

## **JOB DESCRIPTION**

Post Title:	Director of Services
Reporting Line:	Chief Executive
Responsible for:	A range of services within the charity that could include dementia, home support, information and advice, counselling, befriending and social inclusion activities.
Summary of post:	This role is designed to lead, manage and develop existing and new services within the charity. The post holder will be an active member of the senior management and leadership team and will contribute towards the strategic development and operational management of all areas within the organization.
Hours of work:	37 per week

## **DUTIES AND RESPONSIBILITIES:**

### **Strategic Management:**

1. To be an active, integrated, and cohesive team member of the Senior Management team in order to contribute fully to strategy development and deliver the organisation's vision.
2. To work with the chief executive in providing leadership and direction in the development of a broad range of services and activities.
3. To work effectively with internal and external stakeholders.
4. To prepare reports, information and analysis for the board of trustees and other planning needs as requested.
5. To contribute towards the development and monitoring of budgets for relevant service areas.
6. To identify, mitigate and eliminate risks in service delivery.
7. To represent the organisation as required.
8. To lead on key organisational projects or events, as required.

### **People:**

9. To provide leadership, direction and coaching for direct reports in order that they optimise their effectiveness and fulfil their potential.
10. To coordinate the work and monitor workloads of direct reports undertaking development and performance reviews against key performance indicators as required.
11. To undertake performance management of staff as required.
12. To identify appropriate training and development needs for direct reports, assisting in their development.

13. To support and provide advice and mentoring to staff, in order for them to maximise their effectiveness whilst in post.
14. To develop and deliver training and presentations for staff, as required.

### **Quality Management:**

15. To manage and lead relevant service functions within the organisation ensuring that they deliver against the strategic plan.
16. To manage services with a high level of customer focus.
17. To drive a high-quality performance culture, responsive to the needs of the charity.
18. To embed effective systems and procedures, creating a culture of continuous improvement.

### **Specific Responsibilities:**

19. To proactively manage service contracts within remit ensuring successful delivery, timely reporting and monitoring.
20. To ensure compliance with the Information and Advice Quality Programme Standard.
21. Ensure that services are delivered in line with agreed budgets.
22. To ensure appropriate record keeping and data management for effective reporting internally and externally.
23. To identify appropriate service contracts and opportunities for the charity.
24. To lead the tendering exercise for competitive contracts.
25. To ensure service managers/leads maintain effective relationships with appropriate commissioners.
26. To maintain and develop effective services within areas of responsibility.
27. To identify and source funding for new and established services.
28. To collaborate with partners to extend the reach of Age UK service offer.

### **General:**

29. To adhere to all relevant policies with particular reference to staffing, equality and health and safety.
30. To comply with all relevant legislation.
31. To undertake appropriate training and personal development as required for the role.
32. To participate as a member of the senior management and organisation-wide team.
33. To support the work of the chief executive and senior management team, where necessary, in the event of sickness, holiday or other exceptional circumstances.
34. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by personal example.
35. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

All staff have an individual responsibility to comply with the organisation's policies and practices on all Health & Safety issues. Staff must report any incidence or 'near miss' to the responsible officer.

This job description will be reviewed annually in line with appraisals.

Employee Signature .....

Date .....

*Please print name* .....

## Person Specification: Director of Services

	Essential	Desirable
<b>Qualifications</b>		
A degree or tangible evidence of continuous professional development.	✓	
A masters/ post graduate degree or directly relevant professional qualification.		✓
<b>Knowledge and Experience</b>		
Extensive experience of senior strategic leadership within an organisation.	✓	
A proven track record of leading and inspiring teams to high levels of achievement and innovation.	✓	
Experience of successfully developing new and/or new services.	✓	
Experience of working with trustee boards or other similar governing bodies.	✓	
A detailed working knowledge of care and/or health services.	✓	
A working knowledge of relevant legislation including the political, legal and financial context of a charitable organisation.	✓	
Experience of risk management.	✓	
Experience of fostering relationships with stakeholders including statutory authorities	✓	
<b>Skills and Abilities</b>		
Excellent communication skills	✓	
Ability to develop and sustain relationships through leading, influencing and inspiring others.	✓	
The ability to work to quality assurance systems	✓	
Sound IT skills	✓	

All applicants with a disability who meet the minimum criteria will be interviewed. If candidates do not meet the person specification, they may be required to undertake training as specified by the organisation.

E = essential

D = desirable