

Job Description – Head of Services



This job description serves to illustrate the type and scope of what is required for the post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or level of responsibility entailed.

Section 1 - Job Details

Job title	Head of Services
Directorate area	Services and Support
Department/Team (if applicable)	Services
Reports to	Executive Director of Services and Support
Direct reports	Safeguarding Lead, Programme Lead (MS Support), Helpline Support and Information Manager, Helpline Services Volunteer Manager, Helpline Specialist and Project Manager
Job Location	Office based in London with flexibility to work remotely
Contracted hours are agreed locally with line managers	

Section 2 - Job Purpose

To develop and deliver a strategic plan for the MS Society's portfolio of Services which grows the reach, diversity and impact of services such as our helpline, specialist services, befriending and support volunteers.

Ensure the MS Society's approach to Safeguarding adheres to best practice and legal requirements across the UK, while also supporting the delivery of the MS Society's strategy.

To provide strategic leadership to the Services staff and volunteers, ensuring that they are enabled to deliver on the MS Society's overall strategy.

Section 3 - Key Responsibilities/Accountabilities

	Responsibility/ Activity
1	Strategic leadership of the MS Society's Services, including developing and delivering a strategic plan for services, ensuring our services are impactful, compliant and coproduced.
2	Leadership of a department of 19 staff and c.100 volunteers, with direct line management of service managers and project leads (with some occasional dotted line management to services delivered in the devolved nations and community). Including recruitment, development, retention and appraisal of staff in accordance with the standards set out in our Human Resources policies and procedures.
3	Accountable for the effective day to day management and delivery of functions within the department, including a focus on delivering against the business plan and continual improvement.
4	Cross organisational accountability for (not just in Services and Support) ensuring the MS Society's Safeguarding work is legally compliant, adheres to best practice and supports the MS Society's strategy.
5	Propose and be accountable for the efficient management of a > £1million budget, including effective budget preparation, planning, monitoring and review.
6	Accountable for the creation, analysis and evaluation of performance information, monitoring and reporting against objectives, outcomes and KPI's.
7	As part of the MS Society's Activity Review Group, ensure the effective monitoring and delivering of the organisation's strategy through quarterly reviews, as well as contributing to the overall leadership of the organisation through membership of the Leadership Group.
8	As part of the senior leadership team of the Services and Support directorate, provide leadership and support the directorate's culture, and deputise for the Executive Director of Services and Support where required.

Section 4 – Dimension of the role

Resources	Responsible for the strategic leadership of MS Society Services.
Staff/Volunteers	19 staff and c.100 volunteers
Budget	£1.3m
Key relationships	<p>Internal:</p> <ul style="list-style-type: none"> Executive Director of Services and Support Head of Volunteering and Community Networks Directors in Cymru, N.I. and Scotland Volunteers and Experts by Experience Leadership team Engagement and Income Marketing and Brand Digital and Content Corporate Services Activity Groups <p>External:</p> <ul style="list-style-type: none"> People affected by MS MS professionals and health professionals Third party providers of services relevant to people affected by MS Suppliers and contractors such as the Disability Law Service External agencies

Information security/ data governance	Responsibility for undertaking relevant actions and responsibilities according to the role assigned by the MS Society
------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

Section 5 – Key deliverables

	Measures of success
1	All Services achieve the outputs and outcomes as detailed in the MS Society's strategy and sub-strategies.
2	All staff in the department are led, motivated and supported.
3	The MS Society's Safeguarding approach is legally compliant and adheres to best practice.

Section 6 – Competencies and contribution

Competency	Level required (see below)	B	E	A	T
Fosters co-production	4		X		X
Open to change and innovation	4	X		X	
Sound decisions	4		X	X	
Collaborative working	4				X
Effective communication	4			X	X
Outcome focussed	4	X			X
Inclusivity	4				X
Accountability	4	X	X	X	X
Tech savvy	4	X		X	

Level	
5	Strategic – Senior management and/or strategic responsibility requiring wide advanced knowledge of organizational policies, practices and procedures across the organization or detailed theoretical, practical and procedural knowledge of a specialized area. Provides expert knowledge and insight on a range of subjects and/or groups relevant to MS and represents the MS Society externally. Translates vision, strategic aims and direction in clear terms that people can relate to and action. Makes significant and influential decisions and facilitates appropriate resources.
4	Expert/ Recognised authority – Responsible for managing significant resource (people, budget etc.) associated with the function/activity. Demonstrates expert knowledge and relevant and appropriate professional leadership and influence. Colleagues consistently perform a task or activity to higher levels having an intuitive grasp of what is required to be delivered, how it impacts across other areas of activity and how it may be improved for the benefits of the MS Society. Colleagues have an in-depth understanding and focus upon building expertise, they are the go-to person and have a reputation for being knowledgeable in this area and are able to apply their existing skills and knowledge to new or emerging challenges.
3	Complex - Roles with or without line management responsibility where they are required to use knowledge gained through experience, professional or technical qualification on complex information or raw data for typically non-routine problems upon which own judgment needs to be applied without further instruction or guidance to work with others to overcome obstacles and deliver outcomes across teams/department.
2	Enhanced - Roles with or without line management responsibility but accountable for casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. first line managers of people or process. Colleagues have knowledge of requirements of a team/function, contribute to building and maintaining successful internal and external relationships and collaborate to deliver effective outcomes. Colleagues use

	knowledge and understanding to organise and/or manage work, tasks and processes, can solve routine issues and contribute to the development of new practices and procedures.
1	Foundation – roles make an individual contribution to the MS Society with no process or line management responsibility. Colleagues have a fundamental knowledge and understanding of what is required to carry out the role and how it connects to other roles and activities. Understand what is required to be carried out and has the competence and skills to carry out the activities.

Section 7 - Learning & Development requirements

(List L&D requirements for role)

Foundation (mandatory)	
Additional internal learning/ courses required for role	
Other professional training/qualification required	

Section 8 - Person specification (knowledge, experience, skills and attributes needed for the Job)

Those that are marked as essential and will be tested at application stage (A) will be used as shortlisting criteria for determining who will be invited to interview.

Requirement	Essential	Desirable	Tested*
Demonstrable experience of designing, developing and delivering impactful Services strategies for a comparable organisation and involving beneficiaries in the coproduction of it.	X		A
A track record of successfully leading and managing a large, geographically dispersed services function in the voluntary or public sector to delivery high quality results.	X		A
An impressive record of delivering innovation in service design, development and measurement.	X		A
Extensive experience of leadership and management of a large, and dispersed team, of staff and volunteers.	X		A
A track record of Safeguarding compliance, able to lead recommendations and advice ensuring compliance with regulations, standards or policies.	X		A
Proven planning, programme and project management experience to control effective use of resources, including comparable budget management experience	X		A
Experience of contributing to Executive and Board meetings	X		A
Experience of working with volunteer groups		X	I
Experience working across the four nations of the UK		X	I
A track record of securing funding for services.		X	I
An in depth understanding of the Data Protection Act, GDPR and Helpline management		X	I
Creative and innovative thinking to develop fresh ideas that provide solutions		X	I

Customer focus, able to build and maintain customer satisfaction with the products and services offered by the society		X	I
Excellent written and verbal communication skills, with the ability to communicate effectively with a wide range of media and audiences		X	I
Excellent interpersonal skills, able to influence/persuade a wide range of stakeholders and build constructive working relationships		X	I
Experience of implementing quality standards, including the Helplines Standard		X	I
Substantial experience of working in a senior leadership team determining strategic direction and delivery		X	I

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

Confidentiality	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, diversity and inclusion	Ensure all duties are carried out in a manner which promotes the MS Society's equality, diversity and inclusion policies and practices. As a charity whose primary focus is to support and improve outcomes for disabled people. We expect all colleagues to be curious and innovative in identifying and removing any barriers experienced by disabled people whilst working with us. As well as adopting an inclusive approach and embedding EDI principles in their day to day work.
Health & safety	Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
Safeguarding	MS Society are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and an enhanced Disclosed Barring Service check will be required for this role.
Digital, data and Technology	Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the MS Society intranet, human resource and finance systems, case management system software and other bespoke MS Society software and applications.
Key contacts/ relationships	Internal: Executive Director of Services and Support Head of Volunteering and Community Networks Directors in Cymru, N.I. and Scotland Volunteers and Experts by Experience Leadership team Engagement and Income

	<p>Marketing and Brand Digital and Content Corporate Services Activity Groups</p> <p>External: People affected by MS MS professionals and health professionals Third party providers of services relevant to people affected by MS Suppliers and contractors such as the Disability Law Service External agencies</p>
Unusual specific physical/mental demands associated with the role	
Travel requirements	Infrequent travel required, especially to meet with Country teams.
Unsocial hours	Infrequent, though helpline operates outside of core hours.

Last updated (11/11/24)