



## JOB DESCRIPTION

<b>Job Title</b>	Head of Help, Advice and Services (HAS) Operations
<b>Reports to</b>	Director of Help, Advice and Services
<b>Contract duration</b>	Permanent
<b>Location</b>	Hybrid (minimum of 2 days per week in Cheam office)
<b>Role Purpose</b>	
<p>To have lead responsibility for the Charity's Help, Advice and Services, ensuring that we provide high-quality, cost-effective and timely help that meets the needs of our beneficiaries. This includes grant-giving, digital services and third-party provision.</p> <p>To continuously improve the experience that we provide to applicants, in terms of the management of applications, and the nature of the help that we (and our partners) provide.</p> <p>To work closely with the Director of HAS, the wider HAS Management Team, and colleagues across the Charity, to produce and deliver the Charity's strategic and business plans.</p> <p>To provide effective leadership to team members, actively supporting and being a role model for the values and behaviours set out in the Charity's Values &amp; Behaviours Framework.</p>	
<b>Measures of Success</b>	
<p>Success in this role will be measured by:</p> <ol style="list-style-type: none"> <li>1. In collaboration with other Heads of business units, delivery of relevant business objectives, as set out in annual Business Plan, ensuring quality and compliance (as measured in KPIs). This includes budget planning and control, increased casework numbers, self-serve help, and audience reach.</li> <li>2. Supporting the Director of HAS to ensure timely review and amendment of policy and service provision to accommodate changing needs and budgets, approved by trustees.</li> <li>3. Development and delivery of improvements to the customer journey and processes, measured via feedback and evaluation evidence.</li> <li>4. Use of outcomes evaluation to learn and plan for most impactful delivery of help (social value measures), contributing effectively to the development of the HAS-related elements of the Charity's strategy and business plans.</li> </ol>	



5. Representing the Charity effectively externally, building strong relationships within the Civil Service and other charities/relevant organisations, participating in site visits, and delivering presentations to external audiences to build awareness of the Charity's work.

Key Responsibilities	Weighting (%)
Manage the effective and efficient delivery of the Charity's help, advice and services - including grants, advice and services - ensuring that we provide timely and effective support to applicants.	<b>30</b>
Lead on improvements to the user experience and recommend policy changes to inform the Charity's help strategy, policies and key priorities to drive growth in the provision of cost-effective and impactful help, advice and services, and balance of digital/self-help and in-depth intervention to increasing numbers of people, including: <ul style="list-style-type: none"> <li>• working with the Director of HAS, Heads of Services and Team Managers, and collaborate across the Charity with relevant Heads/teams, to ensure an integrated approach in the development, provision and delivery of all our services;</li> <li>• monitoring and reporting on trends through application data and wider evidence;</li> <li>• managing the evaluation of new and existing services in respect of social value and impact;</li> <li>• work with the Head of Finance on HAS audit processes, including trustee verification; and,</li> <li>• working with Data, Digital and Technology specialists, specifying user requirements for new/improved products and services.</li> </ul>	<b>30</b>
Act as a subject matter expert on help-related issues, including: <ul style="list-style-type: none"> <li>• providing policy and procedural interpretation, advice and guidance in connection with complex cases or financial decisions;</li> <li>• handling of complaints in a timely fashion, ensuring lessons are learned and any training issues identified;</li> <li>• working with the Data Protection Manager to ensure that our processes are compliant with relevant regulations, including ROPA completion; and,</li> <li>• as part of the safeguarding group, to ensure safeguarding policy and practice is adhered to and to provide advice/input as appropriate.</li> </ul>	<b>20</b>



<p>To support the HAS Director in business planning and reporting, budget planning and management for HAS, including financial decision-making to delegated authority levels.</p>	<p><b>10</b></p>
<p>Provide effective leadership, including line management, and support to the HAS Operational team, including identifying appropriate learning and development opportunities for team members.</p>	<p><b>5</b></p>
<p>Effective representation of the Charity externally, building strong relationships within the Civil Service and other charities/relevant organisations, including participating in site visits and delivering presentations to external audiences to build awareness of the Charity's work.</p>	<p><b>5</b></p>
<p><b>Other Responsibilities</b></p>	
<ul style="list-style-type: none"> <li>• Deputise for Director of HAS as required, attending Board meetings or other events</li> <li>• Work with Civil Service contacts, other charities and organisations to share insight and best practice</li> <li>• Represent the charity at events to share best practice, build networks and increase awareness of the Charity's help</li> <li>• Contribute to discussions around ethical policy and issues eg corporate sponsorship, fundraising initiatives</li> </ul>	
<p><b>Skills and Experience</b></p>	
<ul style="list-style-type: none"> <li>• At least 3 years' experience managing diverse teams in a hybrid work environment</li> <li>• Experience of managing performance and caseloads</li> <li>• Collaborative cross-organisational and outward-facing approach, sharing insight and learning and identifying development and partnership opportunities</li> <li>• Excellent interpersonal, influencing and communication skills, including training, presentation and report writing skills</li> <li>• Analytical skills to understand and produce reports, track key performance indicators and projects</li> <li>• Experience of high-level decision-making for complex cases</li> <li>• Experience of budget planning, financial control systems and delivering forecasts and variances including budgets</li> <li>• Experience of using of CRM databases, (preferably MS Dynamics) to input and extract data and reports</li> <li>• Experience of specifying user requirements, process mapping, change and version control</li> <li>• Working knowledge of evaluation methodology, including social value</li> <li>• Experience of managing change, including project management</li> <li>• Experience of working in or with the charity or grant giving sector</li> </ul>	



**CHARITY  
FOR CIVIL  
SERVANTS**

- Experience of managing contracts, negotiating terms and conditions
- Knowledge of statutory benefits

**Additional information**

This job description is not intended to be exhaustive, and the role holder may be asked to carry out other duties commensurate with the role.