

## Head of Support Services

### JOB DESCRIPTION

<b>Job Title</b>	Head of Support Services
<b>Responsible for</b>	Services Volunteer Team
<b>Line Manager</b>	Charity Director
<b>Hours</b>	Full time - 40 hours per week
<b>Leave</b>	33 days inclusive of public holidays
<b>Location</b>	Remote, home working
<b>Pension</b>	Employer's contribution: 6%, employee's contribution: 4%
<b>Salary</b>	£33,500-£36,500

*This is a two year fixed term role until 31 March 2027. We will consider a job share if we have two strong candidates interested in a part-time position. Salary and benefits will then be pro-rata.*

### Our Mission

To beat vitiligo by eradicating the psychological, social and physical effects on people's lives and by finding effective treatments and a cure.

### Purpose of the role

The Head of Support Services is responsible for leading the delivery of The Vitiligo Society's tailored support to patients with vitiligo and their families, and contributing to the strategic development of the organisation and its services.

### Key responsibilities

#### People Management

- Oversee the engagement of volunteers involved in the delivery of The Vitiligo Society's services and input into the overall development and structure of volunteering across the organisation.
- Build, and encourage, positive working relationships with other staff to ensure members receive relevant information at the right time and that communications reflect the lived experience of individuals affected by vitiligo.

## **Service Development & Delivery**

- Develop clear operational plans to deliver The Vitiligo Society's organisational strategy across services.
- Lead the Support Services Volunteer Team and grow The Vitiligo Society's services in line with the charity's overall growth strategy and priorities whilst ensuring quality, sustainability and safe operating practice remain at the forefront.
- Be part of a rota of staff & volunteers answering the Society's helpline
- Deliver direct support to individuals affected by vitiligo, supporting them through their diagnosis and treatment journey.
- Manage the budgets for service delivery.
- Identify opportunities to improve our current support and develop new activities with a particular focus on patient and family support.
- Develop and embed robust monitoring and evaluation processes across all services and provide reports to the Charity Director, the Board and funders as required.
- Champion an evidence-based research and insights approach to service development and delivery, especially Health Psychology.

## **Safeguarding**

- Appointed Designated Safeguarding Lead.
- Lead on the development of delivery of The Vitiligo Society's approach to safeguarding children and adults at risk including policy and process development.
- Ensure that the outputs of all The Vitiligo Society's services are in line with the relevant safeguarding legislation and best practice.

## **Wider Impact**

- To lead on the development and nurturing of partnerships with healthcare professionals, education professionals and voluntary organisations.
- To lead on Technology Appraisal submissions with NICE and work with other healthcare regulatory bodies to ensure fair access for patients to the latest vitiligo treatment innovations.

## **Fundraising**

- Contribute to funding applications related to service development and delivery, as appropriate.

- Contribute to reports to funders & donors, as required.
- Develop and grow the Services Team’s income generation capacity by working in partnership with fundraising colleagues.

**Other**

- Attend The Vitiligo Society events when required to support staff and volunteers in the delivery of activities.

This job description cannot cover every task that might arise within the post and the post-holder will be expected to carry out other duties from time to time.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
Commitment to improving the lives of patients with vitiligo	x	
Ability to inspire and motivate others, especially volunteers	x	
Ability to analyse complex problems, make decisions and develop solutions	x	
Ability to prioritise workload to ensure deadlines are met and support others to do the same	x	
Able to manage, update and apply The Vitiligo Society’s safeguarding and child protection procedures	x	
An understanding of (or the ability to learn & understand) the treatment pathways for vitiligo, and the ability to explain these to others	x	
Excellent relationship building skills, with both internal and external stakeholders	x	
Experience arranging both in person and virtual events		x
Experience as a designated Safeguarding lead for a small organisation		x
Minimum two years’ experience supporting volunteers		x
Experience of monitoring and evaluating services and implementing change		x
Excellent communication and IT skills, inc. Microsoft 365		x
Experienced in using social media and publishing updates		x
Excellent project management skills		x

Excellent written and verbal reporting skills, such as to funders and the Board of Trustees		x
Ability to monitor budgets, keep financial records and support others to do the same		x
The ability to understand research documents and translate published results into easy-to-understand blog updates and social media posts.		x