where required/requested, will make application forms available in alternative formats, i.e. large print). Kids encourages applications from disabled people by offering any disabled person who meets the person specification an interview.

If required, support is provided to applicants to complete an application form. Our in-house Careers team will discuss what support we can provide.

KIDS is committed to safeguarding and promoting the wellbeing of all those who come into contact with our services. Our colleagues are trained to recognise and respond to safeguarding concerns. We work closely with families and other agencies to take all reasonable steps to minimise the risk of harm to children, young people and adults.

To fulfil our commitment to those we work with we observe safer recruitment and selection procedures and nurture a safeguarding culture which is open and transparent, where all concerns in relation to our people can be identified and spoken about openly and are dealt with promptly and appropriately. By identifying concerning, problematic or inappropriate behaviour early we aim to minimise the risk of abuse.

Please note KIDS Safer Recruitment procedures will include a DBS check and a Colleague Suitability Declaration where applicable. Within the DBS check there are two Barred Lists. The Children's Barred List and the Adults' Barred List. If you are added to a Barred List then it is against the law to work, apply for work or volunteer in Regulated Activity with children and/or adults. Therefore, we ask you not to progress with your application.

Equality, Diversity and Inclusion

We work to ensure that all the Kids team:

- Are committed to equality of opportunity, treatment and behaviour
- Have equal access to employment, promotion and development
- Have equal access to services
- Have their needs considered as we develop services
- This means that equality and human rights are:
- Embedded in our business planning
- Fully considered within our structures
- Part of the personal development of all staff