



## Job Description

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| <b>Job title:</b>       | Director of Services (28 to 35 hours per week)   |
| <b>Reporting to:</b>    | Chief Executive Officer  |
| <b>Responsible for:</b> | Services and Service Management Team, stakeholder management, evaluation and monitoring, income generation |

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### Role in Context

*Established in 1997, Jigsaw4u provide a range of services for children, young people and families experiencing complex social and emotional difficulties in SW London. Jigsaw4u has experienced considerable growth and development over the past several years, and this new role has been identified by the Board of Trustees and Chief Executive Officer to support Jigsaw4u's position and aspirations for the future.*

### 1. Responsibilities

Jigsaw4u's Board of Trustees and Chief Executive Officer (CEO) have recognised the need for dedicated staffing resource to hold the day-to-day responsibility for the services management function as part of our Senior Management Team (SMT). As a member of our SMT, you will help to deliver and shape and the organisation's vision and strategy. It will be your responsibility to ensure that Jigsaw4u's services achieve their goals, meet their strategic objectives and achieve our growth targets while being delivered to Jigsaw4u's exceptionally high standards.

Under the direction of the CEO, the postholder's areas of responsibility will be to:

- Line Manage the Service Managers, ensuring that their teams are high performing, reporting and data collection is of a high standard and relationships with funders and other stakeholders are outstanding.
- Ensure that the structure of all Jigsaw4u services are optimised to allow for growth and support staff and volunteers (including trainee counsellors/therapists) to develop key skills.
- Maintain knowledge and awareness of best practice within the charitable sector (and other sectors where relevant), to inform and update Jigsaw4u so

that we take advantage of the latest approaches to change, innovation and development which can have a positive impact on children, young people and families affected by complex social and emotional difficulties.

- Work proactively and collaboratively to identify innovation and business improvement within the Service Management Team to define and agree Target Operating Models and oversee implementation and ongoing review. Use insight, evaluation and analysis to continually inform and refine practice.
- Play a full part in the development of the SMT and deputise for the CEO as required. Work closely with the Service Management Team to develop and deliver an outstanding approach to people management, building a learning culture that delivers high quality, extensive support enabling people to achieve their best as a team.
- Represent Jigsaw4u at formal meetings with funders and other stakeholders and through submission of reports and data requests. Establish new, and strengthen existing, external relationships to promote Jigsaw4u's profile, influence and reputation.
- Ensure compliance with relevant statutory and regulatory requirements, and adherence to relevant professional codes and standards of good practice.
- Support the CEO in funding and tender applications
- Support the CEO and fundraising team in generating income

As a member of the SMT you will be expected, with training and support, to take an active part in supporting the whole organisation. Experience and aptitude to provide calm leadership and a supportive problem-solving approach to practical problems and judgements involving risk is necessary.

## **2. Key Outcomes**

- Jigsaw4u have all the appropriate systems in place to ensure efficiency, effectiveness and economy (good use of charitable funds) and facilitate service delivery of the highest standard on an ongoing basis.
- Jigsaw4u is able to meet its monitoring and reporting requirements due to good use of Lamplight and Outcomes Stars by Service Managers and staff on an ongoing basis.
- Jigsaw4u's Board of Trustees and SMT have the information required to evaluate the effectiveness of all the elements of our service on an ongoing basis.
- Stakeholder relationships are managed effectively across all services to ensure Jigsaw4u's reputation is maintained to the highest standard.

## **3. Generic Responsibilities**

- Manage personal resources and own professional development

- Follow the Jigsaw4u Safeguarding Policy at all times and respond to safeguarding concerns to a high standard
- Work in a manner that promotes equality and values diversity
- Promote a health and safety culture within the workplace
- Maintain all information in accordance with the Jigsaw4u Data Protection Policy and GDPR
- Undertake other activities as required

#### **4. Travel**

The role will be largely office based but will require travelling around South West London where appropriate. Travel costs will be reimbursed.

#### **5. Hours**

28 to 35 hours per week.

While the majority of the role exists within the general boundaries of 'office hours' there will be regular occasions when unsocial hours may be expected along with home working and weekends – entirely reflecting the need to work with children and young people when they are most available.

#### **6. Training/Supervision**

To undertake supervision on a regular basis. To attend Jigsaw4u meetings and training events as requested by CEO.

#### **7. Terms & Conditions**

Jigsaw4u terms and conditions of service.

#### **8. Salary**

Competitive. Jigsaw4u regularly benchmark salary scales to ensure our staff are remunerated in accordance to NJC scales and similar roles in similar organisations.

*This job description is not intended to establish a total definition of the job, but an outline of the duties. The details above are neither exclusive nor exhaustive and the post holder may be required to carry out additional tasks from time to time, in order to enable the organisation to carry out its work efficiently.*

Date: March 2024



# Person Specification

**Job Title:** Director of Services  
**Department:** Jigsaw4u Senior Management Team

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## 1. Knowledge and Experience

### Essential

- At least 5-years' experience of working in management/senior roles within an organisation, whether charitable, public or private sector.
- Experience of line management of services and staff.
- A strategic understanding of how staff and service structure impact and support exceptional service delivery, and a commitment to continuous improvement in all ways of working
- Understanding of the operational and strategic issues and challenges currently facing charities.
- Knowledge of services supporting children, young people and families.
- Knowledge of safeguarding issues and procedures
- Some understanding of charity governance.
- Some understanding of financial management.
- Some understanding of human resources management.
- Knowledge and experience in the administration of IT systems and data entry.
- Professional, principled, positive and self-motivated, able to act consistently as a strong role model.
- Focus on high quality with rigorous attention to detail, the confidence to challenge and to be challenged.
- Extremely well-organised with an ability to prioritise workload; and a positive attitude and willing to contribute to developments, improvements and changes within Jigsaw4u.

- Understanding / empathy with the experiences, needs and impact of the charity's beneficiaries with a mature, calm and empathic manner, and strong verbal and written communication skills.
- Demonstrable commitment to equal opportunities and diversity, with a non-judgemental approach.
- A commitment to pursuing professional excellence, personal development and learning.
- A commitment to supporting and developing staff as individuals and as a team.

### **Desirable**

- Experience of involving service users in service development
- Knowledge of working practises of schools and social care
- Knowledge, experience and qualification in direct work with children and young people
- Knowledge of factors impacting mental health and wellbeing of children, young people and families.
- A thorough knowledge of the voluntary sector and issues affecting volunteers, staff and service users

## **2. Education and Training**

### **Essential**

- Professional qualification

### **Desirable**

- Educated to degree level or equivalent
- Management, PR and/or fundraising training

## **3. Skills and Aptitude**

### **Essential**

- Demonstrate passion and commitment to the work of Jigsaw4u
- Ability to manage staff delivering interventions with children, young people and families
- Ability to work as part of Jigsaw4u's Senior Management Team
- Ability to market Jigsaw4u services effectively

- Ability to engage and sustain positive working relationships with children, young people, staff and volunteers
- Ability to work in partnership with other organisations
- Ability to work to clear objectives, prioritise and meet deadlines
- Be able to communicate effectively orally and in writing
- Possession of good IT skills

### **Desirable**

- Ability to review and develop new services
- Ability to think creatively
- Able to demonstrate a working knowledge of the GDPR and good data and cyber protection practice
- Ability to effectively represent Jigsaw4u in public

## **4. Equal Opportunities**

### **Essential**

- Ability to ensure that culturally and racially sensitive services are provided to service users