

JOB DESCRIPTION

Job Title:	Head of Services
Responsible to:	CEO
Responsible for:	Service Managers

Hours:	37 hours per week
Holiday Entitlement:	28 days plus bank holidays
Salary:	£40,000
Pension:	Group personal pension plan, with employer contribution of up to 4%

General Description:	<p>Working closely with our existing Head of Services, you will have joint responsibility for the operational management of Services across our organisation. Key tasks and responsibilities will include:</p> <ul style="list-style-type: none"> • Line managing our Service Managers. • Liaising with and reporting to commissioners. • Monitoring service efficacy. • Ensuring all services have written policies and processes in place. • Supporting the senior management team with the development of new services. • Acting as a Designated Safeguarding Lead • Mobilising new services. <p>You are required to maintain regular contact with partner agencies, commissioners and funders, negotiating on behalf of the charity, and building strong and positive relationships with others.</p> <p>This role will require travel across the South-West, and a willingness to attend meetings in all our offices on occasion.</p>
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MAIN RESPONSIBILITIES

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SERVICE DELIVERY MANAGEMENT TEAM

- Be an active member of the Service Delivery Management Team.
- Contribute to the development services across FearFree.
- Ensure FearFree complies with all legal requirements; advise the CEO when a breach is likely or has occurred.
- Achieve and maintain external accreditations, such as Leading Lights, ISVA Standards and Respect Standards.
- Provide cover for your counterpart Head of Services (primary responsibility for safety and support services).
- Act as a Designated Safeguarding Lead for FearFree.
- Support senior colleagues – including the Head of Communications, Head of Fundraising, and Head of Finance – to ensure excellent services and a joined-up approach.

MANAGEMENT ROLE

- Attend management team meetings.
- Mobilise new services.
- Take a leading role in the writing and development of tenders and bids for new services.
- Working within the agreed policies, principles & codes of practice of FearFree, develop, implement, sustain and improve frameworks and systems to achieve objectives and priorities through effective procedures.
- Work with relevant senior managers to advise on formulating, updating & monitoring relevant FearFree policies & procedures, updating manuals as and when required, ensuring that support staff have appropriate access to them and record sightings of updates.
- Manage change in accordance with change control procedures.
- Liaise & network with other agencies, statutory, voluntary, & private as appropriate.
- Oversee the quarterly and annual reviews for Commissioners.
- Develop and manage own workload having the ability to work independently, using own initiative.
- Attend relevant local, regional and national groups, forums and meetings as appropriate.
- Contribute to the development of new projects as required.
- Manage other tasks appropriate.
- Ensure all services meet with the requirements of accredited bodies, legislation, contractual obligations, best practice and FearFree policies.

SUPERVISORY ROLE

- Ensure the provision of line management, support and supervision for Service staff.
- Respond to complaints escalated from the projects.
- Develop and oversee project/service plans.

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- Monitor compliance with procedures at project level.
- Chair project/service management meetings.
- Ensure project reports and returns are completed on time.
- Provide advice, information, training and support to staff related to organisation policies and procedures as required.
- Arrange training courses or identify training opportunities to ensure staff & volunteers have access to specific knowledge related to relevant issues for service delivery.

Health and Safety

All individual employees are required to promote a health and safety culture within the workplace, observe all health and safety rules and procedures, attend training courses as required and, where appropriate, conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, etc.

Safeguarding / Disclosure and Barring Service

FearFree is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment and bring any concerns (whether in respect of service users or members of staff) to the attention of Safeguarding Leads immediately. This role will require an enhanced DBS check

Confidentiality and Data Protection

All employees must ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

Equality and Diversity

FearFree is committed to encouraging equality, diversity and inclusion among our workforce and our service users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our service users, and for each employee to feel respected and able to give their best. The role has the responsibility to ensure all duties and responsibilities are carried out in a manner which promotes FearFree’s Equality, Diversity and Inclusion policy.

PERSON SPECIFICATION

Requirements		Essential / Desirable
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Educations and Qualifications	Educated to degree level or relevant professional qualification.	E
	Evidence of continued professional development.	E
	Counselling qualification.	D
Experience, Skills and Knowledge	Experience in a similar senior leadership position or Executive position with related Board reporting experience.	D
	Experience managing teams.	E
	Experience of leading and mentoring teams to develop high performance.	E
	Proven experience of improving processes and services.	E
	Experience of working in a highly sensitive environment, health or social care or other service setting.	E
	Experience of leading domestic abuse, sexual violence or stalking services.	D
	Demonstrable commitment to staff learning and development.	E
	Experience of operating in a highly regulated environment and ensuring compliance with all relevant sector and national legislation and regulation.	E
	Experience of budget forecasting and management.	D
	Demonstrable strong written and verbal communication skills; to be able to write, reports, deliver presentations,	E
	E	

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	<p>and to communicate with and influence stakeholders in a clear and effective way.</p> <p>Experience in and commitment to child safeguarding.</p> <p>Experience in writing processes and policies.</p> <p>Experience in delivering training.</p> <p>Experience in and understanding of risk assessment and safety planning.</p> <p>Experience, understanding and commitment to trauma informed practice.</p> <p>Experience in writing tenders and bids.</p>	<p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>
Personal skills and attributes	<p>Ability to demonstrate sound judgment in a management function and sensitive setting.</p> <p>Excellent organizational skills, to meet deadlines and targets.</p> <p>Strong interpersonal and team working skills and ability to both support, influence and inspire others.</p> <p>Excellent innovation and problem solving.</p> <p>Ability to work under pressure and also to be aware of own needs and take responsibility for self-care.</p> <p>Ability to work practically and hands on and gradually develop the teams functions and delegations.</p> <p>Exceptional communication skills and ability to engage with varied stakeholders.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other	<p>Willingness to travel and connect with regional service teams. Ability to travel across Wiltshire, Swindon, Devon, Somerset, Gloucestershire and Bristol.</p> <p>Full driving licence and access to a roadworthy vehicle.</p>	<p>E</p> <p>E</p>

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