

Job pack

Director of Services



At the Heart
of our
Community



This pack contains the following sections:

- About the employer: Age UK Hillingdon, Harrow and Brent
- How to apply
- Role description and Person Specification

Age UK Hillingdon, Harrow and Brent is the leading provider of services for older people across the three west London boroughs. We are an independent local charity and are affiliated through a brand partner agreement to Age UK.

Age UK HHB provides support and services to around 15,000 older people per annum under the following broad categories:

Information and Advice

A core service across our three boroughs and an entry point for older people into receiving support. We provide quality assured (AQS) advice on a range of issues such as benefits (including support with form filling), housing, blue badge applications, taxi-card and dial-a-ride applications, council tax relief, will writing etc. We support older people to access over £1 million of unclaimed benefits each year.

Community Support

We facilitate a wide range of social activities and other well-being support.

Hospital Services

We provide services at Hillingdon Hospital & Northwick Park Hospital supporting older people both at A&E and on discharge, helping to reduce the need for unnecessary admission or readmission. We also provide a physio led Falls prevention programme which provides individually tailored support for older people at risk of falling in their own home.

Paid for Services

We run a successful domiciliary support service – our staff can support older people to go shopping, attend hairdresser/GP appointments etc or carry out domestic tasks at home. We also provide a Homeshare scheme where older people who have a spare room and would like some companionship and support are paired up with younger people in search of affordable lodgings. We also provide a Trusted Trader service that vets local traders with a view to making it more difficult for rogue traders to take advantage of older people.

Partnerships

Age UK HHB is a founder member of H4all and supports delivery of a range of wellbeing and community services provided through this and other local partnerships. We are also a member of Harrow Community Action through which we are lead partner delivering social prescribing services through primary care in Harrow. We have also recently combined our retail operations (charity shops) with Harlington Hospice and Michael Sobell Hospice.

How to apply

For more detailed information on how to make the most of your application, please see the **Application Guidance Notes** on our website [Working for Us \(ageuk.org.uk\)](https://www.ageuk.org.uk)

Candidates are advised to structure their essential information in the application form in line with the points in the person specification, and to provide clear examples of their experience that demonstrate their skills and knowledge. Please note we do accept CV's but it will need to be accompanied by Age UK HHB Application Form.

Candidates are warmly invited to arrange an informal discussion with the recruiting manager, before submitting their application, which can be arranged by contacting HR@ageukhbb.org.uk

What we offer

- Flexible Working
- Hybrid Working
- Compressed hours available
- Job share considered/ Part time hours considered
- Training and development
- 5% pension contribution
- Health plan with employee assistance and 24 hour support
- 26 days annual leave (plus bank holidays) rising to 30 days
- London Living Wage employer

Closing date for applications: Monday 5th August 2024

The Role: Director of Services

Salary: £55,000pa

Hours: Full time – 35 hours per week

Responsible to: Chief Executive Officer

Employed by: Age UK Hillingdon, Harrow and Brent

Based at: Based at Age UK HHB head office, Unit 3, 126 Church Road, Hayes, UB3 2LW, with travel to Age UK workplaces within Hillingdon, Harrow and Brent and across North West London as required. Flexible and home working options are available to all staff subject to negotiation and service need.

Role Purpose

Main purpose of the job:

To work as part of the Senior Management Team to provide strategic leadership and direction for the organisation and to deputise for CEO as required.

To be responsible for the Charity's client facing, free at point of access, service delivery operations, including Information, Advice and Advocacy, Hospital and Community support services.

Main duties and responsibilities (role profile)

Strategic

- Provide strategic leadership, direction and development of all Age UK HHB Services, contributing to organisational strategy and the annual business planning process
- To work with the leadership team to identify and resource development opportunities, and to ensure our activity is providing optimum impact to improve the lives of older people in the borough

Leadership, Management & Quality

- Line Manage and develop Head of Services, Service Managers and other staff as appropriate, including setting targets and monitoring performance by ensuring that regular supervisions and appraisals are carried out, and tackling any performance issues in line with policies and procedures

- Ensure Age UK HHB staff and volunteers are provided with up-to-date information sources, including any changes in national and local policy. To ensure services achieve external and internal quality frameworks and best practice guidance and to drive efficient working practices
- Develop and oversee systems for feedback from service users to ensure the work, ethos and culture of Age UK HHB is informed by older people
- To ensure quality data is captured for all service delivery allowing us to measure reach and impact for effective performance management, overseeing provision of monitoring reports and dashboards for funders and board
- To lead on promoting and championing safeguarding within the organisation and to ensure compliance with any statutory requirements including oversight of designated safeguarding lead
- To represent charity as our Caldicott Guardian. Full training and ongoing refreshers for this role will be provided

Finance

- To work with the CEO, Managers and Trustees to develop annual budgets and to ensure services and projects deliver to budget
- To work with the Head of Finance to develop systems that will support service managers who will be accountable for devolved budgets
- To regularly review expenditure lines to ensure the organisation is managing resources prudently and effectively

External influence and partnership

- Work closely with external partners and commissioning/funding agencies to ensure that Age UK HHB delivers the range of services that are required and/or contracted, on time and on budget
- To support and build on our partnerships with other voluntary sector organisations in Hillingdon, Harrow, Brent and neighbouring boroughs including 3ST, H4All and Harrow Together
- Represent Age UK HHB with other voluntary, statutory and private sector agencies on appropriate external committees, networks and other bodies
- To act as an ambassador for Age UK HHB, promoting the work of our organisation and raising our profile at every opportunity

Business Development

- To represent Age UK HHB and consortiums at key NHS and Local Authority meetings to identify opportunities to support statutory bodies in meeting their objectives
- To lead on developing tenders or business cases for new or expanded services through statutory funding

- To work closely with our Trusts team to support and evidence bids to grant making bodies
- To lead on mobilisation/transition of new services including TUPE, restructure and implementation of new operating models

General

- To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- To attend staff meetings, away days and other similar staff events
- To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB
- All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- In liaison with line management generally, ensure services are developed and delivered to quality standards, revising as required
- To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead
- To promote equality, diversity and rights in all policies and guidance, actions and activities
- The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all duties required

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to Degree level or equivalent, or substantial successful senior management experience	A management/coaching qualification

Experience	
Essential Criteria	Desirable Criteria
Proven experience as an inspirational and successful leader of teams of staff and volunteers	Experience of writing successful tender or grant applications for statutory funding
Substantial experience of effective management of time, tasks and projects	
Demonstrable experience of working within and/or influencing change in health and social care services	
Experience of designing, planning, leading and mobilising new or remodelled services from concept through to business as usual	
Experience of leading contract and grant meetings, providing timely and comprehensive reports	
Experience of successfully managing multidisciplinary and dispersed teams of staff	
Proven experience in developing, implementing and monitoring quality standards	
Effective people management including supervision, appraisals and performance management	
Developing, managing and reporting on annual plans and budgets	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Knowledge of the voluntary sector and its ways of working with knowledge and understanding of user involvement and empowerment	Knowledge of project management and development principles
Knowledge and understanding of local health and social care structures	Applied understanding of consortia working
Excellent written and verbal presentation skills	
A high level of IT confidence and literacy, able to adapt and integrate information across different systems	
Able to build networks and work productively in partnership with others	

Personal Attributes	
Essential Criteria	Desirable Criteria
Passionate about and committed to the aims of Age UK HHB	
Self-motivating with a commitment to team working	
A commitment to equality of opportunity and implementing this in your approach at work	
Analytical and methodical approach to problem solving	
The ability to work in a changing environment and responds flexibly to changing needs and demands	