# Partnership Services Lead

Job Description

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| **Department** | Services – Partnership Services |
| **Reports to** | Head of Partnership Services |
| **Direct reports** | Up to 8 Partnership Advisors |
| **Salary** | £42,000 - £47,000 pa depending on experience |
| **Hours** | 35 hours per week (Monday – Friday 9am-5pm) |
| **Contract type** | Permanent |
| **Location** | Hybrid. In area: North/Central/South |

## About the role

This is a pivotal leadership role, driving the transformation of our Partnership Services. As one of three Partnership Services Leads, you will be on the department senior management team and will work together with the Head of Partnership Services to co-shape the strategy, performance indicators, and budget of the department. You will hold accountability for implementing the strategy and will have accountability of the budget relating to your area.

You will lead a team of Partnership Advisors through a significant change programme and help transform how we support recipients with their hearing loss. You will ensure that the service responds to the whole person and their changing hearing journey, not simply the maintenance of the dog partnership.

You will combine strong people leadership with service improvement, change leadership, performance management and data-informed decision-making. You will translate the Partnership Services strategy into clear day-to-day expectations and professional standards, build capability within the team, and ensure recipients receive a consistent, proactive and person-centered service.

This is not a technical dog-training role. Specialist expertise will be available from colleagues across Dog Training, Healthcare, Support Pathways and other specialist teams. Your role is to bring the right expertise together around the recipient and make sure it results in better experience and outcomes.

## Our service ambition

Partnership Services puts the recipient at the centre of their hearing journey, providing the right support at the right time as their needs change. Hearing Dogs remain central, but we look beyond the dog to understand each person's wider hearing loss needs, and connect them with Hearing Link services, information or specialist organizations that will help them regain confidence, connection and companionship.

## What you will be responsible for

### Person-centric service delivery

- Lead the delivery of a consistent, proactive and person-centered service throughout the Hearing Dog partnership.
- Ensure Partnership Advisors understand each recipient's wider hearing loss journey, needs and circumstances, not only their immediate Hearing Dog partnership.
- Ensure advisors identify wider hearing-related needs and connect recipients to appropriate Hearing Link or external services.
- Champion, and proactively share as appropriate, recipient experience and outcomes in cross-functional discussions and service decisions.

- Use recipient feedback, complaints, compliments and case insight to improve service delivery.
- Ensure redesigned recipient journeys and service standards are translated into practical, consistent ways of working.

### People leadership and culture

- Directly lead and line manage up to 8 Partnership Advisors, with support from specialist teams including Dog Training, Healthcare, and Support Pathways.
- Set clear expectations for behaviour, professional practice, service standards, performance and impact.
- Coach and develop Partnership Advisors to build confidence, capability, professional judgement and independent decision-making.
- Create a culture of accountability, openness, learning and continuous improvement.
- Address poor performance and behaviour promptly, fairly and consistently.
- Model the leadership behaviours required for the future service and constructively challenge practices that do not meet agreed standards.

### Performance, quality and standards

- Implement and maintain agreed critical KPIs, service approaches, standards and quality measures.
- Use performance information routinely to identify variation, risk and improvement opportunities.
- Hold regular performance conversations and act promptly where standards are not met.
- Use case review and quality assurance to improve consistency and professional practice.
- Provide meaningful performance insight, learning and mitigation to the Head of Partnership Services rather than simply reporting activity.

### Change and transformation

- Lead the implementation of the new Partnership Services model within the team and drive the change in orientation required.
- Build understanding of why change is required and address resistance constructively and robustly.
- Embed new approaches, processes, standards, systems and behaviour into everyday practice.
- Identify barriers to implementation and work with colleagues to resolve them.
- Maintain momentum and accountability after implementation.

### Data, insight and continuous improvement

- Use data and insight as a core leadership tool.
- Interpret and act on trends in workload, quality, recipient outcomes, wellbeing impact and other agreed measures.
- Turn data and insight into action, improvement plans, positioning of new recipients, and management decisions.
- Identify systemic issues and escalate them to the Head of Partnership Services with practical solutions.
- Contribute evidence and operational insight to Service Design and wider improvement.

### Cross-departmental working

- Collaborate with and influence specialist support colleagues to embed, continuously improve and measure the impact of recipient journeys.
- Work in partnership with specialist teams where their input is required, including Dog Training, Healthcare, Support Pathways, Strategy, Performance and Impact.
- Collaborate with Support Pathways to ensure recipients can access appropriate wider support.
- Develop effective relationships across teams and influence without relying solely on formal authority.
- Ensure information, learning and good practice move effectively across the organization.

### Risk, safeguarding and resources

- Ensure safeguarding, risk, confidentiality and information governance requirements are understood and followed.
- Identify and escalate significant or systemic risks.
- Manage workload and team capacity effectively and respond to changing demand.
- Manage delegated budget within agreed parameters.
- Contribute to workforce planning and resource decisions.

### All Hearing Dogs for Deaf People staff are expected to

- Uphold HDfDP's Values and Behaviours, working collaboratively with colleagues across HDfDP and with external stakeholders.
- Follow HDfDP's mandatory policies and procedures, including Safeguarding, Data Protection and Health and Safety, always complying with legislation and statutory duties.
- Maintain the highest possible standards of canine welfare and ensuring relevant Assistance Dogs International accreditation compliance standards are met.
- Demonstrate HDfDP's commitment to building a diverse and inclusive organisation by participation in deaf awareness and communication training.
- Carry out any other reasonable duties requested by their manager.

**Hearing Dogs for Deaf People are committed to safeguarding. All successful applicants will be required to undergo an Enhanced Disclosure and Barring Services check (e.g., DBS/PVG or similar), including references covering any gaps of employment/education, confirm eligibility to work in the UK and complete a health check.**

For operational reasons, the Charity reserves the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested, from time to time.

### About you – Essential skills, knowledge and experience

We are looking for an experienced, energetic and motivating change leader who can combine sound professional judgement with the confidence to lead change, improve performance and challenge established ways of working. You will be comfortable using data to understand what is happening, but equally confident translating that insight into practical action and delivery.

You will bring:

- Significant experience of leading change and developing people.

- Demonstrable experience of successfully managing performance and addressing underperformance.
- Experience of successfully leading people through organizational, cultural or service change.
- Experience of setting or managing standards and KPIs and using data to focus effort and improve performance.
- Experience of improving a service, process or customer/recipient journey.
- Strong coaching, communication, influencing and relationship-building skills.
- The ability to create and maintain clear, effective and uncomplicated systems that enable people to focus on recipient support rather than unnecessary administration.
- The ability to work effectively across departmental teams, bring people together around shared outcomes and drive action.
- Strong professional judgement, swift decision-making and the ability to manage complexity, risk and competing priorities.
- A commitment to person-centered services and measurable outcomes.

**Experience that would be of interest**

- Experience in disability, health, social care, charity or another person-centered service environment; experience of hearing loss services; and/or experience of service design, quality assurance or continuous improvement.
- Technical dog-training expertise is not an essential requirement. You will need to understand when specialist advice is needed, ensure it is accessed, and make sure that advice is acted upon.

**What success will look like**

Success in the role will be demonstrated through:

- Recipients experience a more consistent, proactive and person-centered service.
- Data, recipient insight and impact information lead to evidenced tangible service improvements
- New recipient journeys and service standards are embedded in practice.
- Partnership Advisors understand their responsibilities and performance expectations.
- KPIs and service standards are routinely used to manage performance.
- Variation in practice is identified and reduced.
- Underperformance is addressed consistently and promptly.
- Partnership risks are identified and managed earlier.
- Cross-departmental working results in clearer, more joined-up support.
- The team demonstrates professional behaviour, sound judgement and accountability.

This is an opportunity to play a central role in a significant transformation of Partnership Services. You will have the opportunity to shape how a team works, establish a stronger professional culture, and directly influence the experience and outcomes of people who rely on our services.

A role with genuine scope to shape and improve a developing service.
The opportunity to lead a committed professional team through significant change.

Close working relationships with specialist teams across the organisation.
The opportunity to use data, insight and recipient experience to influence service design and improvement.

**Successful applicants will be required to:**

- Have a full UK driving licence, with access to a vehicle during the working week, and willingness to travel nationally regularly as required to meet the needs of the team's objectives behavioural support.
- Regular UK-wide travel and willingness to stay away from home when required to meet operational requirements.